

MEETING MINUTES

- Purpose of Meeting**
1. Warden Services performance
 2. Tenant Bids
 3. Senior Citizen Christmas Party Ideas
 4. Update on Contractors
 5. Update on Courts

Date 4th October 2022

Venue Durham Road Loughborough

Attendance:

Sally Ramalho	Principal Officer
Helen Kennedy	Customer Engagement Officer
Andrew Everitt-Stewart	Customer Engagement Officer
John Mason	Arnold Smith House, Shepshed
Gwenn Burley	Babington Court, Rothley
Janet Bodycott	Babington Court, Rothley
John Harris	Durham Road, Loughborough
Judith Harris	Durham Road, Loughborough
Edwin Fryer	Fielding Court, Loughborough
Phil Hudson	Fielding Court, Loughborough
Janet Godwin	Grays Court, Barrow Upon Soar
Andrew Sutherland	Martin Court, Anstey
Robert Cadman	Martin Court, Anstey
Janice Wright	Riversdale Court, Birstall
Roger Woolley	Riversdale Court, Birstall
Joy Braker	St Pauls Court, Syston
Jean Brutnall	St Pauls Court, Syston
Liz Harris	St Peters Court, Syston
Janice Spriggs	St Peters Court, Syston
Terence Breed	Dudley Court, Sileby
Sheila Breed	Dudley Court, Sileby

Apologies Joan Crowson Beresford Court, Shepshed
Gill Jefimowicz Beresford Court, Shepshed

Pauline Greaves Aingarth, Loughborough
(Taxi did not arrive – apologies sent)

Edwin Fryer Fielding Court, Loughborough
Phil Hudson Fielding Court, Loughborough
(Taxi was not booked – apologies sent)

1: Warden Services Performance

This is now a regular item on the agenda, and we will bring each quarter at the Forum. Performance for Warden Services is monitored monthly. The performance information for August 2022 was as follows:

Percentage of support plans completed on time (this should happen at least once a year) – 99.4%, out of 718, 714 were completed on time, we had 2 new tenants who hadn't moved in, one in hospital, and one was overdue.

Percentage of support plans checked – 50% checked, this is set at 50% due to the volume of customers and the time it takes to complete, we also check that warden visits meet customer's needs.

Percentage of support plans completed satisfactorily – 22 support plans checked and 22 were satisfactory, 100%

Percentage of visits matching agreed schedule on support plan - 22 visits matched schedule satisfactory 100%

Percentage of pull cord tests completed on time – this is at 99.5% due to 3 new tenants so we had to wait for them to move in.

Percentage of pull cord repairs completed – 3 repairs reported, only 2 completed (Aingarth waiting repair)

Percentage of fire equipment repairs completed – 3 reported and completed 100%

Percentage of Customer Satisfaction Surveys completed – 10 were completed and all were satisfactory 100%

It was asked how the new lifeline system is getting on and it was explained that we are almost at the point of signing a contractor. Residents may see the contractors in the courts soon, as they need to price the work for all courts, as currently only Beresford has been quoted. We are unsure how long the work will take but are hopeful the work will commence at the beginning of 2023. We have asked for a project plan from the contractor so we can understand how long the work will take, however there has been a shortage of parts, so this could potentially delay the completion.

It was asked about Lifeline within void properties, and it was answered that if pull cords are not working in our empty properties, we will always fit a GSM Unit, therefore this doesn't affect why the property is void.

Martin Court recently had a Power cut and there were concerns from the tenants. It was explained that within office hours residents can call the lifeline office, without raising the lifeline alarm, however we need to upgrade the system due to the telephone system being very old. If there is a power cut, the Lifeline should work as it goes through a telephone line which the pull cords work from. If we know the system is down then we have to make a judgement, if it happens at night then we may not want to disturb tenants if we have to deliver equipment however this all depends on the circumstances.

