

Tenant Inspectors Meeting

Date: 1st June 2010
Time: 1.30pm
Venue: Board Room, Meridian House
Present:

Mary Southgate	Tenant Inspector
Cherrill Page	Tenant Inspector
Andrew Weller	Tenant inspector
Ann Harland	Tenant Inspector
Malcolm Dunderdale	Tenant Inspector
Jo Parr	Tenant Inspector
Karen Cowan	Resident Involvement Manager
Wendy Britcliffe	Senior Resident Involvement Officer
Andy Orrey	Chief Executive

1. Welcome, Introductions & Apologies

Apologies: Terry Chatwin, Don Robertson, Mark Harland, Janine Mee.

Karen Cowan chaired the meeting in the absence of Terry Chatwin and welcomed everyone to the meeting.

Karen was concerned about the low attendance at the meeting.

2. Reminder of Repairs Log

Karen reminded the group about using the repairs log and that individual issues are to be entered in the log.

3. Matters Arising

- **Accuracy of Minutes/Action Plan**

Karen went through the individual items and the minutes were approved as a true record.

4. Customer Centre Satisfaction Results

Karen had received a message from Mark who reported some dissatisfaction from visits made by tenants to the customer centre (Cole Street). Cherrill Page confirmed that when visiting the office recently she had received a good and efficient service from the staff. Karen then provided customer satisfaction ratings for the service which showed that 99% of customers were satisfied.

Discussions took place on the number of staff available at the counters and the queues that are likely to occur during busy periods. North Lincolnshire Homes are to look at this and a suggestion was made for some Open Door inspections to be carried out on this service area and the possibility of putting in place a ticket queuing system. - **Karen to refer onto Jane Crooks.**

Mark was not available to attend the meeting and Wendy agreed to contact him to find out more information about the issue reported. – **Wendy to contact Mark Harland.**

5. Monthly Inspections

A list of all the inspections available for tenant inspectors has been produced and copies were handed out at the meeting. Karen went round the table and asked for dates and areas of inspections to be carried out from each individual present. Tenant Inspectors who are not at the meeting are to be contacted. – **Wendy to contact TIs.**

6. Report back on Inspections Undertaken - All

Karen explained that from now on the distribution of paperwork will be reduced due to the costs involved. Only the chair and the individual tenant inspector who undertook the inspection will have a copy of the inspection sheets for discussion at the meetings.

- **Repairs**

Edna and Terry carried out a total of twelve telephone checks and Karen reported on the comments received. All were rated green and included positive feedback.

Discussions took place on tenant inspectors making calls from their own homes. Karen explained the importance of staff being present while they carry out telephone checks in case any queries are raised. Cherrill and Ann agreed whilst sharing their experience on dealing with telephone checks without staff.

- **Improvement Works**

Edna visited 11 properties on Lincoln Court although the old forms had been used with all of the properties being collectively rated as green. In future it was agreed that a separate form and rating would be given for each property. All the inspections carried out were rated green with comments included that no decoration grants had been received. Karen confirmed that this would be followed up and checks made on whether the deadline had been reached for receiving the grants. – **Karen to clarify.**

- **Estate Inspections**

Karen went through the summary of the inspections and ratings received. It was noted that the majority of the inspections were rated as amber. It was agreed that these ratings would need to be checked against previous ratings to see if standards had slipped. A report on performance trends would be requested for the next meeting. – **Wendy to refer to Steve Evans.**

Dave Grice is to be invited to attend all future meetings to respond to caretaking issues. – **Wendy to advise Dave Grice.**

Cherrill pointed out that the garages were a concern in several places.

Malcolm confirmed that the rating for South Killingholme was green.

The general state of estates has improved in certain areas due to the work from the caretakers service. Jo pointed out that Plymouth Road and Bristol Road still needs improvement.

The sheltered schemes have had positive feedback on the work carried out by the caretakers.

