

Tenant Inspectors Meeting

Date: 4th April 2011
Time: 1.30pm
Venue: Board Room, Meridian House

Present:

Terry Chatwin	Tenant Inspector (Chair)
Mo Weller	Tenant Inspector
Mary Southgate	Tenant Inspector
Jim Newcombe	Tenant Inspector
Steve Dale	Tenant Inspector
Malc Dunderdale	Tenant Inspector
Ron Weller	Tenant Inspector
Cherrill Page	Tenant Inspector
Mr Masters	Tenant Inspector
Wendy Britcliffe	Senior Resident Involvement Officer
Lisa Smith	Senior Housing Manger
Sarah Tighe	Resident Involvement Assistant
Teresa Wake	Resident Involvement Officer
Ian Mortimer	Resident Involvement & Community Development Manager

1. Welcome, Introductions & Apologies

Apologies: Nasser Hassan, Steve Evans & Janine Mee

Terry welcomed everyone to the meeting and thanked them for attending. Terry introduced the new staff members observing the meeting and asked the group to introduce themselves to Teresa and Ian.

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. Wendy reported that there should be a section in the repairs log for environmental works, this can be included for the next meeting.

3. Matters Arising

- **Accuracy of Minutes/Action Plan**

The group approved the previous minutes as a true record.

Wendy went through the individual items and discussed the actions that had been met as follows:

Tenant Inspector badges have been produced and will be handed out at the end of the meeting. Wendy asked for anyone who has not had their picture taken to give their names to Sarah and she will arrange for them to be done.

Estate inspection forms have been amended and the columns have been split to identify the action and date work completed.

Wendy and Lisa have reminded housing officers to send tenant inspectors completed estate inspection forms. Wendy stated that if the tenant inspectors are not receiving these they must notify her.

The Telephone check forms have had an extra column included to state the completion date for actions.

A request had been made to do open door inspections on the contractors, EMT, managers, team leaders and support officers. Wendy has enquired but open door inspections are used to review a service and not the individual members of staff.

A request had been made for feedback following the operations committee report that was presented by the Chair of Tenant Inspectors. Wendy explained that feedback will be provided at future meetings if issues are raised from the report.

Sarah confirmed that the expense forms and resident association satisfaction sheets have now been included on the NLH website for tenant inspectors to use.

4. Ground Maintenance Forms

All TI's should have received the new ground maintenance forms through the post. This has been developed between Linder Melbourne and the ground maintenance panel, Wendy reminded everyone to replace the forms and destroy any old ones. Also to encourage other tenants in the areas to use the forms for monitoring purposes.

5. Report back on inspections undertaken – All

- **Estate Inspections**

Wendy read out the summary of the estate inspections carried out during the period. Seven inspections were carried out in February, all were rated green and all jobs identified have been completed. There were nine carried out in March, three rated amber and six green. The majority of jobs were completed with some having target dates for completion past this meeting (April).

- **Open Door**

There were three open doors conducted over the last two months: The Customer Service Centre had positive feedback with a few suggestions of improvements. This will be passed to the manager to address and provide feedback for the next meeting. The rating given for the service was rated green.

Response repairs open door raised several issues to address from the environment of the office and noise due to been a busy office to the IT system not working efficiently. There was positive feedback about the staff and how they

coped with the stressful surroundings, as well as how well they worked. This was rated amber.

Terry provided feedback on her open door carried out on resident involvement. Terry felt as though she was welcomed into the office as a friend and commented on how much time we had to spend on explaining processes with her. The only improvement that was identified was a suggestion about having a larger office. The rating given was green.

- **Quality check on improvement works**

Jim provided an update on his checks carried out on improvement works and explained that the majority of the tenants visited were very pleased with the work done and were very appreciative. Each inspection was rated green.

- **Telephone checks**

Jim carried out telephone checks on the repairs service and he reported back saying that it was difficult to find people in during the day but when he did get hold of individuals the majority were generally satisfied. There were two rated amber and the issues were reported to the manager.

Starter tenancy checks were carried out by Terry who agreed with Jim about struggling to find people in during the day. Three were rated green and three amber. The main issues included tenants not being aware on the location of the stop taps when being shown around new properties. Lisa explained to Terry that from the issues raised that would not have been a starter tenancy visit as the allocations team show the tenants around the properties. Starter tenancy checks are conducted within the first six weeks and are carried out by a housing officer. Wendy explained that Tenant inspectors will be reminded about what to ask tenants when making the phone calls to make sure they are referring to the starter tenancy visits.

Cherrill suggested that more information should be provided at the induction for tenants moving into a new home. Cherrill felt that the welcome pack provided is very useful although information such as location of stop taps, bus routes in the area etc. could also be incorporated into the induction.

Mr Masters raised an issue about problems with neighbours and Anti Social behaviour. Wendy reminded him that any individual issues are to be recorded in the log book to be followed up.

Ian enquired about the process in which new tenants go through when they sign up to their tenancy. Lisa explained that their first point of contact would be a member of staff at the customer centre to go through the sign up. An allocations officer would take a tenant to look round the property and the housing officer

would complete their starter tenancy check within the first six weeks of them moving in. Lisa explained that the welcome packs have all details of the HO and their contact details which they would receive on the first day.

- **Environmental checks**

The environmental panel requested that telephone quality checks of the manor farm area be carried out following the completion of the recent works. Jim reported on the checks he was involved with and stated that most tenants were satisfied although there were some who lived in high rise flats or a top flat and the environmental works such as the fencing would not apply to them. Cherrill explained that some may not feel satisfied if they have seen other properties having different or more work done and suggested that they are made aware of what type of works can be done. Wendy reminded the TI's that the contractors will be holding open days in areas to inform tenants on what works are being carried out in their areas. Jim also suggested that tenants be made aware the works are being carried out on a priority basis and to reassure them works will be done but over an agreed timescale.

- **RI Satisfaction Cards**

A total of nine completed satisfaction cards were received and the associations were happy with the information supplied by their housing officer. Wendy will continue to remind HO's and chairs of associations to complete these for all their public meetings.

6. Report for Operations Committee – (next meeting June)

The next operations committee is due to be held in June and the draft report for this meeting will be provided at the next TI meeting.

7. Any Other Business

Terry would like to do an open door on the area that Linder Melbourne is responsible for. Sarah agreed to find out what aspect of the job could be covered with an open door inspection. Also several TI's have enquired about doing mystery shopping again, Wendy to follow up with managers.

Mr Masters asked why carbon monoxide detectors are not fitted within NLH properties. Wendy to check on the process.

Jim has noticed that the hard wire fire alarms that NLH have fitted are not working as well as the ones the fire brigade supplied. They are not as effective and this has been noticed in his own property. Wendy will report this back.

Ian asked if feedback was supplied from the managers following the open door inspections carried out? Yes this would be a case of 'you said, we did' as Cherrill

stated. Wendy confirmed that copies of the open door information is provided to managers of the service area.

Date of Next Meeting

31st May 2011, Meridian House, 1.30pm to 4.30pm.

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