Martin Court's power cut happened from 7am until 10pm in block B. Charnwood Borough Council were aware of 2 different incidents in the area, so when we approached Western Power they advised that the power would be back on at 9am, however this was then midday, but then unfortunately by 4pm there was still no power to Block B. This kind of incident is very rare; however it was explained that something should have been done sooner so at the next Warden Team meeting this will be discussed. We will also discuss a plan of action if this occurs again and will also look at storing lamps and heaters which could be distributed to occupants who are without power.

2: Tenant Bids

It was explained how the Tenant Bid is voted and we have a vote in March and in September. We ask the CHRF if they would allow the general underspend to go towards to the Sheltered Court fund, the CHRF agreed to this.

General Budget Fund **£15,000.00**

Projects so far:

Castledine Street	£1,693.30
<ul style="list-style-type: none"> • Car Park Line Marking • Landscaping 	

Remaining Budget £13,306.17

All voted on the Thorpe Acre new bench £560.00

Remaining Budget **£12,746.17**

Sheltered Court Fund **£12,000.00**

Projects so far:

Riversdale	£4,800.00
<ul style="list-style-type: none"> • Garden Furniture 	

Remaining Budget £7,200.00

Remaining funds for Housing and General £19,946.17

Contingency £3,000.00

REMAINING BUDGET **£22,946.17**

Tenant Bid Applications for Sheltered Court:

Durham Road, Loughborough New Greenhouse	£1,497.48
---	-----------

Durham Road, Loughborough Landscaping	£5,000.00
--	-----------

Fielding Court, Shepshed New Metal Shed	£1,497.46
--	-----------

Arnold Smith House, Shepshed New Patio Area	£2,039.79
Total Tenant Bid	£10,034.73
Remaining Budget	£12,911.97

Durham Road: 2 BIDS

Landscaping and Greenhouse

Durham road has enthusiastic gardeners, and the greenhouse will be used to grow salad and vegetables however the existing greenhouse hasn't got the capacity and residents need the extra space.

ALL SCF MEMBERS WERE IN AGREEMENT TO THE 2 BIDS

Fielding Court - Metal Shed

ALL SCF MEMBERS WERE IN AGREEMENT TO THE BID

Arnold Smith House - Patio Area

ALL SCF MEMBERS WERE IN AGREEMENT TO THE BID

The maximum budget for each application is £5000.00

All applications passed today, the orders will be raised in this current financial year and work to start as soon as possible.

2: Christmas Party Ideas:

The Senior Citizen Forum is being held on 13th December 2022 at Martin Court in the afternoon and it will be a thank you to the members. A buffet will be served, and we normally have a quiz, bingo, and a singalong.

A Christmas Quiz was favoured, Jim the singing postman was recommended and the Barrow Upon Soar have a ukulele group who are free, there is also one in Syston. Prizes for the bingo will be given.

The Customer Engagement Team want to hold a Christmas Tree best dressed competition in December and details will follow once confirmed.

3: Update on Contractors:

Repairs and Investment Manager has updated us with our Contractors.

Kitchen, bathroom and structural works – J Tomlinson's has been appointed, they are not on site yet but due to start work in January 2023, and their induction commences in October.

Passive Fire – Harmony have been appointed surveying flat doors and sheltered courts and have already started.

Major adaptations – CLC have been appointed and they have started work.

Roofing and F&S (Fire and Safety) – There is a contractor however the contract has not yet been signed so unable to provide name, J Wrights roofing are currently carrying out emergency repairs for us.

EWI (Maintenance External Wall installation) – Synergise have been appointed.

Estate and communal decorations - no contract awarded as of yet.

Window and Doors – tendered document have been sent out to the potential contractor, however, we are unable to name the company until signed and will not be in place until the new year.

4: Update from Groups:

We provided an update from the Tenant Court meetings that were held in July 2022.

Court meetings have commenced within the sheltered courts with the Warden Team Leader and the Customer Engagement Team.

