

Tenant Inspectors Meeting

Date:	3 rd August 2010	
Time:	1.30pm	
Venue:	Board Room, Meridian House	
Present:	Mary Southgate	Tenant Inspector
	Cherrill Page	Tenant Inspector
	Andrew Weller	Tenant inspector
	Janine Mee	Tenant Inspector
	Jo Parr	Tenant Inspector
	Jim Newcombe	Tenant Inspector
	Edna Kenyon	Tenant Inspector
	Danny Moore	Tenant Inspector
	Steve Dale	Tenant Inspector
	Don Robertson	Tenant Inspector
	Wendy Britcliffe	Senior Resident Involvement Officer
	Lisa Smith	Senior Housing Manger
	Sarah Tighe	Resident Involvement Assistant

1. Welcome, Introductions & Apologies

Apologies: Terry Chatwin, Ken Willey, Mark & Ann Harland, Cherrill Page, Richard Leach, Alex Killen & Steve Evans.

Andrew Weller chaired the meeting in the absence of Terry Chatwin and welcomed everyone to the meeting.

2. Reminder of Repairs Log

Andy 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/Action Plan

Wendy went through the individual items on the action plan and discussed the actions that had been met as follows:

Dave Grice will be invited to future meetings to answer any queries regarding caretaking.

The parking bays at Lodgemoor were to be followed up by a housing officer contacting Ann Harland. Check with Ann if any contact was made.

19a Newborne Avenue this was discussed at the last meeting of how much it cost to clean up the property.

It was suggested that lighting on estates be included on the estate inspection sheets. Lisa explained that majority of lighting was North Lincolnshire Councils responsibility and any faults should be reported directly to them. The HO would

note down any problems they found from their inspections and refer these onto the Council.

All works at Caistor Road which are due on the fascias and soffits will be carried out at the same time as the work on porches. This will be done on a programme of works and all tenants will be notified.

Difference in amounts for the decoration grants on empty homes – this is assessed by the staff in empty homes team for the initial amount and allocations can increase this if they have difficulty in letting a property.

Tenant Liaison Officer has been to assess the bathroom for Jo Parr and she has now been granted a wet room.

Andy Weller has requested a code for the lighting on Caistor Road estate.

4. Tenant Inspectors Badges (Wendy)

Tenant Inspectors stated that not everyone has an ID badge. A ring round to all Tenant Inspectors will be arranged to find out who needs these – **Sarah action.**

5. Pilot Project – Humberside Fire & Rescue Service (Wendy)

Wendy read out information from Humberside Fire and Rescue Service who are piloting a volunteer project. This will involve working with volunteers to help reduce the threats of arson in different areas. This project will include attending events, visiting people's homes and attending school presentations. Volunteers will be provided with a uniform such as polo shirts with the fire and rescue logo on. Wendy explained this was for information only so that tenant inspectors were made aware that the volunteers may patrol in their areas.

6. Estate Inspection Ratings (Steve Evans)

Lisa presented the report on behalf of Steve Evans. She explained how the trends have been shown through arrows and colours, this is to show where there has been an increase or decrease since the last rating was made, which would be approximately twice a year. These ratings will be monitored and any downward ratings will be passed to housing officers and seniors for these to be looked into.

Lisa stated that these reports provide information on the ratings and that we are checking to make improvements to resolve issues.

Steve Dale raised the issue that when an estate inspection date was changed his resident association was not informed and so they did not participate, Janine stated she had a similar experience. It was suggested that the dates can be checked via the website or in the telegraph where they are advertised. Andrew

Weller asked that the new schedule be resent out to everyone or handed out at Resident Association meetings so people know the planned dates.

Andy spotted an error on the ratings because the information for Caistor Road area was not up to date. **Lisa to follow up.**

Princess and Sutton House were rated amber as the carpets and walls are dirty and there was a strong smell in the hallways.

Send out copy of low demand strategy that Steve Evans has produced for information – **Sarah Action**

7. Monthly Inspections (Wendy)

Everyone was reminded to bring their diaries for the next meeting so that dates for inspections can be agreed. Wendy suggested that TI's carry out at least two inspections per month.

