



## MEETING MINUTES

**Purpose of Meeting**

1. Welcome and actions from previous meeting.
2. Asset Management Presentation
3. Other business and update from members

**Date** 22<sup>nd</sup> June 2023

**Venue** Committee Room 2, Charnwood Borough Council Offices,  
Southfields, Loughborough

### Attendance:

Chair	June Bush	Thorpe Acre Community Association
Members	John Mason	Arnold Smith House Association
	Christine Walker	Arnold Smith House Association
	Janice Wright	Riversdale Court Birstall
	Phil Hudson	Fielding Court Association
	Diane Lockwood	Chapman Street Garden Association
	Craig Jordan	Ashby Road Estate Community Centre
	Ireen Kennedy	Park Court
	Wayne Bridges	Brook Street Shepshed
	Christopher Hipwell	Selbourne Court
	Paul & Christine Maine	Chapman Street Garden Association
Guests	Rafiq Hussain	Asset Management Team Leader
	Helen Kennedy	Customer Engagement Officer
	Andrew Everitt-Stewart	Customer Engagement Officer
Apologies	Trish Edwards	Staveley Court
	Tracey Riley	Chapman Street
	Jackie Thomas	Staveley Court
	Mark Biggs	Thorpe Acre Community Association
	Diane Brown	Knighthorpe Road
	Stuart Wells	Fielding Court Association
	Gerry Ryan	Oxford Court Syston

Christine Walker was welcomed as a new member to the Forum.



## 1: Actions from previous meeting

### Customer Engagement actions:

- Look into the possibility of sharing these minutes with senior management to express tenant's concerns. *Customer Engagement to investigate and are liaising with the Customer Experience Officer.*
- Review the performance of contractors in 6 months' time to see if figures are improving. *Customer Engagement have arranged this with the Customer Liaison Officer.*
- Look at possible volunteer help for gardening at Park Court Loughborough. *Customer Engagement are talking to organisations to look for help.*
- Chase up the bin problem at Park Court, bin store 25-30. *This is being monitored by the contracts officer.*

### Actions for the Customer Liaison Officer

- Investigate the possibility on tenants inspecting some finished works. *In terms of visiting completed works, this is not possible. Visits cannot be arranged for a group of people to visit a tenanted home. In terms of voids, this would also be difficult to arrange as once works are completed, they are passed back for letting and we would find it difficult to arrange it. However, a presentation on completed works will be put together for the next CHRF meeting.*
- Investigate these minutes being shared with management. *Asset Management Principle Officer to attend the update to CHRF members with the Customer Liaison Officer.*

## 2: Asset Management Presentation

The Asset Management Team Leader outlined the responsibilities of his team:

- Component replacements.
- Kitchens and bathrooms.
- Tenant bids in conjunction with Customer Engagement.
- The team has several surveyors who work with contractors.
- They have a stock condition surveyor.
- They attend estate walks.
- They look after bin stores.
- They look after car parks.
- They also have a Customer Liaison Officer on the team.
- They work on planned not reactive works.



## Questions asked:

- How important is it that bin stores are not within the confines of the building? *Bin stores do need to be away from buildings, there is a planned program to investigate and assess all bin stores and move them if necessary.*
- There is a need for more scooter provisions at Arnold Smith House, moving the bins outside would allow for this, and it is work that has been historically looked at, what is the progress on this? *Scooter stores are on the planned works too, so hopefully the bin store and scooter store can be done at the same time.*
- Plans for the scooter store were drawn up 3 years ago. *Asset Management to investigate this.*
- At Fielding Court, the scooter room has 4 charging points but is now not big enough. Can this be knocked into the bin store to enlarge it and the bins be stored outside? *This is currently being investigated.*
- At the flats on Toothill Road a resident has been given permission to store her scooter in the bin store but there is no electricity supply can this be investigated? *This is not on the current scooter room program, but Asset Management will investigate.*
- Chapman Street, an area has been assessed to move the bin stores to, but residents have not been asked about this, why is that? *The bin stores here are an issue as they are not being used properly, but in future Charnwood Borough Council would look to involve tenants in these plans through consultation.*
- Examples of several issues that have not been addressed were raised and it was explained that tenants have no confidence that they will be. *Programs are being planned now that contractors are in place and consultations will be held, which can be done quickly.*
- Would it help if a list of forum representatives was given to Asset Management? *This would be helpful, Customer Engagement to action this.*
- Can consultations be held on planned works so that tenants' views are considered? *Asset Management will look to involve tenants in future consultations*
- Fielding Court, front doors are in need of painting, can tenants do this themselves. *Yes this is fine.*
- Can Asset Management tell the forum when the communal areas at Staveley Court will be decorated? *Asset Management to investigate.*
- Can it be explained what involvement Asset Management have in Tenant Bids? *The Tenant Bid scheme was explained, and the fact that Asset Management provide surveyors for this. However the system will change slightly as there will now only be one quote for jobs involving Asset Management from a preferred supplier.*
- Is there any planned work to improve car parks? *This falls within the Asset Management brief and a program is being looked at.*
- Brook Street in Shepshed seems to have been neglected for years, if work is done it would improve the environment and tenants' expectation. *Brook Street*



*is on a work program and security updates are being explored and quoted on currently. Asset Management will investigate the poor state of the car park at Brook Street. When plans for the security improvement are finalised Asset Management will share these with residents.*

