

# Tenant Inspectors Meeting

**Date:** 2<sup>nd</sup> February 2010

**Time:** 1.30pm

**Venue:** Board Room, Meridian House

<b>Present:</b>	Terry Chatwin	Chair
	Mary Southgate	Tenant Inspector
	Janine Mee	Tenant Inspector
	Jim Newcombe	Tenant Inspector
	Malcolm Dunderdale	Tenant Inspector
	Edna Kenyon	Tenant Inspector
	Danny Moore	Tenant Inspector
	Cherrill Page	Tenant Inspector
	Karen Cowan	Resident Involvement Manager
	Wendy Britcliffe	Senior Resident Involvement Officer
	Lisa Smith	Senior Housing Manager
	Steve Evans	Head of Housing Services
	Mark Rosten	
	Gillian McLaren	TPAS consultant (observer)

## 1. Welcome, Introductions & Apologies

**Apologies:** Ken Willey and Andrew Weller

Terry welcomed everyone to the meeting and introduced Gillian from TPAS who was an observer at the meeting.

## 2. Reminder of Repairs Log

Terry reminded the group about the repairs log and that individual issues are to be entered in the log.

## 3. Matters Arising

- **Accuracy of Minutes**

The minutes were approved as a true record.

- **Action Plan Progress**

Issues from the action plan were discussed as follows:

Boilers – wallet containing information on gas certificate and boiler instructions had been requested inside the door of boiler. Mark confirmed information for this is currently been collected.

Operations committee report – amendments had been made to the report.

Improvement Works – Contractors spreading rumours. Karen confirmed she has spoken to the Managers who agreed to address this issue. Janine asked if it was true that they had finished. Karen stated that the contractors had not finished but will specialise in different types of works, e.g. internal works and environmental works .

Tenant Inspectors Forms – a workshop had been held and half the forms were reviewed. A further meeting is to be arranged to review the others and the amended forms will be provided at the next T.I's meeting.

#### **4. Report Back on Inspections Undertaken – All**

- **Repairs**

8 telephone checks were carried out during the month of December. Karen read through Richard Johnson's checks and stated that they were all rated green apart from 2. The results from these inspections will be passed onto the repairs stakeholder panel.

- **Improvement Works**

No inspections on improvement works had been carried out.

Cherrill explained that a tenant had contacted her regarding the new communal doors that had been fitted at York House. There was a fault with the opening of these. Cherrill notified Neil Webster and Bob Sykes was asked to investigate this who then promptly dealt with the issue within 48 hours.

Cherrill stated that there were 3 disabled people living in the flats who would require automatic opening of the communal doors. This should be considered in the future before communal doors are fitted. Karen explained that the new I.T system will link up to information in the future. Janine was to raise this at the next Home Improvement panel meeting.

Karen asked that Cherrill complete an open door inspection sheet for the issue are York House.

- **Communal Entrance**

2 communal checks were undertaken at Chatterton Crescent area. One was rated green and the other rated amber.

- **High Rise**

No high rise checks were carried out.

- **Estate Inspections**

5 estate inspections undertaken during the month of December. Karen went through the inspection paperwork and explained the main issues from each of the inspections.

More information is required on the forms of details on specific location and areas to help identify the work issues. (e.g. graffiti – detail the location).

Mark suggested the T.I's have use of disposable cameras. Lisa confirmed that HO have digital cameras which can be used. Lisa to advise the HO's.

Mowbray Close – Terry has requested that drop kerbs be installed to allow access for mobility scooters and wheelchairs. This issue has been reported before. Steve agreed to look into this. Karen suggested that this be reported through the Homes Improvement Panel.

Cherrill gave a brief outline of the issues being looked into by the environmental panels which have now been set up to look at various areas.

Arrangements are to be made for Darren Bonar (HO) to visit Mowbray Close and record details.

5 estate inspections undertaken during the month of January. Karen went through the inspection paperwork and explained the main issues. Edna visited the New Westcliffe area and was concerned about the condition of communal areas near the flats. These have been updated but the tenants are not looking after them. Lisa confirmed that meetings have taken place with the HO and caretakers to discuss the problems. Steve confirmed that the review of the caretaking service will address this and future work on communal areas. Karen queried the rating given as amber when there were several issues. Edna confirmed this will be checked again.

Cherrill stated that fencing has been highlighted from the inspections as an ongoing problem on estates and suggested that information be passed through the environmental panel to make this a priority.

Terry asked if contractors Mears / Bullocks could be involved in the inspections.

