

Tenant Inspectors Meeting

Date: 20 December 2011
Time: 9.30am
Venue: Training Room, Meridian House

Present:	Terry Chatwin	Tenant Inspector (Chair)
	Mo Weller	Tenant Inspector
	Steve Dale	Tenant Inspector
	Ron Weller	Tenant Inspector
	Mary Southgate	Tenant Inspector
	James Thew	Tenant Inspector
	Ron Hurrell	Tenant Inspector
	Malcolm Dunderdale	Tenant Inspector
	Mr Taylor	Tenant Inspector
	Wendy Britcliffe	Senior Resident Involvement Officer
	Lisa Smith	Senior Housing Manger
	Nasser Hassan	Caretaking Supervisor
	Sarah Tighe	Resident Involvement Assistant

1. Welcome, Introductions and Apologies

Apologies: None

Terry welcomed everyone to the meeting and thanked everyone for attending. Terry asked for the group to introduce themselves as we had some new members attending. Wendy asked if the new members had received their folders and asked them to pass on any questions they may have.

Wendy also informed the group that Cherrill Page had resigned from tenant inspectors due to health issues.

2. Reminder of Repairs Log

Terry 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

The group approved the minutes as a true record.

• Action Plan Progress

Wendy went through the action plan as follows:

Ratings on empty homes/estate inspections – Wendy confirmed that she had spoken to Becky in allocations about the rating for 8 Edwards Road. Although there were a lot of jobs indentified these were only minor and the property was still in line with the Quality Lettable Standards. Mary Southgate and Ron Weller agreed with this.

Cleaning waste bins – Wendy had been in contact with Tenancy Support who contacted the company responsible for cleaning the waste bins at Broadlands House. Mary confirmed that they had now been cleaned.

Tenant Inspector minutes – Sarah sent out the minutes two weeks prior to the meeting. Everyone agreed that this acted as a reminder for the meeting, this will continue in the New Year.

Tenant Inspector meetings – Sarah has set the dates for 2012 on a Tuesday morning to be held every two months. The group have received a timetable of the future dates although no venue has been confirmed due to Cole Street meeting room not being available for booking until the end of January. Sarah stated that details of the venue will be included in the minutes.

Operations Committee Report – Wendy confirmed that the appropriate amendments were made to the last report to Operations Committee. Terry attended the meeting to present the report and confirmed that she received positive feedback.

4. Report back on inspections undertaken – All

- **Estate Inspections**

October

There were eight estate inspections carried out, all rated green apart from two rated amber. These were the Hempdyke area due to untidy gardens and Redbourne, Hibaldstow and Scawby area due to rubbish in alleyways and cars parked on grass areas.

November

There were eight inspections completed all rated green. Wendy had not received information from Housing Officers on two estate inspections which were the Market Hill area and Crowle/Eastoft - **Lisa Smith to follow up**

It was reported that some tenant inspectors had not received paperwork from the estate inspections they had been involved with, these included: Steve Dale (Hempdyke area), Malcolm Dunderdale and Ron Hurrell (New Holland and Victoria Drive area) – **Lisa to Action**

A new estate inspection rota for the next six months was handed out. Wendy explained that it is not for the whole year as a new initiative was due to be introduced called 'green inspectors' and will be progressed in the New Year.

Mr Taylor expressed his concern on estate inspections as he would like to contribute but is worried about accessibility issues due to using a wheelchair. Wendy confirmed that there are some inspections in his area coming up and if Mr Taylor notifies staff when he wishes to attend we can confirm whether it would be suitable. Also arrangements would be made for an experienced tenant inspector to attend with Mr Taylor to explain the process.

- **Empty Homes**

There were two empty homes inspections carried out between November and December in which seven properties were looked at. Ron Weller gave feedback on the properties he inspected saying that there was only minor issues and that they were all in good condition. Steve Dale noticed that on the properties he inspected the double glazed windows were starting to rust due to not being oiled.

Further information is to send out for the empty homes inspection rota for 2012 –
Sarah Action

- **RI Satisfaction Cards**

Only three satisfaction cards were received in October, Wendy stressed again that more of these need to be completed. Housing Officers, Resident Involvement Officers and Resident Associations are to be reminded to complete these at the end of their meetings.

5. Report for Operations Committee (Draft)

Wendy has not provided the group with a draft copy of the report as the next Operations Committee meeting is not until March which means a report will be provided on four months of inspections. Wendy explained that a draft will be provided at the next tenant inspector meeting in February.

6. Mystery Shopping Update – (Wendy)

Wendy informed the group that the taster session had been carried out with great success and fourteen members were signed up to progress with mystery shopping. These included reps from tenant inspectors and menu of options. Wendy confirmed that a formal training session will be held in the New Year and invites to this sent out.

7. Estate Inspection rota – (Wendy)

The new rota for 2012 (six months) has been distributed to the group.

8. Any Other Business

Ron Weller – has noticed on one of his inspections that windows in flats/ houses have not been left with any instructions on how to open them. This could be dangerous in the event of a fire especially in flats. Wendy confirmed that this was raised at Community Voice and the information passed on to the allocations team who will notify new tenants when they sign up to their property.

The group have confirmed that they would like to receive all tenant inspector correspondence via email where possible. – **Sarah Action**

9. Date of Next Meeting

The next meeting will be held on 7 February 2012,
Terry 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