

Minutes



Minutes of Tenants and Leaseholders Congress 30th September 2009, 6pm – 8pm Boardroom

Present:

Jean England – **JE**
Janet Storar – **JS**
Val Schneider – **VS**
Jacinth Hall – **JH**
Maria Hemphill – **MH**
Bradley Eastwell – **BE**
Alan Hoban – **AH**
Linford Stevens – **LS**

John Riley – **JR**
Roy Lawson – **RL**
Tony Stubbings – **TS**
Robert Morrell – **RL**
Kevin Butt – **KB**
Sue Stevenson – **SS**
Margaret Pugsley – **MP**
Kath Biddle - **KBi**

NCH

Carole Donnelly - **CD**
Gill Moy – **GM**
Janet Glass – **JG**
Sue Taylor – **Sta**
Amanda Schofield – **AS**

Phil Saunders – **PS**
Tricia Quinn – **TQ**
Emma Simpson – **Minutes**
Cherry Edgeworth - **CE**

Apologies: Alison Thorpe (Vice Chair), Clive Thorpe, Ethel Anderson, Cynthia James, Sheila Thwaites, Dave Bennett–Bull, Kate Bowley

1.0 Welcome, Introduction and Apologies

The Chair Welcomed everyone to the meeting, mentioned the apologies and started the meeting

2.0 Minutes of Previous Meeting

The Chair ran through the page numbers, no objections.
The Minutes were signed off by the chair

3.0 Matters Arising & Confidentiality/ Code of Conduct

CD advised this was the updated version from the previous TLC meeting and that the amendments were made to the current document at the TLC Away Day. There were no objections to the new document and was signed by all and handed to **CD** at the end of Meeting

4.0 'You Decide, We Provide' Presentation by Margaret Pugsley and Sue Stevenson

MP and **SS** ran through the presentation with TLC and explained the new decorating scheme, with questions at the end.

Key Points Made

- Current scheme is not customer focused

Action

- The current process is very long winded, complicated and time consuming
- The Vouchers will be classed as a gift, not an allowance
- Surveyors to pre-inspect and Maintenance Managers post works
- Inspection process in place to ensure the gift has be used accordingly

Questions

Q. What will happen with left over materials not fully used?

A. NCH will be running a collection bank for left over paint and stored, to be used for fire damaged properties, temporary accommodation etc

Q. What will happen if the tenant hasn't used the materials?

A. The local patch manager will visit the property 6 weeks after delivery of the gift and if the materials haven't been used/sold etc then the gift will be recharged to the tenant.

Q. What if the Tenant doesn't agree with the amount of the gift/ work which needs doing?

A. It is a gift contribution towards them moving in not an entitlement and is non-negotiable. However the letting manager will decide on the decision with the surveyor (this process is in place).

Q. Who is this scheme for?

A. New ~Tenants initially and Secure, Warm, Modern tenants in the future.

MP and SS thanked the TLC for their time

5.0 NCH Performance Information of Overall Opinions of the Housing service Presentation From Tricia Quinn and Amanda Schofield

Tricia went through the presentation explaining the figures and answering questions

Key figures mentioned

- Overall satisfaction with services provided is up 11% up to 80%
- Overall Satisfaction that NCH take customers views into account is up 9% up to 67%
- Has noticed that satisfaction seemed to go up throughout the different age ranges. That the older people tend to be more satisfied than younger people and that satisfaction increases as you go up the age range. however the younger people are more satisfied that in previous years.

Questions

Whether the difference in satisfaction was mainly due to with the actual house, its state of repair and that if this was higher than satisfaction would be higher. Also that younger people have higher expectations.

Q. Who did the survey go out too

A. Went out to 3000 tenants and 865 were sent back

Q. Why not to all tenants

A. Would not be value for money to send out to all 29,000 tenants, so just sent them out to a selection of tenants.

The surveys were sent out after the repair to see how good the works was done.

NCH will be holding monthly meetings to talk about low scores and follow up with the tenant to see where the problem is.

A point was raised that if NCH address's peoples individual concerns and common issues, which people have with their properties than people might be more satisfied in general with NCH

Key Highlights

- Repairs are quicker
- 85% of repairs are done first visit
- Anti-Social Behaviour was up but 75% of issues are resolved within 3 months of those which can be resolved.
- Highrise Blocks have improved
- Most graffiti is removed within 24 hours
- We have a team of caretakers helping to clean up the estates especially those with low stars. TSI's and Phil Saunders team are working together attending meetings to talk about the surveys as they are important for the areas to improve.
- The amount of rent arrears have dropped
- Empty property management has improved and the number of properties to let have dropped with close liaison with TSI's
- None essential repairs are being done within 15 working days

MP raised a questions to see what the success rate was when NCH takes someone to court through anti-social Behaviour

There was a discussion regarding the audit and the 4 areas of concern, which need to be improved, have either been done or are in progress. NCH are also improving all the areas of weakness. Details of which will be brought to the next TLC meeting

TQ

The repairs Call Centre response time has improved but still not 100 % in line with company objectives. **TQ** will be finding out the reasons.

