



MEETING MINUTES

Purpose of Meeting

1. Welcome and Introduction
2. Presentation from the Customer Experience Manager.
3. Update from Members
4. Actions from previous meeting
5. Any other business

Date

20th April 2023

Venue

The Hut, Old Ashby Road, Loughborough

Attendance:

Members	Janice Wright Phil Hudson Craig Jordan Dianne Lockwood John Mason Ireen Kennedy	Senior Citizens Forum (SCF) Fielding Court Association Ashby Road Estate Community Centre Chapman Street Arnold Smith House Park Court
Guests	Helen Kennedy Andrew Everitt-Stewart Russell Clarke	Customer Engagement Officer Customer Engagement Officer Customer Experience Manager
Apologies	Tracey Riley Mark Biggs Gerry Ryan Trish Edwards Sally Ramalho Wayne Bridges June Bush Christopher Hipwell Stuart Wells Paul Maine Christine Maine Alexander Stevens	Chapman Street Thorpe Acre Community Association Oxford Court Syston Staveley Court Principal Officer Brook Street Shepshed Chapman Street Garden Association Chapman Street Garden Association



Meeting started at 1pm.

1: Introduction

The Chair introduced a new member to the forum.

2: Tenant Bid presentation Customer Engagement

Customer Engagement presented a PowerPoint showing a tenant bid that is currently being proposed:

Brook Street, Shepshed landscaping: The residents of Brook Street Shepshed would like their Communal Garden landscaping as it is currently overgrown and uneven.

The work will involve removing all existing overgrown shrubs, installing a new border and brick edge and levelling the grass area including reurfing.

Price - £4300.00

Members were asked to vote on approval of this bid. The result was unanimously in favour of the bid going ahead.

A summary was also presented of the 4 successful tenant bids that have been completed during this current financial year:

- Fielding Court garden equipment shed.
- Durham Road greenhouse installation.
- Durham Road Communal Garden landscaping.
- Arnold Smith House patio installation.

It was also mentioned by Customer Engagement that Charnwood Borough Council contractors are offering volunteer schemes as part of their Social Value plan and that Customer Engagement are looking into ways to utilise this. It was also mentioned that local firms offer a similar scheme, and this would be investigated.



3: Presentation from the Customer Experience Manager

- Claire Farmer introduced herself and her department.
- They sit in Landlord Services, their principal officer is Sean Bower and they provide the admin for the department.
- They organise the diaries and finance for the repair's operatives. They make sure that diaries prioritise work time. There are 40 operatives in total covering all trades. Work planners schedule these operatives. They organise diaries and material supplies. They also liaise with tenants, wardens, colleagues, contractors, the contact centre, and all operatives.
- There are 2 work planners and 3 business support officers.
- They deal with deliveries of supplies, and make sure that for efficiency all deliveries are made directly to where the work is being carried out as time management is key.
- If needed additional staff are used to manage workloads.
- Business Support Officers deal with all invoicing.
- There are approximately 12 contractors plus Charnwood Borough Councils own operatives.
- All repairs are dealt with, but this only entails repairing what is already in place.
- The team raise all orders for work and contractors, there are around 1000 repairs each month.
- They are responsible for admin and maintenance of the fleet of 31 repairs vans, and make sure that they are compliant, and that each operative checks their own vans each morning. They also take care of MOT'S, servicing, and repairs.
- The Business Support Officers conduct satisfaction surveys, on around 10 % of the work that is carried out which equates to around 30 a week and this is conducted as a telephone survey. All questions are either yes or no answers or 1-5 rated answers. All the information is reported as a KPI (Key Performance Indicator) for the repairs team.
- As question was asked by a member, 'can a member of the public ask questions back to the operative conducting the survey?' It was stated that they can do this, and if the question could not be answered at the time, it would be noted and answered as soon as possible.
- Voids, Charnwood Borough Council is responsible for the utility bills, which can be 20-30 a day depending on where they are in the yearly cycle.



Charnwood Housing Residents Forum (CHRF)

- Minor adaptations and repairs will be carried out, but major adaptations like bathrooms and kitchens will not. Larger adaptations will require a recommendation from an occupational therapist and would be carried out by asset management.
- Leaseholder surveys are carried out on properties and passed to the leaseholder team.

In summary the department aims to:

- Log incoming complaints and pass them onto the relevant officer.
- Deal with freedom of information requests.
- Organise figures for monthly repairs and KPI's.
- Invoicing and payments.
- Arranging contractors and clerk meetings.
- Maintaining the van fleet.
- Problem enquiries on utility bills.
- Daily minor adaptation work.
- Processes for organising staff absence and cover to maintain a consistent service.