It was suggested that we should include inspections on the contractors and their work – this will be looked into. There was a discussion on reviewing what inspections have been done regularly and to see if any areas had been missed. Everyone agreed this was a good idea. Wendy stated that this could be monitored from the monthly tenant inspection sheets and she would advise TI's if there were particular areas that had not been inspected.

Jim raised the issue on new TI's and training which involved them doing three inspections with another experienced TI, was this three in total or in every area? – **Wendy to check**

Jo Parr stated that she found one inspection with another TI was enough to get her used to the procedure. Everyone agreed to that or to have a couple but with different TI's as everyone works differently.

8. Report back on inspections undertaken – All

Wendy explained that she will have to report back on inspections due to apologies given from the TI's who had carried out the inspections.

- **Estate Inspections**

There were 6 estate inspections completed in June, mainly green with one being amber, 1 being red.

In July there were 8 inspections completed although two are inconclusive at the moment as Wendy had not received the paperwork in time for this meeting.

It was pointed out that not many TI's are involved in the estate inspections and the TI's need to be encouraged to attend.

- **Open Door**

There were two open door inspections on empty homes both were in good condition and rated green. There was one customer service inspection in the

call centre although the TI felt it was unfair to rate this as they were short staffed at the time.

- **Telephone Checks**

Mary shadowed in the call centre although it was very busy and short staffed as they were in QL training. Jo Parr added to that as when she came in to do her original inspection on a different service area it had to be changed at last minute and she spent time in the call centre. Jo was very pleased even though they were not expecting an inspection they were very professional and helpful.

Telephone checks were also carried out on new tenants, only one was rated red by the customer and this was due to the housing officer not getting back to them on an issue.

- **Improvement Works**

Edna reported on her inspection at Mayflower Close. The kitchen that she saw on her inspection was very poorly designed, with cupboards not being able to open fully, cupboards being placed directly above hobs. Although everywhere else in the house was good.

- **Empty Homes**

Jo reported on her experience of her empty homes inspection. Jo explained that most were relatively ok, although some were amber due to gates needing repair, old sheds needing to be removed and a new bath with a crack in it.

- **Resident Involvement Satisfaction Cards**

Wendy explained that we have only received 7 completed forms within the two month period. Resident involvement officers will be encouraged to remind resident associations to complete these forms after their public meetings.

Public information checklists have been updated and are to be completed at the customer centre on Cole Street. Copies of forms were handed out at the meeting.

Report for Operations Committee

Wendy provided an update from the report. This was approved.

9. Any Other Business

Ken and Alex are due to do an open door inspection on complaints team.

Wendy asked if anyone would volunteer to work with Cherrill on carrying out telephone checks with tenants who have used the Handyvan Service. Jo Parr volunteered.

Janine requested the names and contact numbers of all those in charge of the service areas and asked for some names of who Janine could ring. Lisa explained that information would be provided but there had been some staff changes.

Janine also requested a Home Improvement Panel meeting as it was sometime since a meeting had been held.

Jim asked the question – Do outside contractors check on completed works to see if this is satisfactory. Jim feels this should be carried out as he knows of work which has been completed and signed off then faults have occurred shortly after.

Wendy to check the procedure.

Wendy also explained that the individuals must ring up to report any repair so North Lincolnshire Homes are aware of the problems. Jo suggested setting up a new inspection to be taken place before any signing off for completed works. Everyone agreed this was a good idea although as Janine explains only a percentage in one area gets signed off and also you may not notice any faults straight away.

Janine discussed the fact that she received a letter that she was concerned about. It was from Mears stating that they are not liable if any ariels/satellites get damaged whilst doing their external work. This will be looked into although any damage if caused will not fall on the tenant to be replaced. Another issue was raised on tenants putting up ariels and if they required permission. Lisa explained that any new ariel stills require permission to be there.

Andy Weller is concerned as when he was due for some repair works he was not informed of a time and date, also when they have turned up whilst he has been out no calling cards have been put through his door.

Date of Next Meeting

5th October 2010, Meridian House, 1.30pm to 4.30pm.

Andy 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