

Tenant Inspectors Meeting

Date: 4th July 09

Time: 1.30pm

Venue: Board Room, Meridian House

Present:	Janine Mee	Chair
	Terry Chatwin	Vice Chair
	Tony Sanderson	Tenant Inspector
	Edna Kenyon	Tenant Inspector
	Danny Moore	Tenant Inspector
	Ken Willey	Tenant Inspector
	Richard Johnson	Tenant Inspector
	Malcolm Dunderdale	Tenant Inspector
	Neville Dawson	Tenant Inspector
	Mary Southgate	Tenant Inspector
	Tanya Brooks	RI Admin Assistant
	Lisa Smith	Senior Housing Manager
	Steve Evans	Head of Housing Management
	Linder Melbourne	Empty Homes and Caretaking Manager
	Don Robertson	New Member

1. Welcome, Introductions & Apologies

Apologies: Shaun Ingledew, Andy Weller, Karen Cowan, Jim Bourne, Mark & Ann Harland

Janine welcomed everyone to the meeting and apologies were read out.

Terry raised concerns about tenant inspectors not attending meetings and not putting apologies in. Tanya has written and spoke to both tenant inspectors and one still wishes to continue but finds it hard attending meetings at the moment and the other has been removed from the list but been advised that if he wishes to re join to contact resident involvement.

Terry stated that she has still not heard anything about the garages – **Action Lisa**

2. Matters Arising

- **Accuracy of Minutes**

The Chair asked everyone if they could read the minutes briefly. Tony and Terry proposed and seconded the minutes as an accurate record.

- **Action Plan Progress**

Please see action plan.

3. 4 Items - Linder Melbourne

- **DLO Review**

Linder explained that the plumbing and gas is still on test, we are carrying out an end to end service of the whole service and they are trying to come up with a new way of working which suits the employees and the tenants. The launch is on the 18 August when it goes live and if it works we will be rolling it out with the other areas. We are also looking at the terms of reference and new contracts for the lads.

Ken asked if it would depend where you lived re: appointment, Linder said no the tenant is given the next available appointment or a day that's convenient for them.

Linder also explained that we don't have inspectors anymore everything that comes through a job is created, the groups said that's much better.

- **Standards of Communal Areas**

Linder explained that all communal entrances have been looked at and staff were asked to rate each entrance 1-10, 10 being the worst, housing officers were also asked to rate the areas on vulnerability and from the feedback received the improvement works will be carried out to the worst ones first.

- **Environmental**

Linder explained that there is a pot of money to use for parking, fencing etc we will be rating each area like we have with the communal entrances and get staff involved. Some money has already been spent on hot spot areas, Linder said to the tenant inspectors that they should go and have a look at the new fencing at Somervell Road area. Linder praised Becky Johns in Allocations and said that she had been working really hard to get the properties right.

- **Caretaking Review**

The service was re-launched last year and it goes to Board this week. We are trying to get the Housing Officers to work with the caretakers. Letters have been sent out to tenants thanking them for taking care of their own areas, the sheltered areas get a good review from the support officers and the tenants. Overall quite positive but got along way to go.

Edna raised issues about Market Hill and Linder explained if the job is not being done properly this is a separate issue which will be dealt with.

4. Mystery Shop Telephone Contact Housing Officer – Tanya Brooks

Tanya brought up that Wendy had put together a telephone mystery shop for the housing officers, Tanya asked the group to look at the form and feedback as to whether they are happy with it or if any changes are required. Tanya is assuming everyone is happy with the form and she received no comments. Tanya will get forms distributed –

Action Tanya

5. Report back on Inspections Undertaken - All

- **Estate Inspections**

7 Estate inspections were completed for the month of June, 3 rated amber and 4 rated green.

8 Estate inspection were completed for the month of July, 1 rated red, 2 rated amber and 5 rated green

The group discussed the inspections and agreed that all ratings were accurate.

Agreed to ensure Housing Officers are clear about sending information to Tenant Inspectors after inspections are carried out.

- **RI Satisfaction Cards**

2 associations were happy with the level of feedback for the month of June and 9 associations were happy with the level of feedback for the month of July. Tanya thanked all for completing the forms.

- **Open Door Inspections**

1 open door was carried out and the property was rated amber and Georgie was rated green. Unfortunately Mark was unable to give us an update and he was on holiday.

- **Repairs Telephone Quality Checks**

1 checked was carried out for the month on July and rated green.

Tanya explained to the group that Ann came into the office and spent two mornings doing quality checks on repairs and improvements. Ann completed 16 repair telephone quality checks for the month of June and 15 were rated green and 1 was rated amber. Ann also completed 8 improvement works telephone quality checks for the month of July and all were rated green.

Tanya explained to the group that anyone is welcome to come into the office and carry out checks if they want to.

6. Report for Operations Committee

The report was handed out to the group and 42 checks were completed for the month of June and July. Tanya thanked the group for all the checks which were carried out.

7. Any other Business

- **Presentation to York CC by NLH Tenant Inspectors – Janine Mee**

Janine explained to the group that York Council would like two of our tenant inspectors to go and do a presentation on what work we do. Janine said that she is going as Chair and Mark is going as he has experience, Janine explained that she wasn't sure if Mark could attend all three so she asked for names as a backup. Mary, Ken, Neville and Terry all put their names forward so names were drawn out and Terry was picked.

Action Tanya will inform Terry if Mark can't attend all three sessions

8. Any Other Business

Thanks were passed to Linder via Terry regarding a complaint which was brought here.

Edna said it was an excellent meeting and we are getting alot of help from management.

Ken said there is a vast improvement and compliments are being passed on

9. Date of Next Meeting

- Tuesday, 6 October 09, Meridian House, 1.30pm to 4.30pm
- Tuesday, 1 December 09, Meridian House, 1.30pm to 4.30pm

MEETING CLOSED

Please Note: Can you make sure you bring all paper work to the meeting including the minutes

List of Contacts

Susie Moloney, Senior Housing Manager, Area 3	01724 298834
Lisa Smith, Senior Housing Manager, Area 1	01724 298842
Andrea Lomas, Senior Housing Manager, Area 2	01724 298850
Maralyn Aykroyd, Customer Access Point Manager	01724 298875
Linder Melbourne, Empty Homes Manager	01724 298721
Jennifer Williams, Complaints Line	01724 298646/298648
Mick Roberts, Repairs Manager	01724 298730
Wendy Britcliffe, Senior Resident Involvement Officer	01724 298866
Karen Cowan, Resident Involvement Manager	01724 298865
Repairs Line	0800 032 6363