

Tenant Inspectors Meeting

Date: 6 October 09

Time: 1.30pm

Venue: Board Room, Meridian House

Present:

Janine Mee	Tenant Inspector
Karen Cowan	Resident Involvement Manager
Terry Chatwin	Tenant Inspector
Danny Moore	Tenant Inspector
Edna Kenyon	Tenant Inspector
Ken Willey	Tenant Inspector
Ann Harland	Tenant Inspector
Mark Harland	Tenant Inspector
Andy Weller	Tenant Inspector
Dave Horsley	Empty Homes & Caretaking Manager
Richard Johnson	Tenant Inspector
Derek Johnson	New Member
Mark Rosten	Head of Maintenance
Jim Newcombe	New Member
Tony Sanderson	Tenant Inspector
Steve Evans	Head of Housing Services
Lisa Smith	Senior Housing Manager
Tanya Brooks	Resident Involvement Admin Assistant

1. Welcome, Introductions & Apologies

Apologies: Malcolm Dunderdale, Linda Pauley, Neville Dawson and Mary Southgate.

Janine welcomed everyone to the meeting and apologies were read out. Introductions went round the table as we had new members and new staff at the meeting.

2. Election of Officer Position

Janine stepped down as Chair because she had recently been elected as Chair of Community Voice. Karen said normally the vice chair steps up to become chair and asked the meeting if they were happy for this to happen. There were no objections to this and Terry was proposed and seconded by Mark and Andy

as the new chair. The vacancy of vice chair was then raised. Andy put himself forward. Terry and Mark proposed and seconded this.

Terry then took over the chairing of the meeting.

3. Matters Arising

- **Accuracy of Minutes**

Terry asked if there were any issues from the minutes.

It was asked about the caretaking. Karen explained that Tanya will be arranging a caretaking workshop.

The minutes were proposed and seconded by Tony and Richard.

- **Action Plan Progress**

Issues from the action plan have all been dealt with and feedback has been given, however there is still the ongoing issue with the garages at Haxey. As soon as a decision has been made, Terry will receive feedback on this.

4. Quality Lettable Standard (QLS) – Karen Cowan

Karen explained that the new quality lettable standard is as a direct result of resident involvement feedback and that the tenant inspectors had contributed a major influence to it. Steve thanked everyone for their input and explained that the QLS will be given to all new tenants when they move into a property so that they will know what to expect. It was mentioned about some tenants not being able to do the decoration and Steve explained that we are looking into the process and working together with other members of staff. Dave explained that Georgie is asking the tenants what decoration they would like doing and explained that it would be a minimum of two rooms. It was mentioned about the decoration grant being increased and Terry said that the decoration grant sub group don't know anything about this – **Action Karen to speak to Holly to set up a meeting of the Decoration Grant sub group**

5. Tenant Inspectors Training Video – Mark Harland

Mark explained to the group that he has been training new members for the past 8 years and thought it would be a good idea to do a training video as this would show different inspections available. The idea of this is so that new members can watch the video and do the test and feel more comfortable to go out on their own with a member of staff. It was asked when the video would be complete and Mark said that it's not quite finished yet and we still need to get the voice over done which Lisa Fleming has been asked to do, so probably about a month, then copies will be available to all new members.

6. Report Back on Inspections Undertaken – All

- **Estate Inspections**

Karen explained that we are now going to be looking at putting the rota on display boards etc to encourage more people to get involved. She also reported that Partner agencies such as the community policing officers, council representatives and caretakers would also be invited to join the walkabouts.

Mark R explained that he will be attending some of the walkabouts and said that he will be contacting the tenant inspectors and asking them if they want to join him and thanked everyone for taking the time to do them.

Andy explained that he had attended an estate inspection but had not completed his own paperwork, and some issues that were discussed were not recorded by the housing officer. Karen explained that each TI has been given their own forms (in the folders) and are asked to complete these themselves.

Janine said that she had been on an estate inspection – **Action Tanya to chase paperwork**

Tony raised the issue about the tree at 12 Hereward Place which had been picked up on the estate inspection saying that it was dangerous for children as they keep climbing on it. Dave said that it might have a tree preservation order on it but he would need to look into it – **Action Dave**

Andy asked that when a job is reported as being due for works as part of a rota, who then follows up to check that it has been completed. Karen explained that if a job is noted, we would assume that it will have been done. However, it was stated that TIs can revisit the estate inspection at a later date to check.

