

## SOUTH LAKES HOUSING TENANTS' COMMITTEE MINUTES

12.30pm 10th November 2022 Windermere Room

- Present: Sue Layfield  
Jim Layfield  
Charles Howarth  
Stephen Bolton  
Lesley Peters  
Gaynor Aplin  
Sarah Benjamin  
Paul Athersmith
- Guests N/A
- Staff in attendance: John Mansergh – Director of Business Improvement (Virtually - part)  
Lyn Richardson – Customer Engagement Partner  
Emma Wilson – Corporate Support Assistant  
Susan Claxton – Head of Assets & Building Safety (part)  
Niki Stockton – Director of Customer Experience (part)
- Apologies: John Short  
Dorothy Dixon  
Loraine Birchall  
Pauline Vaughan
- Circulation: As above include all managers

### ACTION

#### 1. MINUTES OF PREVIOUS MEETING 7<sup>TH</sup> SEPTEMBER 2022 INCLUDING AGM MINUTES - MATTERS ARISING

1.1 Members of the committee approved the Minutes 7<sup>th</sup> September 2022 as a true and accurate record subject to the following minor amends.

- 2.3 Remove additional 'are' in sentence.
- 3. Correct the spelling of Board.
- 4.1 Remove 's' meetings.

EW

1.2 Members of the Committee noted the minutes of the AGM 7<sup>th</sup> September.

#### 1.3 **Matters Arising**

Niki explained to Tenant Committee (TC) members that a response to the rent cap consultation has been submitted to the Government. SLH and other Registered Providers are now waiting on the government's response this is expected on the 17<sup>th</sup> November. Further information shared when we know what the rent cap has been set at.

## **2. PERFORMANCE & ORGANISATIONAL DESIGN UPDATE**

- 2.1 John talked through the slides shared in the TC pack highlighting the key performance indicators areas off target include rent collection and arrears mainly due to the cost of living crisis.

Gas safety one outstanding no access which is progressing to court. Radon safety- issues with getting kits back off tenants to review the data.

My Account – ambition target now unlikely the product is now being released in phases.

Areas of good news reporting included Asbestos safety – asbestos register improvements, void relet times, sickness management, TSM's, Complaints management project launch November and colleague MGI training this will link to SLH values and behaviours and improve customer satisfaction.

- 2.1.2 Further work will be carried out in the New Year working with committee members to review how tenants can scrutinise performance, including visibility of the new Tenant Satisfaction Measures (TSM's) on the website. The TSM's have now been finalised by the Regulator of Social Housing. Internal data dashboards are being developed to support with the reporting of the TSM's to the regulator and enable Benchmarking of performance.

## **2.2 DATA PROTECTION AND DATA PRIVACY POLICY**

- 2.2.1 An Internal Audit of Data Protection is taking place over the next few weeks the scoping meeting has just taken place this morning. There may be some changes to the policy following the audit feedback. John briefed TC members on the outline of the policy. John suggested the Tenant Scrutiny Panel take a deep dive into Data Protection and the management of data following audit feedback. He has added to the Engagement Plan.

- 2.2.2 Charles requested future policies have the changes highlighted or in different colour text so it's clear what has been changed or amended. John thanked Charles for his comments and will ensure this happens at future meetings. John went through the changes verbally with TC members.

- 2.2.3 John explained the Government have announced that it will replace GDPR with a new British data protection system. Training for all employees has been rolled out throughout the organisation on data protection, aspects of the policy have been discussed and highlighted within the face to face training sessions. Some examples of learning have been included within the training. John explained he has received various queries from around the business highlighting how well it has been received and that it has raised awareness.

## **2.3 NHF CODE OF CONDUCT 2022**

- 2.3.1 The NHF code of conduct has been updated the request is that all Housing Associations (HA's) sign up to the code to ensure that they all have the same code and standards across the sector. The standard sets out a framework for

both involved tenants and HA's. John highlighted best practice areas within the code that TC members should pay particular attention to.

Tenants Committee members unanimously agreed to adopt the NHF code of conduct.