Karen confirmed that T.I's can carry out open door inspections at the new customer access office. They need to phone first to make arrangements.

Jim reported that 2 estate inspections are carried out separately on the Healey Road area and asked if these could be combined. Lisa explained these were split because it was difficult to rate this areas due to the size of the estate. It was suggested that 3

separate inspection sheets be used for flats, houses and sheltered schemes but that all three inspections take place at the same time. Lisa agreed to speak to the Housing Managers.

Janine asked for contact details of staff so that open door inspections can be carried out. Karen confirmed that contact should be made direct through the contact centre who will signpost to the relevant person.

Cherrill stated that Anglian Windows had nearly completed the work in the Isle area and suggested that inspections be carried out on the work. Karen reminded the T.I's that the satisfaction rating for the window replacements was high so there would not be a lot to inspect on. It was agreed that should a T.I. want to carry out checks on windows / doors that they make contact with the resident involvement team who will make the necessary arrangements.

Janine felt that the specification of work in some areas still needed to be addressed from the work that was carried out at the start of the year 1 programme. Karen confirmed that since the work had started changes have been made to the specification which has resulted in higher satisfaction from tenants.

- **Open Door**

Karen was aware that Open Door inspections had been carried out by Shaun but no forms had been received. Mark to follow up with Dave.

- **Grass Cutting**

A reminder for completing the monitoring forms will be given when the grass cutting season starts.

Steve confirmed that meetings have been held to look at the monitoring and specification for the grass cutting service and this will be in place from 1<sup>st</sup> April 2010.

- **RI Satisfaction Cards**

Two forms were received for January.

Discussions took place on dog fouling on estate and that owners should take responsibility for this. Permission for having dogs in the home was raised and Steve explained the clause included in the Tenancy Agreement regarding pets.

Lisa asked that if any individuals on estates are causing problems details are to be given to her or the HO.

Karen suggested a leaflet be produced for the Market Hill area if this is a major issue. Lisa confirmed they are aware of the problems in this area.

A request was made for the dog warden's number to be made available to the T.I's.

The Key News sub group can make suggestions to include an article on dog fouling and contact details.

## **5. Report for Operations Committee**

As the Chair of the TIs, Terry will attend the Operations Committee meeting to present the TI report at the next meeting on 26 April 2010. Amendments to be made to the report include adding the repairs and empty homes checks. Include in the report: trends coming up for fencing, window specification issue and review of T.I forms.

## **6. Any Other Business**

Janine reported on 2 recent incidents when tenants had contacted the call centre to report repairs and received a poor response from the member of staff dealing with the query.

Jim requested the emergency repair contact numbers be available in large print for elderly tenants.

Gas safety checks were discussed after elderly tenant had problem with gas leak. Mark explained that checks are carried out.

Mary reported problems with accessing the NLH website to check on improvement works information. There was an error message on the page and password etc. was required. Karen confirmed that work was currently been undertaken on the website but this will be followed up.

Janine confirmed that no meetings for the reps involved in the website had been held for some time. Karen to follow up.

Cherrill asked that thanks be given to the Chair for attending the meeting due to recent problems etc.

Mark gave an update on developing programmes of work to include fencing etc. Monitoring procedures are to be developed and T.I's will be involved in the future. Fire risk assessments on communal areas are to be developed and T.I's will be included on training programmes for this.

Edna suggested that the fire service be involved in sending letters to tenants regarding the storage of items in communal areas. Tenants may take more notice if the fire service are involved. Steve confirmed he is attending meetings with the fire service to discuss issues on fire safety in communal areas.

Terry reported the ongoing problem regarding a bench being fitted on the sunken garden at Mowbray Close. This bench is not suitable for elderly tenants and the work was carried out without consulting with the tenants. Lisa stated that the HO did not authorise this work. An individual member of staff did this as a good will gesture during his annual leave. Mark agreed to look into this. A meeting with the HO and tenants to be arranged.

A tenant from Blackmoor Rd reported a leak under the sink (4 years ago) The leak has been repaired but due to the period of time this has taken there is mould and damp on the walls. Mark agreed to follow up.

Jim reported the poor condition of paths in Healey Rd area. This has been reported previously and photos taken but no response received. Mark agreed to follow up.

## **7. Dates of Future Meetings**

Tuesday, 6 April 2010, Meridian House, 1.30pm to 4.30pm

### **MEETING CLOSED**

**Please Note: Can you please ensure you bring all paperwork with you to the meeting including the minutes of the previous meeting.**

NLH Contact Centre Numbers, either:

01724 279900

or

0800 032 6363