

Tenant Inspectors Meeting

Date:	5 th October 2010	
Time:	1.30pm	
Venue:	Board Room, Meridian House	
Present:	Alex Killen	Tenant Inspector
	Mo Weller	Tenant Inspector
	Terry Chatwin	Tenant Inspector (Chair)
	Jo Parr	Tenant Inspector
	Jim Newcombe	Tenant Inspector
	Edna Kenyon	Tenant Inspector
	Danny Moore	Tenant Inspector
	Steve Dale	Tenant Inspector
	Wendy Britcliffe	Senior Resident Involvement Officer
	Lisa Smith	Senior Housing Manger
	Sarah Tighe	Resident Involvement Assistant
	Dave Grice	Caretaking Supervisor

1. Welcome, Introductions & Apologies

Apologies: Don Robertson, Mr Masters, David Scott, Geordie Baldwin, Mark & Ann Harland, Cherrill Page, Richard Leach & Steve Evans.

Terry Chatwin welcomed everyone to the meeting and announced that Ken Willey has resigned from Tenant Inspectors. Terry suggested that a thank you letter should be sent to Ken, everyone agreed.

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/Action Plan

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

It was agreed that everyone would be receiving a new Tenant Inspector badge and arrangements had been made for photo's to be taken prior to the meeting.

All tenant inspectors have been reminded to contact Sarah with their dates and type of inspections they want to be involved during the months of October/November. Sarah will ring round those who have not attended the meeting.

It was suggested at the last meeting that contractors should be added to TI's inspection sheets, Wendy reported that completed improvement works are already checked by carrying out quality check inspections.

Dave Grice was welcomed to the meeting and Wendy explained that he was attending to answer any relevant questions on caretaking.

Ann Harland has sent her apologies for this meeting so was unable to report back on whether the housing officer had contacted her over the parking bays.

Wendy confirmed that sample checks were made on contractors after they have completed their improvement works.

The minutes were approved as a true record.

4. Training Tenant Inspectors (Wendy)

It has been agreed that all new tenant inspectors are to attend one inspection with an experienced member. Then the individual can decide if they are happy to carry out further inspections on their own or if they would prefer to do more with an experienced TI. All new tenant inspectors are now provided with a folder that includes information and inspection forms and a member of Resident Involvement will go through these in detail.

Wendy is arranging some training at the Customer Centre at Cole Street to go through the open door inspection sheets. The aim of this is to make sure all TI's are completing their open door inspection sheets correctly and to discuss what to look for when doing an open door. TI's are to contact resident involvement and put names forward of who is interested in attending. (there will be a maximum of 3 TI's per training session).

5. Monthly Inspections (Wendy)

Wendy reminded everyone to have a look at the TI inspection sheets which should be in everyone's folder and to contact Sarah with dates and suitable times. Alex queried whether we have a lot of inspections that are been carried out in the same areas and is it the same T.I's doing all the inspections. Wendy agreed that this can happen but we regularly monitor this and if we find that a T.I has not been involved for a while then they would be contacted to ask if they still want to continue. Also if certain areas are being inspected on a regular basis we would encourage TI's to carryout other inspections that have not been covered.

6. Report back on inspections undertaken – All

- **Estate Inspections**

There were 5 estate inspections completed in August, all rated as green. In September there were 7 estate inspections carried out 4 being rated amber and rated 2 green. Although Wendy could not report back on one as she had

not received paperwork. The sheets that have been provided at the meeting include information on works that have been identified.

Wendy reminded TI's that they are not responsible for sending in estate inspection forms, these are to be completed with the housing officer and you both agree on the rating for the area inspected.

Alex queried the reporting process for works outstanding and whether feedback would be received from these at the next meeting to confirm if works had been completed. Wendy explained that we do have re-inspections in place, where TI's check will return and check this themselves. Alex believes it should be included within the TI's paperwork, Lisa and Dave explained that repairs are not on the new QL system and that caretaking issues are reported through on paper slips and managed by Dave. It was explained that once all the information is available on QL system then reports could be run off. Wendy suggested that an extra column could be added to the summary sheets stating when a job was complete. But the information available at each meeting would depend on the timescale for individual jobs.

- **Open Door**

There were 2 open door visits carried out at the Customer Centre which was rated amber. This involved Alex and Mark who provided further comments on safety issues and signage, also making suggestions to improve the customer service. All the comments have been fed back to the Manager.

One open door was carried out at the Contact Centre which was rated green. Alex reported back on this inspection and was full of praise for the member of staff he was shadowing and stated that she was very efficient and knowledgeable. The extra comments sheet which was provided has been passed on to the Manager.

