

Housing Performance Panel

Minutes of the Quarterly Meeting held on Thursday, 3 June 2021 from 1pm to 4pm
via Zoom

Attendees:	<p>Peter Campbell (Head of Housing) – Chair</p> <p>Jennifer Perry (Resident Involvement Team Leader) – Vice Chair</p> <p>Cllr John Batchelor</p> <p>Ffion Daniels</p> <p>Les Rolfe</p> <p>Margaret Wilson</p> <p>Patricia Hall</p> <p>Paul Bowman</p> <p>Geoff Clark</p> <p>Grace Andrews</p> <p>Bronwen Taylor (Resident Engagement Officer) – Minute taker</p>
Apologies:	<p>Jackie Reape-Moore (did not attend)</p>

Item	Subject	Action
1.	<p>Welcome and Apologies</p> <p>Peter Campbell welcomed the panel to the meeting, at 1.05pm.</p> <p>No apologies were received.</p>	-
2.	<p>Quorum</p> <p>The meeting was quorate.</p>	-
3.	<p>Housekeeping</p> <p>Peter Campbell referred to the document included in the pack and reminded the panel to keep their microphones on mute and raise their hands or put a message in the chat box if they wished to ask a question or comment on an issue.</p>	-

Item	Subject	Action
4.	<p>Minutes of previous meeting – 4 March 2021</p> <p>Peter Campbell referred to the minutes of the previous meeting. They were proposed by Les Rolfe and seconded by Margaret Wilson.</p>	-
5.	<p>Matters Arising</p>	-
5.1	<p>Minutes of the previous meeting – Invitations to Training (Item 2)</p> <p>Jennifer Perry sent the invitations on 16 March 2021, and training on Reviewing performance by Yvonne Davies, was held on 30 March 2021.</p>	-
5.2.	<p>Empty Properties – Various queries (Item 3)</p> <ol style="list-style-type: none"> 1. Debbie Barrett had a meeting with her team on 24 March 2021 and reiterated to the housing officers about being flexible for tenants' circumstances. 2. Debbie Barrett had a meeting with her team on 24 March 2021 and reiterated to the housing officers the importance of reminding tenants that they were able to change their utility contracts. The team advised that they always inform tenants that they had the option to change suppliers. 3. Debbie Barrett discussed the issue of Wickes vouchers and problems redeeming them remotely with her team. They advised that they had not found that this has presented a problem to too many people. 4. Geoff Clark has been unable to set up working groups for relets, fittings and furnishings removals due to current workload demands. He advised that empty properties came up in cabinet and that since last year, the figures were poor. He added that turnaround times were poor due to Covid-19. Cllr Batchelor said that Mears have advised that only one or two people were allowed in empty properties and asked what they were doing about it. 	-

Item	Subject	Action
	<p>Geoff Clark said that Mark Flint advised that they had safety measures in place and there should be an improvement from 21 June 2021.</p> <p>Paul Bowman asked if Mears had a plan in place and Geoff Clark said they did, however it was a slow process.</p> <p>Ffion Daniels asked if Mears were building up their stock of materials. Geoff Clark said they did have some, however, it was difficult to predict what was needed.</p> <p>Jennifer Perry said that she had extracted some data and SCDC were in the middle of the range when it came to voids.</p> <p>Cllr Batchelor said that they need a contingency plan.</p> <p>Geoff Clark said it was difficult to plan with lockdown. He said they had measures in place. They were starting to plan ahead, and he could see improvements.</p> <p>Paul Bowman said that Mears should be working to get the work done and they should be apologising, not SCDC. He said that it appears that nothing was in place from Mears.</p> <p>Geoff Clark said that he acknowledges that Mears had not started work on some properties.</p> <p>Ffion Daniels said that the private industry had continued with work. A lengthy discussion on the inefficiency of Mears was held.</p> <p>Cllr Batchelor said that as a Mears representative was not at the meeting, it was difficult to get anywhere on this topic.</p> <p>Jennifer Perry said that Geoff Clark would be meeting with Mears.</p> <p>Peter Campbell suggested arranging an HPP internal meeting to understand the background and look at the wider issues, and then arrange a second meeting with Mears.</p> <p>Geoff Clark to organise a meeting with Cllr Batchelor, Patti Hall, Ffion Daniels and Paul Bowman.</p>	<p>G Clark</p>

