

## **SOUTH LAKES HOUSING TENANTS' COMMITTEE MINUTES**

1:30pm 18<sup>th</sup> March 2021 via Go-To-Meeting

Present: Sue Layfield  
Jim Layfield  
Loraine Birchall  
Charles Howarth  
Stephen Bolton

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 Short  
Paul Athersmith  
June Peckston

Circulation: As above include all managers

### **ACTION**

#### **1. MINUTES OF PREVIOUS MEETING 11<sup>TH</sup> FEBRUARY 2021- MATTERS ARISING**

1.1 The Minutes of the meeting held on the 11<sup>th</sup> February were approved as a true and accurate record.

1.2 Add January and February meeting minutes to the SLH website. Ask EG how many views the previous meetings have had on the website.

**EW**

#### **2. SOCIAL HOUSING WHITE PAPER – CHARTER COMMITMENT TO BE SAFE IN YOUR OWN HOME**

2.1 JM asked what issues Tenants Cttee members would like to review under the Social Housing White Paper "Safe in your home." Suggestions made;

- Review rubbish that is dumped on estates or stored unsafely in communal areas.
- Gates and paths.
- "Building Safety Manager" to attend the next meeting to provide an update and set out what SLH is doing in terms of safety.
- Is SLH reactive or proactive – what do the policies cover?

JM asked Cttee members to go through the paper and decide what information would be helpful to assist in reviewing each of the 7 commitments.

- 2.2 The Chair requested feedback from the survey questions asked by KD at the January meeting. KD to be invited to the next meeting to share what improvements have been implemented following the feedback.

**EW**

### **3. PERFORMANCE UPDATE**

- 3.1 JM shared a brief update on SLH performance to date. Health and Safety and gas safety inspections are still at full compliance, there are 8 outstanding electrical inspections appointments have been made for these to be completed.

- 3.2 The financial position is looking good no concerns at present. We still don't know the full impact of Covid. Rent arrears similar outturn position to last year, rent collection rates are high and in line with other social housing providers in the sector.

- 3.3 There is still concern around the Voids and time taken to relet. Current turn around is 81.3 days (19/20 40 days). This has impacted on the void rent loss target which will not be met. FH will be taking over void management to clear the back log we have 13 void properties at the end of Feb.

- 3.4 Development sites are still on track, 17 completions in Q2 at Ulverston Town Hall. 7 completions in Q3, 3 at Winfield Gardens Allithwaite and 4 at Halton.

- 3.5 SLH have no current positive cases of Covid and no colleagues are self-isolating. 4 colleagues are shielding following NHS confirmation these colleagues are WFH making welfare calls and other home working tasks.

- 3.6 SLH have 500 repairs backlogged. We are now starting to get back up and running to clear the backlog. No jobs to take over 2 hrs, routine repairs will start again from the 1<sup>st</sup> April. Lateral Flow Testing will be rolled out to the repair's operatives.

- 3.2 Sue asked is there any news on getting back to Bridge Mills? JM responded we need to continue to WFH where possible in line with current government guidance. SLH will review this when guidance changes. We are working towards an agile working business. The needs of the customers and the business will dictate how we move forward with this in the future.

- 3.3 Sue asked will the Cttee meetings continue to be virtual? Concerns shared amongst members around attendance and other members not being able to use digital platforms. JM responded we hope to move to face to face meetings in the future but at present we need to follow the government guidance. LR will investigate other digital platforms that could be used. CH experiencing lots of issues with Go-To-Meeting.

**LR**

### **4. CUSTOMER SATISFACTION**

- 4.1 LR shared a brief overview of what is happening. SLH are currently going through a transformation process with support from "Golden Marzipan". We

are currently reviewing the way we gather data around satisfaction from our customers. JM would like customer satisfaction to be brought into the governance team and managed solely by us. The aim is to increase response rates and ensure that when customers are dissatisfied this is followed up and steps taken to make internal improvements. We also need to think about feedback to customers “you said” “we did”. We have set up a customer satisfaction feedback group and a satisfaction monitoring framework. This was highlighted in the Internal Audit report. The Board have also asked for assurance that data is accurate when reported.

- 4.2 The Chair requested information be shared with the Cttee before decisions are made on how customer satisfaction moves forward in the future.

## **5 TENANT ENGAGEMENT**

- 5.1 The new repairs manager hands on and very proactive. The repairs team have been trailing new equipment “EVID system”. This supports diagnosis of repairs as the system can access the tenant’s camera with a link so they can share a video of what the repair is. LR will share feedback at the next meeting as to how successful the trial has been. There have been internal discussions regarding the potential for weekend and late evening appointments. LR held a virtual meeting with tenants who have agreed to provide feedback and act as a focus group to help with making improvements in the repairs team.

- 5.2 LR will send out the Scrutiny report in advance of the next meeting in May. **LR**

- 5.3 Craft bags will be posted out to tenants over the Easter period this has really helped engage with tenants during a time when meeting face to face has not been possible. LR is linking with Morrisons to get some easter eggs and run a competition. Also linking with Cumbria Wildlife Trust to do a mini beast competition.

- 5.4 Some members of the Hallgarth community centre have approached LR and asked for support to get the community more engaged and involved. This will link in with the neighbourhood and estate plans. LR is working with Primary Care Trust to review inequalities. A review around life expectancy in the Ulverston East area is to take place as the population there have a lower life expectancy than other areas. The Survey will commence in the next few weeks. **LR**

## **6. ANY OTHER BUSINESS**

- 6.1 Charles asked if other options could be explored to meet in a virtual way, android does not seem compatible with Microsoft and causes significant issues when attending the meetings. **LR**

- 6.2 Sue asked if the handy man service was still running? EW responded that it was. Sue suggested linking this with local communities and running support with tidying up gardens and planting plants etc... EW said that SLH are hoping to have more of a presence in the community be more visible with office staff getting involved with clean ups and supporting local communities.

- 6.3 **DATE OF NEXT MEETING -13<sup>TH</sup> May 2021**

