

SOUTH LAKES HOUSING TENANTS' COMMITTEE MINUTES

1.30pm 20th January 2022 via Zoom

Present: Sue Layfield
Jim Layfield
Charles Howarth
Stephen Bolton
Lorraine Birchall
Pauline Vaughan – (Observer)

Guests N/A

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

Apologies: Dorothy Dixon
John Short
Paul Athersmith

Circulation: As above include all managers

ACTION

1. MINUTES OF PREVIOUS MEETING 11th November 2021- MATTERS ARISING

1.1 The minutes of the meeting 11th November were accepted as a true and accurate record subject to the following minor amend.

1.2 Date on minutes to be amended from 14th Oct -11th November.

EW

1.3 The Chair shared an updated regarding the Community Hero Awards – 8 people have received certificates and gifts lots of excellent nominations making for a hard decision to select winners.

2. STAR SURVEY UPDATE

2.1 Lyn shared an updated with TC members; the STAR survey questions have now been returned to MEL research and they are in the process of collating the data. A top up telephone survey was conducted to increase the response rate from general needs tenants.

	Sent	Received - post	Received - online	Telephone top up	Received - total	Response rate	Confidence level
General needs	1500	333	26	74	433	29%	±4.32%
Sheltered	399	208	7	0	215	54%	±4.88%
Total	1994	541	33	74	648	29%	±3.43%

74 general needs surveys were completed via telephone, increasing general needs response to 433, meaning we now have 648 in total. This gives us a margin of error of +/-3.43%, within the recommended amount by House Mark for an organisation of your size (+/-4%). We are currently awaiting confirmation of headline stats hoping to receive these next week and we will share the full report at the next meeting.

Managers will be asked to action any areas for improvements we would like to set up an action plan monitoring group with tenants to feedback to Tenants Cttee and monitor progress.

3. CONSUMER REGULATION

- 3.1 John shared presentation on Tenant Satisfaction Measures (TSMs) – The Regulator of Social Housing is consulting on plans to introduce new metrics to help the Regulator and tenants to hold landlords to account. There are 22 TSMs and the consultation will run until March 2022. SLH was looking to adopt the measures this year and to develop systems to collect the data and to help inform benchmarking with other landlords. This all links with the Social Housing White Paper that was published following Grenfell to ensure landlords put tenants at the heart of the service and ensure they are listened to. Its about building trust and improving services. We also need to get better at compliant handling. SLH are in a relatively good position as many of the TSM's are covered within the STAR Survey but there is always room to improve standards and systems.
- 3.2 Charles added the document is aimed at tower blocks will that impact on SLH delivery of the TSM's. John responded the Social Housing White Paper and the TSM's have been formulated within the context of the Grenfell fire initially and as part of the follow up consultation work. He commented that obviously SLH don't have tower blocks, but we do have some sheltered schemes and communal areas that have greater building safety requirements. SLH will be sharing data on all the TSM's that are applicable to SLH to improve services and get more communities and tenants involved in shaping services going forward. Charles added small numbers of survey returns may not show the bigger picture.

4. PERFORMANCE & COVID UPDATE

- 4.1
- Government restrictions due to be eased from next week – still on red alert locally with staff members affected. Self-isolation and staff sickness has been impacting on service delivery.
 - Tenants anxiety seems to be less with less cancelations to repair appointments.
 - 40% of colleagues have tested positive for covid therefore we are still being cautious to not have large meetings to prevent the spread.
 - There has been difficulty recruiting to the trade's teams. Following the recent recruitment campaign and we have received 9 CV's with interviews taking place in the next week or so. We need to recruit to improve repair waiting times and to enable the launch of the digital repairs booking service. This is not just apparent to SLH its across the sector in the North West.
 - Staff sickness – 20 lost working days due to Covid last month and increased mental health related issues this reflects nationally and locally. Systems and support measures are in place.
 - Rent collection & arrears – the ending of the Universal Credit top up payment and the Furlough scheme has impacted on rent collection but not as much as initially thought. Utility bills rising will impact but the full impact has yet to be seen with most increases happening from April this year.
 - Voids – we are improving the turnaround slowly there has been a lot of good work in this area following workshops held to improve the systems in place.

- 4.2 Charles added he has recently had a periodic electrical inspection at his address. This was undertaken by an external contractor. Charles had to request ID and masks before allowing access to his property. He added when arranging the inspection he was informed that only one contractor would attend but on the day of the inspection two contractors attended. There is a need to improve contractor knowledge around covid and information being shared within the letters when issued.
- 4.3 Charles, Jim, and Sue all raised concerns regarding radon detectors not being collected within the appropriate time frame to ensure the data is current and that the information collected from the detectors is not being shared with tenants. John added there is a lot of learning to be had from Radon testing and follow on works this is currently being reviewed by the customer satisfaction group. Emma will investigate. **EW**
- 4.4 Lorraine wished to add she too had had an electrical inspection and the contractor did an excellent job. The recent repair she had done was also well communicated with the new edition of txt message updates. Lorraine wished to say well done to SLH and the CST.

5. ORGANISATIONAL REDESIGN

- 5.1 John updated TC members; over the last 4 months we have undertaken a review of SLH through the Leap Beyond transformation programme. The main aim is to improve the overall customer experience, improve processes and systems in place and improve the culture and behaviour of the organisation. Six workstreams were created involving many colleagues and have focused on the following priorities: Customer Experience; Process/Projects; Data, Information and Performance; Technology; Finance, and People and Engagement. We want a more proactive approach to improve Neighbourhoods and work with partners to improve green spaces and communities. We are entering into a consultation period with colleagues about the new structure for the organisation.

6. BUILDING SAFETY – WHAT WOULD TC MEMBERS LIKE TO KNOW

- 6.1 Radon – what happens with the returned information from the box Charles was informed in the letter that this would be sent to the tenant individually where is the information shared and can this be better communicated? **EW**
- 6.2 Periodic electrical inspection letters to be reviewed.
- 6.3 Lorraine asked regarding Rogerson's overall we usually receive good customer satisfaction. Now this is being taken over by a new contractor has / will this affect customer satisfaction. John responded that Rogersons has been taken over by Rothwell's and Rothwell's still employ Rogerson's staff but have different management etc. SLH are in the process of reviewing procurement options for the gas contract as the term ends later this year. Potential options and tenant feedback will need to be considered. The Chair suggested TC members email Emma if they think of anything else they would like to raise.

7. GROUNDS MAINTENANCE SCRUTINY FEEDBACK

- 7.1 Lyn shared last part of the report with TC members highlighting the recommendations made following the grounds maintenance (GM) Scrutiny group meetings.
- 7.2 Charles has provided discs of maps of communal areas of SLH is responsible for maintaining and asked if these have been viewed yet. Lyn is working with IT to view the discs in accordance with the IT policy.

- 7.3 Sean Ellam and Steve Harrison have been reviewing GM within their service area. They are seeking to understand what is involved in each area of the estate and liaising with residents and neighbourhoods to find out what they would like to see improved.
- 7.4 TC members were happy to endorse the report before finally submitting to the February Board meeting.
- 7.5 The Chair thanked Charles and Paul for their support and input in pulling the report together and finalising recommendations.

8. ANY OTHER BUSINESS

- 8.1 Lyn made TC members aware that SLH are linking with Cumbria Action for Sustainability (CAF's) if anyone has any questions please forward to Lyn. There is a possibility of workshops for tenants in the future if there is enough interest.

8. DATE OF NEXT MEETING – 17th March 2022 Windermere room 12.30pm.