

Tenant Inspectors Meeting

Date: 9th June 09

Time: 1.30pm

Venue: Board Room, Meridian House

Present:	Christine Kirk	Chair
	Janine Mee	Vice Chair
	Terry Chatwin	Tenant Inspector
	Mary Southgate	Tenant Inspector
	Edna Kenyon	Tenant Inspector
	Danny Moore	Tenant Inspector
	Ken Willey	Tenant Inspector
	Jim Bourne	Tenant Inspector
	Tanya Brooks	RI Admin Assistant
	Karen Cowan	RI Manager
	Lisa Smith	Senior Housing Manager
	Tony Sanderson	Tenant Inspector
	Neville Dawson	Tenant Inspector
	Mark Harland	Tenant Inspector
	Ann Harland	New Member

1. Welcome, Introductions & Apologies

Apologies: Linder Melbourne, Steve Hepworth, Steve Evans, Malcolm Dunderdale, Shaun Ingledew and Andy Weller

Chris welcomed everyone to the meeting and explained she is stepping down as chair because she has moved. Karen asked for any self nominations for Chair. Janine put her name forward and was elected as Chair with a majority vote. Karen then asked for nominations for Vice Chair and Terry put her name forward and was elected as Vice Chair. This was accepted by majority vote.

Karen said to Chris on behalf of North Lincolnshire Homes it has been a pleasure working with you and thank you for all the hard work you have put in.

Terry raised concerns about tenant inspectors not attending meetings and not putting apologies in. Karen suggested the RI team write a letter to those members asking for their future intentions and to explain (where required) that their names will be taken off the list but they can re-join when they are ready, as it is wasting time and resources sending the information out if they are not attending meetings – **Action Tanya**

Janine took over as Chair of the meeting.

2. Matters Arising

- **Accuracy of Minutes**

The Chair asked everyone if they could read the minutes briefly. Terry and Ken proposed and seconded the minutes as an accurate record.

- **Action Plan Progress**

Please see action plan.

3. Report back on Inspections Undertaken - All

Janine reminded the group that they need to contact resident involvement when they want to go on any checks. Karen explained that due to staff shortage not many have been completed for the month of April and May.

- **Improvement Works**

Two checks have been completed for the month of April and both were rated green. However the group have discussed both and decided the Ajax Court check should be changed to amber.

Janine asked if two tenant inspectors can go out on their own without a member of staff. Karen explained that due to health and safety this wasn't possible.

Karen explained that at the moment the checks are being done on Mears and Bullocks and suggested in the future we will look at doing checks on disabled adaptation works too. Edna asked if we are doing checks on the internal works. Karen explained not at the moment.

- **Estate Inspections**

Tony mentioned that he had not received a copy of the estate inspection that he attended at Warley Road – **Action Lisa**

It was noted that Warley Road was rated red and it was red on the previous inspection, actions need to be put into place to improve the estate.

Terry raised issues at Haxey – **Action Lisa**

It was noted by Edna that the housing officer was unsure what to do when doing checks at Trent View House. A training issue has been identified on tenant inspectors high rise checks – **Action Lisa**

- **RI Satisfaction Cards**

Five received back for April and May. Janine apologised for not sending in a form and Terry mentioned that the issue with the housing officer was that they just had a stand in.

- **Public Information Checks**

Mark has completed two checks - one at Henderson Avenue office and one at Enderby Road office. No paperwork has been completed. Mark explained that not all the information is on display but there is a lot duplicated.

Karen explained that she has a meeting with Lisa Fleming and Toni Mosley to look at all the leaflets that are on display and after the meeting a working group will be put together.

4. Report for Operations Committee

Tanya has put together the report but changes will need to be made and re-submitted - **Action Tanya**

5. Any other Business

Karen explained that the Audit Commission will be coming to NLH on 30th November for two weeks to do the inspection.

Karen explained that a focus group meeting has been arranged to look at the re-let standard of voids. Karen will be arranging a separate meeting with the tenant inspectors to look at the findings. Mark stated that he would like to see empty homes painted prior to them being let.

Karen explained that Wendy has been in contact with TPAS regarding training and as we are members we will get a free session. Details will be given once training has been arranged.

Karen mentioned that Shoreline has shared information on how they carry out mystery shopping exercises and we will be looking at doing the same.

Janine gave the telephone number for queries in relation to tree preservation orders – Flora Harding on 01724 297395.

Tony raised a question about defect letters following improvement works and asked if there were any trends of information which we receive back. Karen explained that once the information has come back it is then passed onto the contractor and they have so many days to complete the works. Karen also mentioned that Ian and Richard have been tasked with reporting back on the information received.

Terry asked for thanks to be passed onto Karen Ruscoe from the meeting which she attended and said that the jobs which were outstanding have now been completed.

Terry mentioned about the windows being in the Key News but they have already been done. Karen explained that Anglian is ahead on the program.

Mark and Ann have put their apologies in for the 4th August meeting as they will be on holiday.

6. Date of Next Meeting

- **Monday, 6 July 09**, Meridian House, 1 pm to 4 pm (**special meeting** to look at Voids)
- Tuesday, 4 August 09, Meridian House, 1.30pm to 4.30pm
- Tuesday, 6 October 09, Meridian House, 1.30pm to 4.30pm
- Tuesday, 1 December 09, Meridian House, 1.30pm to 4.30pm

MEETING CLOSED

Please Note: Can you make sure you bring all paper work to the meeting including the minutes

List of Contacts

Susie Moloney, Senior Housing Manager, Area 3	01724 298834
Lisa Smith, Senior Housing Manager, Area 1	01724 298842
Andrea Lomas, Senior Housing Manager, Area 2	01724 298850
Maralyn Aykroyd, Customer Access Point Manager	01724 298875
Linder Melbourne, Empty Homes Manager	01724 298721
Jennifer Williams, Complaints Line	01724 298646/298648
Mick Roberts, Repairs Manager	01724 298730
Wendy Britcliffe, Senior Resident Involvement Officer	01724 298866
Karen Cowan, Resident Involvement Manager	01724 298865
Repairs Line	0800 032 6363