Prior to Covid we were going to do a refurbishment at St Michaels Court, members were advised there is a project board now set up and will now move forward. We are also looking at other courts for the future but won't be over the next couple of years as St Michael's may not be completed by 2024. St Michaels refurbishment is going to the Project board next week, then there will be a consultation with the current tenants and if approved, the work will start in 2024.

Grays Court – Concerns about residents not being very social however we can try and support this by the Community Initiative fund and getting people active and joining in – **TO ACTION**

Dudley Court – Residents are concerned that there are a few empty flats at the Court. It was explained that there is an issue with our Housing Allocations Team at Charnwood Borough Council, and this is due to staff shortages. We must follow our policy when allocating properties and the Council do have a list of properties where bids have been placed however due to the staff shortages, we are unable to process these quick enough.

Rats have been seen in the court, so it was advised to contact Pest Control.

It was commented that it would be good to have a Handy man, this is on a Service plan which Sally Ramalho is conducting and will be investigating introducing a handy man. The previous handy man worked for the Repairs Team and was paid for out of their budget. However, if we had a handy man concentrating on sheltered courts only, this may have to be included in the service charge. We are currently looking at what we have spent on contactors who are currently carrying out our handy work and we also need to look at quantity of work and the number of hours required before we can consult on the increase on the Service Charge and if we can justify having this service.

There were concerns that the court has never had a fire drill. Dudley court (and Aingarth) are different to other courts as the fire systems are different. All other courts are a 'stay put' policy. We have noted the court will be carrying out a fire drill soon, so residents are aware of their procedure.

Dudley court are having issues with the trees and have requested that they get trimmed – this needs to be checked with our Tree Policy. If not dead dying or causing damage we will not come out to carry out the work and if its damaging cars, the Council are not responsible for this.

Arnold Smith House – For the past 5 months there has been no cleaner and the court is only getting cleaned a couple of half mornings a week which they are unhappy with as the tenants are paying for this. It was advised that if there is no cleaner, we will not charge the salary therefore this will be adjusted in their service charge, if the cleaner is off sick then this still needs to be paid through the tenants service charge. We are currently looking at relief cleaners however we are struggling to find any. Another option is to employ a cleaning company to come and do this however this may affect the standard and the cost will be passed to the tenants.

Concerns with the increase in tenant bills within sheltered courts due to the increase of gas and electric. The Rent is agreed by Cabinet however there is a concern with gas and electric increasing. We can ask our Accountancy department what the situation will be and if we can gain some advice to share to tenants due to the service charge reflecting the increase next year - **TO ACTION**

Riversdale – The hedges are overgrown and asked when they are due to be cut, this is being investigated. Also, a tree in the car park is looking dangerous and needs looking at so we will ask the Warden to supply photos - **TO ACTION**

St Pauls – There were concerns with access to Wi-Fi in the communal lounge. It was explained that we are looking at the Wi-Fi within courts and are working alongside our IT department. We have checked all the lounges to see if the Wi-Fi works and this has been fed back to our IT department. The courts that are unable to connect we are looking at installing boosters, this is work in progress.

Rust on the drying line stops tenants using it so needs replacing, with the cost of electric this would save money on the dryers. – **TO ACTION**

Babington – Nothing to report

Durham Road – Nothing to report

Martin Court – Shower room needs looking at and is currently under investigation. Both blocks have issues so we will ask the Warden to check all the showers and will report if necessary – **TO ACTION**

Internal doors are slamming so we will look if magnets can be put on the doors to prevent them shutting and only shut at night or in the event of a fire - **TO ACTION**

A stair lift was removed and wanted an explanation this is still under investigation – **TO ACTION**

St Peters – Car parking issues, especially at the weekend however this is difficult to address. The Court has signs however we have no power to enforce.

Meeting Closed At; 1:15pm

Next Meeting; Martin Court Anstey on Tuesday 13th December 2022 at 10:00am