- **RI Satisfaction Cards**

Karen explained that we have received 4 satisfaction cards back for September out of 26 resident associations. All were happy with the level of feedback. Karen said well done to housing management but urged TIs to get RAs to submit their forms on a regular basis as 4 out of 26 forms is not really representative.

- **Empty Homes**

2 checks which were carried out both rated green. It was asked about window keys and Dave said that keys are not left with each window but what we try to do is to leave a key in each room. Lee Taylor has keys in stock and Dave explained that as from today we will make sure one key is left in each room. Derek explained that it is vital that keys are available and also explained that if his windows are not locked when they go out the insurance is invalid. Derek also mentioned about not getting instructions with the heating system - **Action Dave to arrange for instructions to be available**

- **Improvement Works**

Karen explained that Mark carried out 3 work in progress checks with Pauline but mentioned that because they were work in progress checks that's why Mark had been asked to attend because of his knowledge with health and safety and also having the protective footwear etc. Karen then asked if anyone else had current working knowledge of health and safety. Andy and Richard both confirmed that they have this.

Karen explained that as the quality engagement side has split from Resident Involvement it is Pat Foster and Pauline East that TIs need to contact to attend any improvement checks. However, Tanya will also carry out the checks but is not able to at present due to other work commitments.

Richard explained that he put his name forward to be on the scheme panel for the Hinman Development and has not heard anything yet and the improvement works have now started - **Action Karen to speak with TLO**

- **Communal Entrance**

Karen said that Andrea had put together a communal entrance form to pilot and had carried out checks at Market Hill, all of which were rated red. Lisa mentioned about no smoking signs and Dave suggested getting self adhesive ones but it had been raised that people are taking them down – **Action Dave to look into getting signs and Tanya to send out forms to TI's, seniors and put on the website**

It was raised about notice boards and Karen explained that notice boards have been put up so that more information can be displayed for tenants to look at.

- **Review of Public Information – Karen Cowan**

Karen will be looking to work with tenants to devise a new public information standard for the new customer access office in Scunthorpe.

- **Grass Cutting**

Ken, Edna and Andy all said that the grass cutting has improved a lot. Dave explained that all feedback received has been passed onto Neighbourhood Services and we get an answer within 24 hours, all feedback is then passed to Tanya for distribution.

Jim said that the grass cutting was not very good in his area. Karen asked if he wanted to join the grounds maintenance working group and he said yes – **Action Tanya to add Jim to the membership list of the Grounds Maintenance Panel**

It was agreed that the Grounds Maintenance Panel would be asked to elect a tenant representative from their group to attend the Service Level Agreement monitoring meetings with Dave Horsley – **Action Steve to raise at Grounds Maintenance Meeting**

- **High Rise**

No inspections took place

- **Open Door**

No inspections took place. Karen explained what the open door inspections are to the new members.

- **Mystery Shopping**

Ken carried out a mystery shop on Allocations and they were great. Unfortunately he didn't complete any paperwork for this.

7. Report for Operations Committee

The draft report was discussed. Terry will present the report to the operations committee. Karen offered her assistance to Terry if needed – **Action Tanya to amend the report**

8. Any Other Business

- **TI's Showcase at York**

Karen explained that she, Janine and Mark attended a showcase event at York City Council to share good practice with other organisations. The feedback received was very good and it showed that other areas are using our Tenant Inspector remit as good practice.

- **The Way Forward**

Karen explained that tenant inspectors is not about coming and sitting at a meeting it is about getting out on the estates, speaking to tenants and inspecting different service areas.

She went on to explain that Tanya had put together a form of all the inspections available to TIs and said that we would like a commitment from each of the TIs to undertake at least two inspections each per month. Each TI is asked to indicate on the form the types of inspections that they are prepared to carry out and to sign up to this commitment.

Janine asked if TIs could have an updated contact list (note - please see list below).

Terry closed the meeting and thanked all for attending.

9. Dates of Future Meetings

Tuesday, 1 December 09, Meridian House, 1.30pm to 4.30pm

Tuesday, 2 February 2010, Meridian House, 1.30pm to 4.30pm

MEETING CLOSED

Please Note: Can you make sure you bring all paperwork with you to the meeting including the minutes.

List of Contacts

General Switch Board
Repairs Line

01724 279900
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