Questions asked:

1. *For smaller adaptations, what is the process?* This is likely to need a referral and would go to the repairs team leader. Specifications tailor the adaptation to the individuals needs and an occupational therapists' recommendations may be needed. A member has asked for an adaptation to a tap but has heard nothing in response, Claire Farmer will investigate and report back - ACTION
2. *What would happen if a tenant changed something in their residence and it didn't comply with specifications?* During the void period all areas of the residence would be assessed and anything that did not comply or needed repairing would be addressed.
3. *Prior to the Pandemic tenants were told that wet rooms would be installed where required, are these still planned?* Asset Management would address this as part of their remit, however properties should still be on the list to be upgraded, but due to the Pandemic the work may be delayed by up to 2 years.
4. *At Chapman Street in Loughborough, there was a problem reported about lighting in the communal sheds next to block 15-23, however this has had a lock put on by a tenant, so nothing has been done about the repair.* In communal areas, as they are nonspecific to any individual address, tenants are not normally updated on the progress of repairs. If access to an individual property is not possible a card would be left, however in communal areas this is not possible. Claire Farmer will investigate this and report back - ACTION



4: Update from Members

- **Riversdale Court, Birstall**, nothing to report.
- **Ashby Road Community Centre**, they have various events planned to include a King's Coronation Party, and Easter Bonnet Parade, and a trip to the Birmingham Sealife Centre, which they are part funding themselves.
- **Chapman Street Loughborough**, nothing to report.
- **Selbourne Court Loughborough**, they are going to join the Marios Tenenti Centre's Skegness day out.
- **Fielding Court Loughborough**, there has been a robbery at an individual property, an unauthorised person was let into the building and left via a fire exit. They are working towards this year's garden competition and have lots of plans. They have a canal boat trip planned, and a trip to the Derbyshire Dales.
- **Brook Street Shepshed**, problems are ongoing with this court and are being addressed by various officers.
- **Thorpe Acre Community Association**, they are leafletting residents for suggestions for communal events and trips, boat trips are popular. Coffee mornings are every Friday, and they are providing a 'warm hub' afterwards. Their Annual General Meeting is next month. They are planning a King's Coronation party on the green, a St George's Day celebration, and a Scouts event on Monday May 8th. There will also be a Church Concert on May 5th, and a BBQ on Sunday May 7th.

Customer Engagement update:

- The Communitive Initiative Fund was explained, and that 5 Sheltered Courts have used this fund for events including the opening of the communal Garden at Durham Road, and various trips.
- An update was provided on the Tenant Networking Event 2023.
- An update on current proposed Tenant Bids was given, and it was explained that only sustainable installations would be considered.
- Customer Engagement is liaising with Comms on the new promotional material for their department and that QR codes will be added to this.
- The Communal Cleaning Inspection project is ongoing and being reviewed currently.
- Tenant Court visits are now scheduled in all sheltered courts for April and May.
- Members were reminded that Customer Engagement are available to advise and help.

5: Actions from previous meeting



Charnwood Housing Residents Forum (CHRF)

- All amendments to the Repairs Handbook are now complete.
- Chapman Street the notice board a visit to inspect this is being arranged - ACTION
- Riversdale Court, Items are being removed from within the grounds.
- Fielding Court, the recently erected garden shed is being repaired by the installer.
- Items blocking communal areas, this is being investigated and action will be taken by the Council.

Actions for the contract officer

- It was asked if a tree survey is carried out annually on housing land:

Landlord services (LS) trees are surveyed alongside trees on CBC land. Each tree will be surveyed as part of a rolling programme so that every tree is surveyed once every 3 years. Findings are then given to Landlord services, and they hold their own budget and make decisions based on the recommendations from the survey. Only trees that are damaged, diseased, or dangerous will require work.

- Is the grass at sheltered courts cut every 10 days?:

Idverde work to a 21-day schedule for all open spaces in the CBC contract - this includes landlord services land. They cut grass from March to October so the grass will last have been cut in October 2022 and they will be resuming grass cutting very soon. The schedule is depended on the weather (so if it's raining, they cannot cut the grass as it just churns it up; if it's too hot then the grass does not grow just like last summer, so they do not need to cut the grass

- To address the Housing Association near Cradock Street and Fielding Court area when conducting grounds maintenance to ensure surrounding area is clear of leaves.

This has been raised with Tenancy and Estate Management

- Chapman Street public litter bins to have stickers placed on them advising dog waste can be placed in the bin.

Serco Street Cleansing have been asked to put stickers on bins to show that they can be used for general litter and dog waste.

6: Any other business



Charnwood Housing Residents Forum (CHRF)

It was asked that acronyms and abbreviations could not be used in meetings as members are not always familiar with their meanings.

The June meeting will now be held on Thursday, 22.06.23, this will involve the Asset Management presentation.

Actions:

Proceed with the approved tenant bid for Brook Street Shepshed and commission the work.

ACTIONS For the Contract Officer:

1. Report back on tap issue at 4 Riversdale Court Birstall.
2. Investigate the lighting repair at Chapman Street, Loughborough in the communal sheds next to block 15-23 and report back any updates.

Meeting Closed At; 3:00pm

Next Meeting; At The Hut, Old Ashby Road, Loughborough 1:00pm on the 20th April 2023