

# Tenant Inspectors Meeting

**Date:** 2 August 2011  
**Time:** 1.30pm  
**Venue:** Board Room, Meridian House

|                 |                  |                                     |
|-----------------|------------------|-------------------------------------|
| <b>Present:</b> | Terry Chatwin    | Tenant Inspector (Chair)            |
|                 | Mo Weller        | Tenant Inspector                    |
|                 | Steve Dale       | Tenant Inspector                    |
|                 | Malc Dunderdale  | Tenant Inspector                    |
|                 | Ron Weller       | Tenant Inspector                    |
|                 | Cherrill Page    | Tenant Inspector                    |
|                 | Mary Southgate   | Tenant Inspector                    |
|                 | Jim Newcombe     | Tenant Inspector                    |
|                 | Edna Moore       | Tenant Inspector                    |
|                 | Wendy Britcliffe | Senior Resident Involvement Officer |
|                 | Lisa Smith       | Senior Housing Manger               |
|                 | Nasser Hassan    | Caretaking Supervisor               |
|                 | Sarah Tighe      | Resident Involvement Assistant      |

## 1. Welcome, Introductions and Apologies

**Apologies:** Mark Harland and Janine Mee

Wendy offered to chair the meeting due to Terry having to leave early.  
Wendy welcomed everyone to the meeting and thanked them all for attending.

## 2. Reminder of Repairs Log

Wendy 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

The group approved the minutes as a true record.

### • Action Plan Progress

Wendy went through the action plan as follows:

Membership/attendance at meetings - all the Tenant Inspectors had been contacted by phone and letter to ask if they wished to continue with the group. This item is included on the agenda for this meeting to discuss in more detail.

Mystery shopping - everyone was interested in developing this and a further meeting will be arranged to discuss this.

Allocations - inspections with the letting officers have now been arranged, they will be carried out on a 3 weekly cycle. If a tenant inspector would like to be involved in these inspections they are to contact Sarah for further details.

Diary Dates - tenant inspectors are reminded to provide Sarah with dates they would like to carry out inspections to help prevent a ring round having to be carried out.

#### **4. Membership**

Wendy updated the meeting with the names of people who had confirmed their membership for tenant inspectors and provided information on who was no longer involved and also those individuals who had not responded. Wendy asked the group if they were all in agreement for Sarah to get in touch with those who have not responded one more time and if there is still no reply to remove them from the membership list. The group all agreed – **Sarah to Action**

#### **5. Review Role of Tenant Inspectors**

Wendy explained that following the review of the Menu of Options and the current structures of involvement an impact assessment was carried out on Tenant Inspectors. From the review it was highlighted that this group was not working as well as it could be. It was suggested that a review meeting for the role of tenant inspectors be arranged to discuss this in more detail. Everyone agreed that a meeting be arranged towards the end of September.

Cherrill asked if the tenant inspectors could support the scrutiny panel, this suggestion will be passed onto Ian. Mary felt that the scrutiny panel was taking over the role of tenant inspectors as they carry out more in depth inspections. It was pointed out to Mary that these are different roles and there are some areas that scrutiny panel do not get involved with.

#### **6. Mystery Shopping / Open Door Inspections**

Wendy explained that mystery shopping will be reintroduced in the future and may cover some areas of what an open door inspection involves. Service areas are receiving feedback from open doors although tenant inspectors do not know what has changed as a result of this. Edna was concerned about conducting mystery shopping due to people knowing her and her voice. Wendy assured Edna that there will be different types of mystery shopping exercises that individuals can get involved in. There was a lot of interest within the group and all agreed mystery shopping is the way forward. Wendy asked if they would like to receive training, all agreed.

#### **7. Report back on inspections undertaken – All**

- **Estate Inspections**

During June there were nine estate inspections carried out with six being rated green and one amber. We have no information on Ashtree Close and Plum tree way at present although once this information has been received it will be included in the operations committee report.

During July there were seven estate inspections carried out four of which were green and one amber. Again we have not received information on Low Villages and Westcliff Precinct in time for this meeting although Wendy will include this in the final report.

Wendy asked for any feedback from those who had attended estate inspections. Steve Dale pointed out that he did not include the condition of some gardens in the inspection he was involved with as they were in the middle of improvement works but suggested we go back to check at a later date. Wendy agreed and explained that Steve can go back for a re-inspection at any time.

Edna asked what areas caretakers cover, Nasser stated that they cover all areas on a two week rota. Ron reported that he had not seen a caretaker in South Killingholme for some time. Nasser explained that the caretaker for his area had been absent for a month and he apologised for that.

Wendy again reminded tenant inspectors to try and attend more estate inspections.

- **Open Door**

There was one open door carried out on managing contractors. Although there had been more inspections carried out the information/paperwork was handed in too late to be ready for this meeting. Wendy reminded the group to hand in completed paperwork as soon as possible after they have completed an inspection. Managing contractors was rated green and the inspector was pleased to find that North Lincolnshire Homes was more sympathetic about the tree problems in some areas.

- **Empty Homes**

These inspections have recently been set up with the allocations team and Ron Weller was the first to conduct one with Becky Johns. Five empty homes were inspected all being rated green apart from one which was rated red. This was due to damage to the property, gardens in a mess and the general state to the inside of the property.

- **Telephone Checks**

There were two telephone checks carried out over the months of June and July. Terry conducted the starter tenancy checks and was very impressed. All were rated green and the tenants were satisfied with the service they received. Mark Harland carried out telephone checks on the repairs service whilst coaching a new tenant inspector. All were rated green.

- **RI Satisfaction Cards**

Five RI satisfaction surveys were received for June/July but there are still some meetings which have not been reported on. There was some positive feedback from one survey which stated that the housing management report was very useful for those who were hard of hearing.

## **8. Report for Operations Committee (Draft) – Next meeting September**

Wendy pointed out that they all have a copy of the report to look at within their packs although this will have to be updated with all the additional and late feedback. Terry Chatwin will be attending the next operations committee to provide the report on behalf of the tenant inspectors.

## **9. Monthly Inspections / dates – (Wendy/Sarah)**

Wendy again reminded the group to provide Sarah with available dates and what inspections they would like to do. This is to prevent Sarah from conducting a ring round and setting up inspections close to the next meeting (which results in late paperwork).

## **10. Any Other Business**

Wendy reminded the group that resident involvement will be out of the office all tomorrow due to organising the family fun day.

Terry asked if elderly tenants should be asked to move furniture whilst improvement works are being carried out. This has recently happened to a tenant on Mowbray Close, Wendy agreed to pass this onto the TLO.

Mary asked if Sure Stops were still installed in properties. This will be checked.

Jim would like to say thank you to Nasser for the hedge cutting behind Healey Road. Malcolm would also like to thank Nasser for organising the help of the caretakers when the Greenfields common room got vandalised.

Malcolm is also impressed with the improvement works being carried out at Greenfields.

Wendy will notify all tenant inspectors of the date for the review meeting which will be arranged towards the end of September.

### **Date of Next Meeting**

The next meeting will be held on 4 October 2011, Board Room, Meridian House, 1.30pm to 4.30pm.

Wendy 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