

Tenant Inspectors Meeting

Date: 31st March 2009
Time: 1.30pm
Venue: Board Room, Meridian House
Present:

Christine Kirk	Chair
Janine Mee	Vice Chair
Terry Chatwin	Tenant Inspector
Edna Kenyon	Tenant Inspector
Danny Moore	Tenant Inspector
Ken Willey	Tenant Inspector
Jim Bourne	New Member
Andy Weller	Tenant Inspector
Tanya Brooks	RI Admin Assistant
Mark Harland	Tenant Inspector
Richard Leach	Tenant Inspector
Steve Evans	Head of Housing Management
Lisa Smith	Senior Housing Manager
Tony Sanderson	Tenant Inspector
Malcolm Dunderdale	Tenant Inspector
Neville Dawson	Tenant Inspector
Karen Cowan	RI Manager

1. Welcome, Introductions & Apologies

Apologies: Mick Roberts, Raymond Day, Linder Melbourne, Steve Hepworth and Mary Southgate

Chris welcomed everyone to the meeting and apologies were read out.

2. Minutes of the Previous Meeting & Matters Arising

Edna still not received any feedback regarding the trimming of trees - **Action Lisa**

Andy raised issues about 3 & 5 Bardney Court still nothing has been done and not received any feedback – **Action Lisa**

Minutes were proposed and seconded by Tony and Andy.

3. Tenant Inspectors Showcase Update – Karen Cowan

Karen explained that North Lincolnshire Homes has been identified by TPAS as good practice. Karen, Steve and Mark presented at the showcase and Chris attended as the Chair of tenant inspectors and Ken went as Chair of community voice. Karen said that the NLH presentation was rated by attendees as joint top out of all of the presentations given on the day. Karen thanked Mark and said she was very proud.

4. Report back on Inspections Undertaken – All

Janine brought up that the wrong paperwork had been put in the packs. Karen apologised and explained that as a mistake had been made that the group should instead discuss all inspections that had been carried out.

- Grounds Maintenance

Tanya explained that some forms have been received some back but due to Linder being on the review feedback has not been received.

- Grass Cutting

Janine said that the grass had been cut at Southfield Road Area and was very pleased as the clippings were collected and it looks alot better. Janine rated this as green.

- High Rise

Edna carried out one high rise inspection with Jane Duncan for the month of March and issues were raised. Edna rated this as red.

- Empty Homes

Edna carried out an open door inspection for the month of March in the Empty Homes Team and said the team we're excellent, the two lads knew where they were going and what they were doing. Edna said they should be commended for the work they are doing.

Richard asked if we could make sure this is in the minutes so that thanks can be passed onto the relevant members of staff

- Open Door Inspections

Ken carried out an open door inspection for the month of March in the Allocations Team and said the staff were excellent and the only issue raised was the amount of filing that's outstanding. Steve Evans informed the group that extra resources were going in there to help with the filing. Ken rated this green

Edna carried out an open door for the month of March in the Henderson Avenue office and said Jo was very welcoming and very efficient. The only issues were toys left on the floor and dead leaves and papers which had blown in. Karen suggested getting a toy box. Karen asked if the correct public information was on display in the office and Edna said yes it was all there. Karen asked Edna if she could fill in an open door form. Edna rated this as amber.

- Estate Inspections – Mystery Shopping

Mark and Richard carried out two mystery shopping checks for the month of February, one at Top Riddings which originally was rated amber and stayed as amber, and one at Warley Road which was originally rated red and stayed at red.

Andy, Jim and Malcolm carried out two mystery shopping checks for the month of March, one at Crosby which originally was rated amber and stayed as amber, and one Beechway which originally was rated amber and stayed as amber. The majority of works had been completed however some new issues were picked up.

- Improvement Works

Karen explained that Tanya and Edna had been out every week completing quality checks. Tanya gave a brief update on the ones that had been completed. Three were rated amber and one rated green

Andy asked Karen about the replacement fires at Caistor Road. Karen explained that improvement works would be based on a like for like basis. Andy felt that his residents association would be unhappy with this response and may put forward a collective complaint.

- High Rise

Edna read through the high rise inspection form and everyone agreed it should be rated red. Edna also mentioned that she has taken photos of the area as tenants have been fly tipping.

- Call Centre

Janine carried out three inspections for the month of March, two of which were rated green and one which was rated amber. Janine explained that for the one rated amber, she was happy with the call centre but not with the result as the work won't be done.

Steve Evans explained that NLH is currently reviewing the ways in which repairs are being done.

- Internet reporting – Repairs & Complaints

Richard reported a repair via the internet. He stated that the response was very quick and the issue was dealt with very quickly.

Janine reported a complaint over the internet within the last month which to date has not received any feedback.

- Resident Involvement Satisfaction Cards

Seven received back for the month of February. Janine said that a housing officer didn't attend their meeting but that they had put in their apologies via email but Janine never picked them up until after the meeting.

5. Report for Operations Committee

Karen explained that meeting dates have been changed; the operations committee will now be held every two months.

6. Tenant Inspectors Commitments – Karen Cowan

Karen reported that the number of inspections carried out during the month was excellent and that this was the highest number ever achieved in one month (18 in total). She congratulated the TIs and asked them to remember to complete the relevant paperwork for every inspection undertaken.

The cycle of meetings was discussed, with a vote taken on a proposal to move the meetings to two monthly. A majority vote was given to change the meeting frequency to every two months, with an understanding that the time of meetings may need to be extended. Meetings will remain at 1.30 until 4.30 pm for the time being, but will be monitored to see if they need to be changed in the future.

Chris asked if the previous minute's action plan could be re-introduced. It was agreed that in the future the chair would just ask the meeting to approve the accuracy of the minutes (as TIs should have read them prior to the meeting, advising Tanya by phone of any amendments required) and that the chair would then go straight onto the action plan.

7. Any Other Business

Edna brought up about the work which is being carried out to the maisonettes at Market Hill. Karen explained that it was taking longer than originally planned.

8. Date of Next Meeting

- Tuesday, 9 June 09, Meridian House, 1.30pm to 4.30pm
- 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