

Tenant Inspectors Meeting

Date: 31 May 2011
Time: 1.30pm
Venue: Board Room, Meridian House

Present:

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
Wendy Britcliffe	Senior Resident Involvement Officer
Lisa Smith	Senior Housing Manger
Nasser Hassan	Caretaking Supervisor
Sarah Tighe	Resident Involvement Assistant
Ian Mortimer	Resident Involvement & Community Development Manager

1. Welcome, Introductions & Apologies

Apologies: Janine Mee, Jim Newcombe & Mary Southgate

Terry welcomed everyone to the meeting and thanked them for attending.

2. Reminder of Repairs Log

Terry 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

The group approved the previous minutes as a true record.

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

When a TI conducts a starter tenancy check they are to provide an introduction and explain what the call is referring to i.e. the starter tenancy visit they receive in the first 6 weeks of moving into a property. No checks have been carried out during this period so this will be monitored when TI's are involved in the future.

The suggestion of extra information to be added to welcome packs will be fed through to the new pre-tenancy focus group when this is up and running.

The request for an open door on managing contractors has been approved and added to the list of inspections.

The process for fitting carbon monoxide detectors in North Lincolnshire Homes properties was looked into. It was confirmed that these are only fitted when a clear risk has been identified and to properties with a solid fuel appliance.

4. Membership / attendance at meetings

The Chair reported that the tenant inspectors meetings are not being very well attended, the resident involvement team are not receiving apologies from some of the non attendees. A suggestion was made that resident involvement contact those people not attending to ask if they still wanted to be involved with the group. We will ask if times and dates of future meetings are suitable, if there is anything we can change to make the meeting more accessible. Although the meetings are two months apart all TI's should be aware of the next one scheduled as the whole group are sent minutes with the date of the next meeting included. Resident involvement are currently undertaking a review of the menu of options where we are looking at all the structures and the impact of these.

5. Report back on inspections undertaken – All

- **Estate Inspections**

Wendy read out the summary of the estate inspections carried out during the period. There were eight inspections carried out in April with seven being green and one amber. All the jobs identified have been completed although not all information was supplied. Wendy will arrange a meeting with Lisa Smith to discuss the information required and produce a procedure for this. There were seven inspections completed in May all being rated green.

Cherrill reported that now she has moved to New Holland she has seen the caretakers in the area more frequently than when she was living in Belton. The Chair reported that the caretakers have not been seen regularly in Mowbray Close area. Nasser explained that the caretakers work on a 2 weekly rota and agreed to follow this up.

Steve Dale and Mary Southgate carried out a high rise inspection of Trent View House although they have not completed an inspection sheet because it was still undergoing a lot of improvement works.

- **Open Door**

There was only one open door carried out during the period between April/May and this was on Learning & Development (complaints). Cherrill provided an update and stated that she was very impressed and was not aware of how much work goes into stage 3 complaints. The QL computer system has a very effective reporting process that can identify recurring complaints and when complaints are overdue etc. It records all contact made and the information is pulled together to produce a report quickly. The review of the complaints policy has improved the

service and learning points are all dealt with effectively. Cherrill stated she cannot fault the service.

- **RI Satisfaction Cards**

Resident Involvement only received six satisfaction surveys during April/May. Wendy pointed out that there have been more than six public meetings held during this time and these need to be completed following each public meeting. One member of the group suggested that maybe they do not want to complete the survey in case they have an issue with their housing officer. They may not want to leave a comment about their housing officer and then hand it back to them. Another said that housing officers do not bring them to meetings. Lisa asked for a list of those resident associations that have not completed these.

6. Mystery Shopping

Ian Mortimer attended the meeting to discuss progressing with mystery shopping. Ian was aware that no mystery shopping had been carried out for some time and stated that by developing this it would compliment the work of tenant inspectors. To help get new members on board Ian suggested a taster session be arranged on the mystery shopping initiative. This could be developed to involve people who want to do something from their own home and would allow immobile tenants to get more involved.

The Chair agreed it was a good idea and also to involve new members as most staff recognises the tenant inspectors faces and voices.

Ian explained that mystery shopping would assist the resident scrutiny panel in their review of the contact centre. Cherrill agreed this would be beneficial within reviews and suggested that a second mystery shop after a 6 month period be carried out to monitor that any changes have been sustained and to check that suggestions and ideas have been taken into account.

Ron made a comment about not knowing what the contractors are doing in his area. Wendy advised Ron to speak to the tenant liaison officer if he has any issues. Ron stated he doesn't see a liaison officer and that they never come to inspect the work being done afterwards. Ian explained that any suggestion should go through either the home improvement panel or the repairs panel. Ron agreed that when he spoke with the NLH Tenant Liaison officer she said she would take it to the home improvement panel. Cherrill told Ron to look out for the leaflets they drop through the door with contact numbers if there are any problems. Steve Dale is concerned because as a home owner he does not receive these leaflets even though the works being carried out does affect him. – **Action** Sarah to provide Steve with liaison officer contact details.

7. Report for Operations Committee

Wendy went through the draft report and explained that the Chair would attend the meeting and present the report on behalf of the Tenant Inspectors. Wendy pointed out that the operations committee now want feedback on all jobs raised so we need to keep the information consistent.

8. Any Other Business

Jane Crookes (Voids & Lettings Manager) wants to involve tenant inspectors in accompanying the lettings officers on inspecting properties that are ready to let. They would like to involve tenant inspectors on two inspections per month. Several tenant inspectors showed an interest in this and their names will be passed onto Jane.

Wendy reminded everyone to provide Sarah with dates they are available to do inspections. If dates cannot be provided during the meeting then T.I's were asked to phone Sarah direct with details. Sarah will contact those who have not been able to attend today.

Ron would like to attend an inspection with Mark Harland, Sarah informed Ron that he is on holiday at the moment but arrangements will be made on his return.

Ron asked if he should be completing grounds maintenance forms for everyone on his street. Wendy explained that he does not have to do this, individuals can complete these and send them in.

Action - Sarah is to check on tenant inspectors ID badge for Cherrill.

Date of Next Meeting

2 August 2011, Meridian House, 1.30pm to 4.30pm.

The Chair 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