AS

TQ

6.0 Tenant Services Authority NCH Feedback to National Conversation by Phil Saunders and Janet Glass

The TSA are ready to start as the new regulator of all social housing providers on 1st April 2010.

JG and PS gave a presentation on what the TSA has been doing to engage Tenants and Landlords to establish the standards and comments on the regulatory framework, which is being carried out in 3 phrases.

Through Phase 1 the TSA have highlighted the four key priority areas for tenants;

- Repairs and Maintenance
- Safety and security which includes Health & Safety and ASB
- Affordability of rent
- Decent Homes

NCH would like National standards to be introduced rather than countrywide, to compare landlords due to, too many different factors to be considered ie. House price difference from north to south / Cost of living being more etc.

Phase 2 asked for tenants and landlords for feedback from the TSA's Discussion paper on the outcomes from phase 1

NCH has forwarded its comments that included those that were raised at a Tenant and Leaseholders Congress "away day", where presentations were made by representatives from the TSA and the National Tenants' Voice. A copy of our full response to the TSA's questions is included at the end of this report.

NCH is largely in agreement with the TSA's proposals on co-regulation. This is a partnership approach that involves tenants, landlords and the regulator working together to achieve national as well as locally agreed objectives. A concern was raised about the current lack of detail around the proposals. For example, "local" needs to be more clearly defined.

An important key issue which was raised was that Leaseholders had no voice within the TSA, which NCH feel they need to press more to regulate for statutory changes

Phase 3 begins in November when the TSA publishes its revised proposals and standards following the national conversation and will seek further comments on its proposals.

7.0 Board Feedback and TLC Awayday Feedback

CD handed out a more compact version of the TLC self assessment from the away day.

CD ran through the new document and explained how Tenant participation can change and highlighted key areas which could be improved/ be more strategic in our approach:

- Reduce the amount of meetings as we don't want to overload key members of the forums and new tenant board members.
- Will send out documents/ paper copies of presentations to give you more opportunity to read.
- Spoke about the minutes and changing them to briefing notes with bullet points so members don't get caught up in long minutes

AS/JG will be developing a forward plan in line with corporate/board business plan.

CD is looking for volunteers to link in to performance to ensure matters are being moved forward and resolved

VS – Offered to be a volunteer

The new structure with the TLC will enable you to be more influential and get more involved. The TLC and TRA's/ Forums need to have a closer connection, TRA's should be in attendance at TLC Meetings.

IM – Would like a young person to come to the TLC as a guest too see if they would enjoy being involved in the meetings to try and diversify the TLC

CD - will pass this information to Claire Reeves to come back to the TLC with any Names of anyone interested

JS – Enjoyed the away day and hope the board can work together more with the

TLC

8.0 Housing Revenue Account financial reforms

NCH have agreed a business plan and joint exercise with Tribal Consulting, to start late October. Dealing with the rent increases and budgets, an event will be held in November consulting with the tenants to explain the changes. As this is the most significant change strategically and financially for a long time involving Tenants.

9.0 Business Planning Timetable

The report provided an overview of the proposed planning timetable for the development of the company's 2010-2013 Business Plan in partnership with Nottingham City Council.

It was recommended that the TLC consider the proposals contained within section 6 of this report with regard to arrangements for agreeing the content of the Business Plan and the involvement of TLC members in this process. As NCH want the TLC to be involved in decisions and service assisting in those decisions

The Business Plan will be prepared following consultation with tenants, employees, stakeholders, Board members and the City Council. Those consulted with will be asked their views on NCH's future objectives, developmental plans and business initiatives.

Key consultation dates please see attached Sheet

In these consultations we will be discussing what the customer, wants us to be doing over the next few years. Hear results of all issues and filter through for the priorities that the customer feels are most critical. Assessing gaps and incorporating these into the business plan and self assessment.

The TLC will be helping set the business priorities for the future and NCH need to accommodate and give you the resources you need

A question of asked to whether the TLC could get a list of priorities and put them in an order for NCH.

JG to follow up

10. Casual board vacancy

The Board would like to appoint a casual Board member from the TLC with an interest in finance. The TLC are to make the decision on the nominations and bring back to the next TLC and board meeting. If anyone is interested please speak to CD or JS for further details **CD** will be working alongside governance to look at reviewing the tenant board election process and membership

11. National Tenant Voice

CD stated that the applications for the NTV will close on the 16th October. All details are on the websites and a number of posters throughout the offices.

CD spoke about the process and discussed the criteria for appointment and encouraged tenants to apply for the 26 places for the tenant council.

12 Any Other Business

Due to the length of the meeting AOB items were deferred and the meeting close at 8pm



Homes and places where people want to live