

SOUTH LAKES HOUSING TENANTS' COMMITTEE MINUTES

12:45pm 9th July 2020 via Go-To-Meeting

Present: Stephen Bolton (Chair)
Sue Layfield
Jim Layfield
Lorraine Birchall
Charles Howarth (part)

Guests N/A

Staff in attendance: John Mansergh – Director of Business Assurance
Lyn Richardson – Tenant Engagement Officer
Emma Wilson – Governance Support Assistant (minutes)

Apologies: Dorothy Dixon
John Withers
John Short
Paul Athersmith
June Peckston
Win Sayers

Circulation: As above

ACTION

1. Minutes of previous meetings- matters arising

1.1 The minutes from 11th June 2020 were accepted as a true record following minor amendments detailed below.
John S asked the following question and requested the amendments below via email;

2.1 -Did any Covid 19 cases result in hospitalisation? John M responded he was aware 3 out of 6 confirmed cases had resulted in hospitalisation.

2.2 - amend the sentence should read as ***West Ing gardens now look the best for years.***

6.2 – amend the sentence to highlight Paul A.

EW

1.2 John S wished to add the following comments the Covid 19 and KPI report must have caused a lot of extra and hard work but will be an excellent starting point for all the changes that will result post Covid-19. The section "Financial & Gov Metrics" shows just how well SLH's prudent financial practises are helping at this difficult time. The minutes give a good indication that the Tenants welfare are the priority for SLH staff.

1.3 John M thanked the Chair for engaging with Committee members unable to attend the virtual meeting to obtain their feedback. Lyn had also contacted

Committee members via the phone to seek their views and keep them connected.

- 1.4 John thanked Jim and Charles for their time and input with the auditors on customer satisfaction and complaints. John M will share the full report with the committee members at the next meeting.

JM

2. Update on Remobilisation Plan

- 2.1 John M shared key aspects of the remobilisation plan to date. Currently SLH are doing well and are in a better position than initially expected. Gas and electrical checks were a concern at the last meeting due to those who were shielding not allowing access to their homes. This is now starting to improve, and we should be compliant within the next few weeks. Electrical testing has been more difficult due to the need for access throughout the home and tenants not being able to stay in another room. There has been an increase in repairs being logged which was anticipated following lockdown. The repairs team are steadily working through the back log of repairs this currently stands at 150 and should be completed within the next week.

- 2.2 John M added Income is looking good at present however arrears are likely to increase due to the government furlough scheme coming to an end and job losses within the area. John M shared some statistics, there has been a 300% increase in job seekers allowance and 190% increase in universal credit claims. Geographically South Lakes have the largest area of furloughed employees, this is likely due to the hospitality and tourism trade. The Board and EMT will continue to monitor the risk to SLH.

- 2.3 John M reported SLH have no employees off sick with Covid 19 symptoms with the last reported case 14 weeks ago. There are concerns we could expect a second wave, but measures are in place to mitigate this with risk assessments, continued home working and low numbers working in the office. There is still a debate to be had and a long-term solution found.

- 2.4 John added at the last physical meeting we discussed the Business Strategy and how SLH plans to achieve the outcomes Growing, Greening and Transforming. Currently we are reviewing how we operate the business and learning from other providers in the housing sector. Some aspects of the business plan have been brought forward while others have been pushed back but the Business Strategy remains our key focus.

3. Annual Report

- 3.1 The Chair requested an update on the annual report, John M responded this is in the early stages of development. We will of course engage with Committee members at the appropriate time. The Chair suggested adding a section to the report about the Facebook page and other community engagement that has taken place.

3. Tenant Engagement- Development survey, Customer Insight Star Survey

3.1 Lyn provided Committee members with an update on the Customer Insight survey, this has been going well. 43% of tenants clicked on the link within the email sent out via MailChimp. 1011 tenants responded to the survey using Facebook, email, text messages and telephone. A more in-depth report will highlight key trends and data, Lyn will circulate the infographic that Emily has produced. We now have 187 members on the Facebook page which is helping tenants to actively engage with us. During June there has been 2 posts about grounds maintenance, 1 post about a repair and one post thanking SLH and Continental Landscapes for the donation of planters in Burneside. One of the key differences is tenants wish to contact SLH through Apps and the portal, SLH are looking to improve these features going forward.

LR

3.2 Lyn made tenant committee members aware of the current Development survey and asked them to complete the survey which can be accessed via the Facebook page.

Charles arrived in the meeting at 1:30pm

6. Any other Business

6.1 The Chair reported he and Loraine had visited Ulverston Town hall redevelopment and were pleased with the lay out. He added it might be good to have some sort of open day to gather some positive publicity like when Dowkers lane was opened.

6.2 The Chair reported the Ulverston office has now closed and has seen trades staff taking furniture and office equipment out.

6.3 The Chair asked how the Sept AGM will happen?
Lyn responded by saying she is aware other organisations have voted via post, John M added we could hold conversations over the phone if we know who would like to stand for the position of Chair. It is not essential that we hold the AGM in Sept, however this can be done virtually following changes to the regulations. If Committee members are happy to continue with the current Chair this can easily be dealt with and accommodated at the next meeting. We should start with making contact to Committee members to seek their views and go from there. Committee members agreed this should be the course of action.

EW

6.4 Charles asked how we are getting on with enabling others to attend the virtual meetings. The chair responded by saying all members have been contacted via phone and email and any comments.

7. Date of Next Meeting –1.30pm- 10th September 2020 Go-To-Meeting