*John M left the meeting.*

### **3. ENGAGEMENT PLAN**

3.1 Lyn shared an update on engagement with TC members. The packs of winter warmth kits have been distributed to all sheltered residents to support with the cost of living increase. The pack included fingerless gloves, thermal socks, torches, scarfs, biscuits and information leaflets provided by South Lakeland Age UK. The packs have been very well received with many complimentary comments. There will be further discussions on how support can be offered to other tenants who may be vulnerable or living in rural communities. Several contractors funded the packs and CCC cost of living fund. Data is being used to review those who are most vulnerable. Action – add link to website regarding CCC cost of living support.

3.2 Lyn shared the engagement plan with TC members explaining that some of the agenda items and dates have been moved to accommodate other items with a greater priority. Agenda Items will naturally move around depending on when they require approval. As we continue to progress with transformation additional agenda items may also be brought to the meetings. TC members were happy with the engagement plan however they requested we be mindful of the meetings and not overloading the agenda.

3.3 TC members asked what the Omni channel was. Niki explained that the Omni channel is a platform that brings together all the ways that customers can connect with SLH. This could be live chat, email, telephone, or text messaging. It will improve customer services and enable customers to chose how they contact SLH it will also cut waiting times when contacting SLH via the phone. Niki suggested bringin a demo to the next TC meeting.

*Niki Left the meeting*

### **4. BUILDING SAFETY UPDATE & SUSTAINABILITY STRATEGY**

4.1 Susan shared a presentation on Building safety and what the team have been working on over the last few months. The following actions came from TC members following the presentation.

- *review Jim and Sue's property - can the fan in the loft now be turned off this is an additional cost on there energy bills. Susan to review heating system in place – when running the hot tap to get hot there is significant water wastage.*
- *review and close the loop in terms of communicating to customers if there is no issue and the Radon reading is low.*
- *targeted marketing to ensure we get the radon kits back from customers to review the data. Customer engagement plan to be established.*

- *asbestos policy to be sent out prior to the next TC meeting – review and feedback Susa to share a short presentation around asbestos improvements.*
- *review electric vehicle charging points for both SLH and staff homes.*

## **5. CUSTOMER SERVICE STANDARDS UPDATE**

- 5.1 Niki shared an updated on the MGI training that is due to be rolled out throughout November. MGI have been commissioned to deliver customer excellence training and support cultural improvements. There have been several workshops with various colleagues across the business this has helped to develop the training programme. It will be a full day for office colleagues and half day for trade colleagues. Niki has been involved in supporting and guiding what are the outcomes should be. This will create a longer term learning journey that will support positive challenge. The training will take place away from the main office to ensure people fully engage.
- 5.2 Niki shared the new Customer Experience Standards with TC members and asked for feedback. Charles asked that chimney sweeps take place annually be added to the document under the section 'Keeping you Safe'. TC Members agreed to call the document 'Customer Service Standards' and are happy to approve the document before final approval at Board.
- 5.3 Charles asked if letters and communication to tenants can be screened. He asked that templates be shared to ensure they have the right tone, and that are addressing things in an appropriate way. Lesley and Charles are happy to be involved in future comms Niki will share future comms with TC members for proof reading.

## **6. EQUALITY DIVERSITY & INCLUSION POLICY**

- 6.1 Tenants Committee are happy to endorse the policy before being presented to the Board for final approval. Under the section...  
Other Duties – add additional wording to domestic abuse to explain.

## **7. ANY OTHER BUSINESS**

- 7.1 The Chair informed TC members that John Short has decided to step back from the Gap Panel and will decide in January if he wishes to continue with TC meetings.
- 7.2 Estate walkabouts have been published on the SLH website employees and some members of ELT and Board members are taking part. A '*you said we did*' approach is beginning to take shape in sheltered schemes. Sue shared feedback on the recent estate walkabout at Lunefield gardens. There wasn't much opportunity for residents to engage, there was no door knocking and seemed to be little consideration for residents that might have mobility issues or a little slower to come out from their properties before the visit ended. Niki will review on-going progress of the neighbourhood assistants and feed this back.
- 7.3 Charles felt that the Board should consider the Chief Exec salary pay and whether it's in line with other registered providers for the size and scale of the organisation. The Chair will feed this back.

7.4 Sarah asked that when the development team offer advice and support on mortgage advisors that they are local. She shared a recent bad experience that her sister has had losing a large sum of money when the mortgage offer was not upheld and then having to go with a local mortgage advisor and pay the fees again.

8. **DATE OF NEXT MEETING – 19<sup>th</sup> January 2023 Windermere room**