- **Telephone Checks**

- Starter Tenancy

Five telephone checks were carried out on starter tenancy visits in Area 3. These were all rated as green and the tenants were very satisfied with the service provided.

Nine telephone checks were carried out on starter tenancy visits in Area 1. Six were rated as green who were all satisfied with the service provided. Two were rated amber and felt that they did not receive a quick response to their enquiries. One rated as red which was due to the visit been cancelled and no further appointment been made

Edna and Terry carried out the checks and briefly explained the comments received from the tenants.

Repairs Service

Nine telephone checks were carried out and these were all rated as green. Tenants provided some good feedback and positive comments regarding the works carried out.

- **Improvement Works**

Ten quality checks were carried out in Winterton on completed improvement works. All these were rated green and tenants were happy with the works.

- **Quality Checks (High Rise)**

Edna carried out quality checks on the high rise flats at Market Hill which were reported to have several issues regarding the cleaning of landings and carpets outside individual flats. All the points raised from the inspection have been reported to the Housing Manager for that area.

- **Empty Homes**

Jim went out with a member of staff and completed five empty homes checks. Four were rated green and were to a good standard, one was rated red which was due to the cleaning work not being started.

- **Handyvan Scheme**

Cherrill carried out telephone checks on what tenants thought of the handyvan service. The results that were obtained showed that the majority of tenants did not use the service because they felt the cost was too high. Those tenants contacted felt that if NLH were to offer a free service this should be available to elderly, disabled and single parents.

- **Public Information**

Jo Parr carried out information checks using the new updated checklist and all items were available apart from the latest copy of the Key News. Wendy explained that the checklist includes all public information that should be available at the Contact Centre.

- **RI Satisfaction Cards**

Wendy stated that there were only 3 survey forms returned during this period and from these all were happy with the information provided at the resident association meetings. Wendy explained that the resident involvement officers and housing officers will be reminded to ask the chairs at each meeting to complete these.

Wendy provided a draft summary sheet for all inspections carried out that included details of the type of inspection, date, area, rating and main issues. This could be used to present the results of telephone checks etc. instead of photocopying each individual sheet. This would be more value for money as it will reduce amount of paperwork at meetings. Everyone agreed that the summary sheets be used.

7. Inspection Forms – High Rise (additional information)

Alex has suggested that more safety questions be added to the inspection sheets for the high rise checks, to include evacuation assembly point information and fire extinguisher signs. He also suggested that checks be made on fire extinguishers to make sure the cords are still intact and date on these are correct. Lisa explained that the fire service check high rises every month but it was agreed that the TI's can include these in their inspections. Jo raised the issue of signs being made available in different language format.

8. Report for Operations Committee

Wendy went through the draft report and explained that the Chair will present this at the next operations committee on the 1st November. The report includes all the inspections carried out and the main issues from these.

9. Any Other Business

Edna is concerned about the cleaners at the flats not being provided with the correct cleaning equipment. The employees from the company have discussed this with her. Edna stated that the lifts should be cleaned everyday but they are only being done around 2-3 times a week. Edna suggested a new contractor be used to provide the cleaning service.

Alex raised an issue on the amount of inspections that have been carried out which does not match the number of TI members. Wendy agreed but as mentioned earlier in the meeting this is being monitored and if any members are not attending meetings or involved in inspections on a regular basis then they will be contacted.

Alex also asked if TI's could inspect the local link surgeries run by the council, this is being looked into but may be difficult as the service is not provided by NLH.

Edna reported that the skip at Market Hill concierge has been full for 6 months and not being emptied. Dave explained that this is because people are just throwing rubbish over the fence without recording what is going in. Edna also reported on the amount of people who are drinking and gathering round the concierge, littering the area with bottles which require clearing.

Jim explained that he has received a letter regarding an inspector visiting him to check the loft insulation. He queried why this had been sent when he has already had loft insulation fitted. Wendy to check.

Jo asked what the difference is between an estate caretaker and a super caretaker. Dave explained that the structure for caretaking had now changed following the review of the service. The estate caretakers come under Housing Management and Super caretakers are now known as Environmental Technicians and come under Technical Services. These both have different tasks and areas in which they will work.

Terry would like to bring up the dispute which is going on in Mowbray Close regarding the bench which has been removed and may be replaced by a wall. Terry asked if the bench in the village that was donated can be moved to the area instead. Dave explained that consultation with residents would need to be carried out and permission to move the bench obtained.

Date of Next Meeting

1st December 2010, 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