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	<ol style="list-style-type: none"> 5. Debbie Barrett did not provide a FAQ document as no questions on relets were received from the panel. 6. Debbie Barrett had a meeting with her team on 24 March 2021 and reiterated to the housing officers the importance of clearly explaining the rules and conditions of tenancy to tenants. The officers said that they always go through the important elements of the Tenancy Agreement. She is holding refresher session meetings with Estate Officers to ensure that they were confident as to what needed to be explained to new tenants. 7. Debbie Barrett has sent an email to Margaret Wilson to arrange a phone call to discuss the attitude issues of the housing officers. Margaret Wilson said that she had not received the email, however, she did have a new email account and would check the new inbox. Jennifer Perry asked her to provide us with her new details. 8. Debbie Barrett advised that she was currently reviewing the draft Top 10 checklist document, which is for tenants when moving into a new property. 9. Wayne Newman visited Ffion Daniels' home to investigate the issues with the damp and mould. Improvement works are to be carried out to the kitchen and bathroom to remedy the issues. 	M Wilson
5.3.	<p>Review Q3 data for affordable homes performance (Item 4)</p> <ol style="list-style-type: none"> 1. Geoff Clark investigated the report of unprofessionalism from a Mears contractor. He advised that the contractor was Clearview and the employee in question had left the business. 2. Peter Campbell set up a working group, who met on 13 May 2021 to discuss the responsive repairs and Mears contract. Paul Bowman said the meeting was informative. 3. Geoff Clark said a member of the Revenues and Benefits team would be invited to the meeting in September 2021. 	G Clark

Item	Subject	Action
6.	Standing Items	-
6.1.	<p>Mears Group – Review of Annual Data</p> <p>Geoff Clark presented the Mears Group report as Mark Flint was unable to attend the meeting due to technical problems with Zoom.</p> <p>Paul Bowman asked if their recordings on “% of repairs completed at the first visit” were correct?</p> <p>Jennifer Perry said that we had asked Mears to provide data for properties revisited and there were no duplications.</p> <p>Cllr Batchelor asked about the 10 to 20 days priority for “% of all re-lets completed on time”. Geoff Clark said that the contract was being reviewed. A discussion on re-lets and turnaround times was held.</p> <p>Peter Campbell thanked Geoff Clark for going through the Mears report at short notice.</p>	-
6.2 6.3	<p>SCDC – Review of Annual Performance Data</p> <p>SCDC – Comparison of Previous Years Key Data</p> <p>Grace Andrews went through a presentation of the Review of Annual Performance Data and a Comparison of Previous Years Key Data. The following questions were raised.</p> <ul style="list-style-type: none"> • Margaret Wilson said that Mears’ method of satisfaction by hand-held devices was not effective, and therefore it was changed to SMS. She asked if progress had been made about comments received from Mears, being collated by SCDC staff. <p>Jennifer Perry said that it had been discussed for the new contract and SCDC were looking at conducting a satisfaction survey for tenants, which should be available in the Autumn of 2021.</p> <ul style="list-style-type: none"> • Paul Bowman thanked Grace Andrews for the data and asked how the data collection from Mears reached SCDC. <p>Grace Andrews advised that SCDC wait for Mears to send the data and that their complaints were recorded separately.</p>	-