- *Does having a preferred supplier for tenant works involving surveyors provide more negotiating powers on quotes? This process is procurement not negotiation however when the specification for the current tenant bid for glazing of the existing gazebo is completed, Asset Management and Customer Engagement will visit Arnold Smith House to discuss this with tenants. The current structure is wood, but we have a new windows contractor who will assess this job and produce the specification considering both wood and UPVC options. Asset Management will review specifications with resident representatives.*
- *What is the normal number of units fitted per standard kitchen? Normally 8 units.*
- *This is running behind schedule, are contractors paid per finished kitchen? Yes they are.*
- *Why are kitchens taking 21 days on average? There are 3 fees for small, medium, and large kitchen fittings. As contractors are paid per finished job Charnwood Borough Council are not losing out financially however the delays are due to different services needing to coordinate visits in order to complete installations.*
- *Why are the kitchen fitters not doing the complete fit? This is not possible.*
- *Should a site manager not be able to coordinate all trades better on the fitting to save time? There is a site manager provided by the contractor and it is up to them to coordinate the fitting. A surveyor from Asset Management does monitor this however and helps to coordinate too. Asset Management is very confident in the contractor and their delivery of these projects and the industry standard for fitting kitchens is 10-15 days.*
- *Fielding Court, the car parks have been promised to be resurfaced on numerous occasions and need work. There is also a subsidence problem. Also parking from non-residents is an issue and needs to be addressed. The car park work is currently being quoted on. The yellow boxes will be repainted, and white lines will be put in to provide parking bays. Permits for parking is a possibility but would need to be investigated by Estate Management.*
- *Chapman Street, the paths need resurfacing, when will this be done. This will be an issue for tenants to report to the Housing Officer.*
- *Can Brook Street Shepshed have their car park marked with parking bays when it is resurfaced? Yes, this can be done and will be added to the survey*
- *Park Court Loughborough, it was asked for wider parking bays and a disabled space at this court, is this always considered? Asset Management will look at consult with tenants and adjust to bigger bays if required.*
- *Who would police parking bays to stop non residents parking in them? This could be done by private contractors if a permit scheme was employed.*



Customer Engagement explained that Charnwood Borough Council has no enforcement powers in car parks.

### 3: Update from Members

**The Hut:** There has been a trip to the Birmingham Sealife Centre and there are spaces available on the trip to other tenants. Coffee mornings continue to do well. The rear garden is being refurbished, and a team of 20 volunteers have been involved in this work, provided by a church alliance. There will be an event planned to celebrate the new garden when complete. The Hut is looking for new volunteers. The Hut is recording participation at the hub and Customer Engagement are working there once a month at coffee mornings which are Fridays 9.30-11.30 am.

**Riversdale:** Nothing to report.

**Arnold Smith House:** Coffee mornings continue to be popular, so they are planning a pub lunch with the proceedings.

**Fielding Court:** There is a lack of community involvement. The bingo is however successful. They are applying for a Community Initiative Fund grant. There has been some vandalism in the gardens.

**Thorpe Acre Community Association:** They have met as a committee recently to arrange a community trip to Mablethorpe and a canal trip. Coffee mornings are on a Friday and continue to be successful.

**Chapman Street:** They have recently held the Mayors Tea Party which was well attended and very successful. Residents continue to do various maintenance and upkeep on the area and gardens.

**Brook Street Shepshed:** General and tenant security continue to be a problem. It was reinforced that these issues are being investigated.

**Park Court:** There is an ongoing problem with bins and bin stores not being used properly. Litter is also a big problem. However, it was stated that the online complaints form is very efficient. It was explained that the court is waiting for a one-off clearance by G&S.

### Customer Engagement Update

- The Aingarth Tenant Bid is now complete.
- The Brook Street Shepshed Tenant Bid is on hold due to security issues at the court.
- Several new Tenant Bids have been received.
- Community Initiative Fund Grants continue to be popular.



# Charnwood Housing Residents Forum (CHRF)

- The Tenant Networking Event was very successful with 57 visitors and most Landlord Service departments and contractors attending. All feedback is extremely positive. Forum members who attended to help on the day were thanked.

**Question:** Can this event be actively promoted outside the Town Hall on the day of the Event? *This is not possible.*

It was explained that this year's Annual Garden Competition will be judged by 2 councillors.

## **Actions from this meeting:**

### **Customer Engagement:**

- Provide asset Management with a list of Forum Members. *This has been done by email. COMPLETE.*
- Attend meeting at Arnold Smith House with Asset Management re Gazebo glazing Tenant Bid specification.

### **Asset Management:**

- Asset Management to look at involving tenants in consultations on future works where it is considered necessary. *Asset Management will inform tenant representatives of any planned works happening in their areas.*
- Investigate when Communal areas at Staveley Court will be redecorated. *Asset Management to consult with Project Surveyor.*
- When plans for the security improvements at Brook Street Shepshed are finalised Asset Management will share these with residents.
- Attend meeting at Arnold Smith House with Customer Engagement re Gazebo glazing Tenant Bid specification and share with tenants.
- Add white lining to the specification for the resurfacing of Brook Street Shepshed car park. *We can apply this into the specifications when works are planned.*
- Look at consulting with tenants to consider adjusting parking bay sizes at Park Court Loughborough. *We can apply this into the specifications when works are planned.*
- Investigate the progress of the scooter room update at Arnold Smith House. *This currently being looked at however there is a backlog of scooter stores and will be planned in the near future.*
- Investigate the possibility of a scooter room at Toothill Way. *Currently not on our planned programme for this scheme. Current advice from Health and Safety is not to store scooters in bin areas.*

**Meeting Closed At 3:00pm**

**The next meeting will be held at The Hut, Old Ashby Road, Loughborough 1:00pm on the 27th July 2023.**