

NOTES OF A TENANT AND LEASEHOLDER CONSULTATION GROUP MEETING

Wednesday 15 June 2005

Present

Tony Bodgin	ECC	Steve Deakin	ECC
Chris Symes	Beacon Heath	Gladys Tyrrell	Globefield
Joan Smith	Rennes House	Viv Phelps	Shilhay
Miss J Martins	Hamlin Gardens	Mrs V Thompson	Hamlin Gardens
Alison Moore	Beacon Heath	Richard Ingram	Beacon Heath
Paul Taylor	Beacon Heath	Terry Anderson	Widgery Road
L Kaczanow	Widgery Road		

Apologies

Roger Greenaway

Choice Based Lettings

The Exeter Home Choice open day will take place on Friday 15 July at St Georges Hall from 1.30 to 4.30.

The old housing application form has now been withdrawn and replaced with the new Exeter Home Choice form. Although the new form is 18 pages long it is easy to fill in, consisting mainly of tick boxes. The new form asks for information including financial circumstances, wages, savings etc. These have had to be included to meet the needs of some of the partner organisations that have charitable status. Staff are being trained to enable them to assist people who are having difficulties filling in the form.

Tenant Participation Compact Review

Louise Barnden, the Independent Tenants Advisor from the Options Appraisal, has been asked to facilitate the review of 'EXACT' for us. A copy of the TPAS leaflet 'Reviewing Your Compact' has been included with these notes.

Copies of the ODPM booklet 'Best Value in Housing' have been ordered for the group. We will need to relate the Compact review to government targets and issues such as Best Value and the government's Social Housing Efficiency targets. Efficiency savings can be in the form of money saved or it can be in the form of service improvements. We will also have to produce an annual efficiency statement.

The better management of sickness and better use of capital programmes that will reduce the day-to-day repairs spending have achieved the first year's savings corporately. For more information visit the council's website at:

<http://www.exeter.gov.uk/index.aspx?articleid=4087> or the government's website at:

http://www.odpm.gov.uk/stellent/groups/odpm_localgov/documents/page/odpm_locgov_038252-31.hcsp#P1171_123277

Repairs performance

A copy of the repairs 'Satisfaction Survey Responses for January to March' was circulated to the group for discussion (a copy of which is included with these notes).

The survey shows that the overall number of people happy with the repair work they have had carried out is up from 94% to 99% for Signpost and from 96% to 99% for Direct Services. More importantly, the number of responses is up from 6% to 19% for Signpost and 16% for Direct Services. Part of the increased response is due to the introduction of a telephone survey service. This will be piloted for one year and then reviewed. The Technical Officers also carry out a random inspection of 15% of completed repairs.

The percentage of orders completed on time must be 95% or above in order to meet our targets. The actual figures achieved are Direct Services 87% and Signpost 90%. The performance of our contractors is a key priority. With new contracts due next April the contractors must be able to demonstrate their commitment to providing a quality service.

A group member asked if we could obtain the results of the Programmed Repairs and Central Heating Installation Surveys for the group to examine. One group member stated that the workman who carried out the repair at her property filled in the satisfaction survey himself. This matter has been reported to Neil Shire the Housing Repairs and Maintenance Manager.

Neil Shire will be attending the next meeting and among the questions he will address are the issues raised at this meeting, eg how do the government figures compare to ours? He will also be asked to provide the figures for the last 3 years in graph form.

Meanwhile, the five representatives elected to look at the kitchen programme should be called into action in the very near future. They will take part in the selection process for the installation contractors.

Housing Service Priorities and Action Plan

An extract from the Housing Revenue Account Business Plan 2004 – 2034 was distributed to the group (a copy of this is enclosed with these notes).

The group discussed the objectives and priorities for the housing services as set out in Section 7.

The group enquired about the protocol for applying an Anti Social Behaviour Order (7.17). It was decided to invite Michael Ball, the Anti Social Behaviour Coordinator to the next meeting to discuss the issue.

Appendix II of the Summary of Capital Improvements 2004/05 to 2033/34 was distributed and discussed (copy enclosed).

A copy of the **Housing Service Action Plan 2005/6** (copy enclosed) was distributed and discussed. The Action Plan sets out targets we have to reach, the timescales for achieving them and the lead officer responsible for each target. Phil Mills the

Tenancy Services Manager will be invited to the next meeting (September 14 2005) to talk about the Anti Social Behaviour monitoring arrangements.

A copy of the **Business Plan Performance Indicators Appendix V** (copy enclosed) was distributed to the group. This sets out the current service targets, what we have actually achieved and the targets for the future.

Project Cosmic

The group were given an update of the tenants website. Project Cosmic has come up with two designs and these were shown to the group. The group were unanimous in the choice of the blue design due to the fact that it was easier to find their way around and the listings were all situated down one side. The group were concerned that the listing should be contained down the left hand side of the screen in case the screen resolution pushed the list off screen.

Steve Deakin will discuss this with Project Cosmic.

Tenants News

The group were asked if anyone has any articles they would like us to include in the next edition of Tenants News.

New Head of Housing

A new Head of Housing has been appointed. His name is Steve Warren and he will be joining us at the end of August from Penwith Housing Association. We will invite Steve to the next meeting in September.

Training Day 22 June 2005

The group was asked if anyone was interested in attending the training day on 22 June. The training day 'Things are warming up in Devon' will take place in the morning session with the afternoon given over to the AGM for the Devon Tenants Forum.

Meetings for 2005

Wednesday 14 September

Wednesday 7 December

Any items for the agenda to Steve (265698) or Tony (265738).

IMPORTANT!

Anyone requiring a taxi to attend the meeting should ring Z CARS directly and not the council.

This arrangement is **only with Z CARS** and will of course continue to be paid for by the council. **The telephone number for Z CARS is 422888**