

# EXETER CITY COUNCIL

## TENANT AND LEASEHOLDER COMMITTEE

### MINUTES OF THE MEETING HELD ON 16 JANUARY 2008 AT 7PM

<b>Present:</b>	<b>Terry Anderson</b>	<b>Gemma Lissaman</b>
	<b>Alison Baxter</b>	<b>David Payce</b>
	<b>Liz Belchamber</b>	<b>Viv Phelps</b>
	<b>Pat Brosnan</b>	<b>Rod Simons</b>
	<b>Stephen Collier</b>	<b>Joan Smith</b>
	<b>Bob Halpin</b>	<b>Marion Watkins</b>
	<b>George Hood</b>	<b>Tony Bodgin, (ECC)</b>
	<b>Richard Ingram</b>	<b>Steve Deakin (ECC)</b>
	<b>(observer North area)</b>	<b>Steve Warran (ECC)</b>
	<b>Lin Kaczanow</b>	<b>Jenny Berry (ECC)</b>
	<b>(observer East area)</b>	

1. **Apologies** were received from Gina Goodfellow and Alison Moore
2. **Accuracy of the minutes of the meeting held on 18 December 2007**

#### **Accuracy of the minutes of the meeting held on 20 November 2007 –**

Resident Involvement Strategy, under Issues raised by TALC members

**Add:** 'Funding for TALC for social gatherings was requested but the meeting was advised that no funding is available at present.' Steve Warran clarified that funding may be possible from April 2009, or possibly sooner, but would be held in an ECC account ring-fenced for TALC to determine its use.

#### 3. **Matters arising from the minutes**

Point 3, item 4. Terry has advised ECC of information re. digital upgrades, for inclusion in Insight.

Point 4. To be discussed (item 7 on agenda)

Point 8. Training Programme. Generally positive feedback – easy to understand and there was a positive rapport with tenants.

#### **Action:**

- Articles to be placed in 'Insight' and 'Chatterbox' and Government South West co-ordinator for the digital switchover (2009 for Exeter) to be invited to speak with tenants (Tony Bodgin)

#### 4. **TALC attendance and frequency of meetings**

A brief discussion took place about attendance and the Committee's views on frequency of meetings.

#### **Agreed:**

- Meetings to continue on a monthly basis.

## **5. The TALC representative's role**

Tony Bodgin reminded the Committee that there are forums, focus groups and Tenant and Resident Associations in various areas of the city and said it would be helpful for Committee members to attend to represent their area whenever possible. Identity badges were issued to reps who had missed the meeting at which they were issued. Alison Baxter and new members of the Committee still need to be photographed.

### **Action:**

- TLO to ensure Committee members are advised of local area meetings so that representatives can attend whenever possible.

## **6. Housing Service Improvement Plan (Draft)**

Copies of the draft Plan were issued to Committee members and Steve Warran explained how the Plan had been drawn up following the Housing Service's self assessment last year and the housing mock inspection carried out by HQN in October. Steve made comments on the Plan, including the following:

The Plan links in with the Council's Strategic Objectives which are shown on page 6. The strengths on pages 9 to 18 are broken down into KLOEs (Key Lines of Enquiry - the Government's inspection categories). The action proposed regarding the 400 recommendations from the HQN Mock Inspection Report are listed from page 20 onwards. Some are minor recommendations that will be easily addressed, whilst others are harder to address because they need changes in the Housing Department's culture. Some involve large-scale reviews of parts of the Service and some deal with reviewing aspects of the Service on a regular basis, for example, annually or on a 3-year rolling programme. There is a logical progression in the Plan but tenants' views will be taken into account in ordering and carrying out the actions. Some actions cannot be carried out until preceding actions have been completed.

The Service Improvement Plans starting from page 23 show the action, benefits to be gained, how improvement can be measured, who is responsible for action and the target date for completion of the action. The final column is for recording progress. Once target dates and persons for carrying out actions have been identified for all Service areas then a final Service Improvement Plan will be produced. Tenants will be involved in consultation and the Resident Auditor Team involved in testing the Service in respect of action plans.

The key actions are points 1 and 2 on page 20. A new stock condition survey will be carried out (internally rather than through externally contracted surveyors) to include parts of properties not included previously, so that an Asset Management Strategy can be drawn up covering all assets for which Housing is responsible. This will lead on to the Housing Revenue Account Business Plan Review (point 2) which will need to prioritise work according to the amount of money available and see where savings can be made. All members of TALC will be involved in making these decisions.

Point 3 relates to buying in services and will seek to identify different ways of obtaining services that could be cheaper or more efficient. Points 4 and 5 will be considered with a team from the Sheltered Housing Group who will report back to the Sheltered Housing Group and to TALC. Devon County Council is reviewing its

'supporting people' provision and ECC would like to have a positive involvement in this.

Point 24 refers to recruitment of a Housing Operations Manager. It is hoped that approval for this appointment will be given next Tuesday, followed by advertising and recruitment in March. Tenants would be involved in interviewing and then working with the new Manager towards any changes.

## **7. Reporting Housing Performance to all tenants/leaseholders**

The recommendations from the Editorial Board were debated at length. Most of those attending supported the Board's recommendations but also wanted to include additional indicators that they felt would be important to the general tenant population.

### **Agreed:**

- Delete the 'Rent' indicators altogether from the quarterly bulletin in the Insight magazine. The TALC agreed that rent collected/percentage of arrears were important to tenants but given the quarterly variations it would be better to include this figures in the annual report instead so they were both accurate and reflected the true position.
- Keep the 'percentage of missed appointments' graph as per the Editorial Board minutes but amend to show two columns – one for contractor missed appointments and one for tenant missed appointments. Give a table/graph showing the percentage of repairs completed on time, one showing the average void turnaround time and one giving brief details of tenant satisfaction with the repairs service.
- The 'contact' section to remain the same
- The Anti-social behaviour section to remain the same for the time being, but to change with TALC agreement as indicators are developed that give an indication of the effectiveness of the service, rather than just actual figures.

## **8. Training Programme**

A further programme of training is being developed with Jenny Vernon. Training on a series of core topics will take place, probably in the evening, but other subjects will be considered on a 'dip in/dip out' basis so that TALC reps can attend as and when they are able.

## **9. Any other relevant business**

Following the resignation of Ann Parchot, the Chair proposed that Josephine Browning (runner up in the West area election) be co-opted to TALC.

Following the resignation of Anthony Powell, the Chair proposed that Lin Kaczanow (East area) should be co-opted to TALC.

### **Agreed:**

- Both co-options were agreed with one objection to each.

**Next Meeting: Thursday 28 February at 7pm in the Rennes Meeting Room,  
Civic Centre**

**Signed .....**

**Chairperson**