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	<p>Paul Bowman said that it was difficult to check if Mears data was accurate.</p> <p>Grace Andrews advised that the Ombudsman had given standards which had to be followed.</p> <ul style="list-style-type: none"> • Paul Bowman asked about the increase in rent arrears. Grace Andrews said that it was due to SCDC not sending out rent arrear letters or eviction notices during lockdown. • Paul Bowman asked about the new builds. Geoff Clark explained that SCDC took over private homes to rent and then managed them as the landlord. He said that not all were with Mears. • Ffion Daniels said the new system for rentals did not reflect the correct information. Grace Andrews said that this was due to the change-over of systems. Ffion Daniels said that she is concerned that tenants were not aware that they were in arrears. • Margaret Wilson asked if universal credit could be paid directly to SCDC for rent, as often people do not budget properly and do not pay their rent, which could lead to them being evicted. Peter Campbell said that due to legislation by government, it could only be paid to the resident. Jennifer Perry said that a direct debit could be set up so that the rent could be paid as soon as a resident received their universal credit. 	-
6.4	<p>Relets</p> <p>This item was covered in items 5.2 (4) and 6.1 above.</p>	-
6.5	<p>SCDC – Review of annual Complaints Data</p> <p>This item was covered in item 6.2 above.</p>	-

Item	Subject	Action
7.	New Matters	-
7.1	<p>Training Dates</p> <p>Jennifer Perry referred to the training dates, which were as follows:</p> <ul style="list-style-type: none"> • 7 July 2021 • October 2021 – to be confirmed 	-
7.2	<p>Planning Away Day – 2 September 2021</p> <p>Jennifer Perry said that an agenda would be sent out closer to the date.</p>	-
7.3	<p>Estate Inspections Report</p> <p>Bronwen Taylor went through the Estate Inspection report and advised that the information would be uploaded to the Google drive.</p> <p>Les Rolfe was concerned that issues from the volunteers did not match those of the Housing Officers.</p> <p>Jennifer Perry said that Jim Watson emailed his reporting forms to us to be included in our reporting.</p>	-
8.	Any other Business	-
8.1 8.2	<p>Business Plan</p> <p>Service Plan</p> <p>Jennifer Perry explained that the reason for these plans was to get tenants involved. She said that we would go through the plans at the September away day. She added that this came from the White paper and was a new approach from the Council, which puts tenants at the forefront of our plans.</p> <p>Paul Bowman asked if tenants would get involved in the Mears contract.</p> <p>Peter Campbell said that the board would be made up of officers, members and tenants.</p>	-

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8.3	<p>Minutes and Performance Reports</p> <p>Jennifer Perry advised that the minutes and performances reports would be uploaded to SCDC's website and asked if there were any objections from the panel.</p> <p>There were no objections.</p>	B Taylor
8.4	<p>Equity Share Property</p> <p>Margaret Wilson said she had received a question from a neighbour who said that someone had died some years ago and the deceased's house and property were going into disrepair. She said that apparently SCDC do not buy back the 75%. She asked if SCDC should be responsible for the upkeep?</p> <p>Geoff Clark explained the process and said that whoever owns the property should maintain it.</p> <p>Peter Campbell asked Margaret Wilson to send Geoff Clark an email with the details.</p>	M Wilson
8.5	<p>Mears Meeting</p> <p>Geoff Clark said that he had had a meeting with Mears regarding the board, what the representation should be and how the meetings should continue.</p> <p>Jennifer Perry said that previously information was not fed back to the other tenants by the tenant representatives.</p> <p>Cllr Batchelor said that more information was provided at this meeting than at the Mears board meeting. He said the Mears meeting should be consolidated into this meeting.</p> <p>Geoff Clark agreed and said that Mears would have to attend all HPP quarterly meetings.</p> <p>Peter Campbell also agreed and said that a time limit would need to be placed on each agenda item.</p> <p>Patti Hall said that they were never notified of the Mears board meeting.</p>	-

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9.	<p>Date of next meeting</p> <p>9 September 2021 at 1.00pm (Zoom / venue tbc)</p>	-
10.	<p>Closing</p> <p>There being no further business to discuss, the meeting ended at 3.50pm.</p>	-