Andy stated that North Lincolnshire Homes are in the process of looking into how we deal with the condition of gardens. A proposal was put forward regarding housing officers carrying out checks on the condition of gardens which are followed up by a written letter (where there is a problem highlighted), advising that if the garden is not tidied then works will be organised by NLH and the tenant will be re-charged for these works. Tenant Inspectors expressed their views on this matter. Andy Weller confirmed that the housing officer that deals with this on Caistor Road area responds quickly. Cherrill suggested that there should first be checks made on tenants to find out if there is a reason why they are not clearing gardens and if they are unable to due to health reasons etc. Andy responded by stating that consideration should also be given when allocating properties to ensure that the accommodation is suitable for that individual.

Karen explained that NLH can often sign post vulnerable tenants to other agencies who can provide help at a low cost.

Discussions took place on the condition of gardens prior to tenants moving into properties. In some areas work has not been carried out and this should be done as part of the Quality Lettable Standard (QLS). Tenant Inspectors are to check the gardens when carrying out inspections on empty properties. NLH should take photographs of the condition of the garden prior to the tenant moving in.

- **Open Door**

Three open door inspections have been carried out which included two in the Contact Centre (Meridian House) and one on the repair service. All were rated green with positive feedback.

- **Empty Homes**

Cherrill reported on the visits made to the empty homes. Photographs were passed round to show the condition of a property before and after. It was explained about the amount of cost involved in cleaning the home. The new QL

system will identify the affected properties and will allow the housing officer to send out letters to tenants.

Cherrill explained that Paul Elliott the officer who visited the properties provided information and came prepared for the visits. This input is valuable to tenant inspectors.

Karen confirmed that the Tenant Inspector training DVD is still in progress and is being worked on by Mark.

- **Resident Involvement Satisfaction Cards**

There have been 5 received from the resident association meetings and all included positive feedback.

7. Report for Operations Committee

Karen provided an update from the report.

Cherrill asked about tenant inspector's involvement with the new Choice Based Lettings scheme. Karen explained that in the future there will be a process in place that will include tenant inspectors.

8. Any Other Business

Mary stated that she was impressed with the work carried out in her property by Mears when fitting a new kitchen. Karen explained that it would be useful to pass comments on improvement works through the Home Improvement Panel.

Ann is concerned about the parking bays on the estates and whether they are going to be looked at. Karen explained that the Environmental Panels influence which works are to be prioritised. Karen advised Ann to check with the housing officer at the next resident association meeting and to ask for a copy of the estate plan. Housing officer to contact Ann with an update – **Wendy Action**.

Andy asked if an invoice had been raised on the previous tenant of 19a Newbourne Ave from the photos handed round the group earlier due to the poor condition the property was left in. To be checked. – **Wendy Action**

Andy suggested that lighting on estate inspections should be included in the forms as part of the checks made. Caistor Road is still waiting for the code to transfer lighting. Check with Pat on progress for this, also Estate Inspection form to be amended to include lighting. – **Wendy Action**.

Tenants living on Caistor Road estate have raised concerns that Anglian windows are not notifying them when they are due to carry out the work on the fascia's and soffits on sheds. There are also no TLO's visits being made.

Improvement team to be notified and check satisfaction surveys. – **Wendy Action.**

Discussions took place on the decoration grants available and difference in the amounts for empty properties and improvement works. Karen agreed to bring the policy to the next meeting. - **Karen Action.**

Malcolm stated that he was pleased with his new wet room which was fitted by Mears and was happy with the service received from the workmen.

Jo stated that she is due for a bathroom replacement but currently uses a bath hoist. This will need to be looked at by the O.T. a.s.a.p. – **Wendy to pass to Pauline East to request O.T. assessment.**

Date of Next Meeting

Tuesday, 3 August 2010, Meridian House, 1.30pm to 4.30pm.

Karen thanked everyone for attending and closed the meeting.

Note: Can you please ensure you bring your diaries and all paperwork with you to the next meeting including these minutes.

NLH Contact Centre Numbers, either:

01724 279900

or

0800 032 6363