

Minutes of the meeting of the Tenant Services Management Board held on Monday 18 February 2013 at 6pm in The John Meikle Room, The Deane House Taunton.

Present: Mr Dustyn Etherington (Chairman),
Mrs J Bunn, Mrs J Hegarty, Mrs T Urquhart, Councillor Bowrah, Councillor Brooks

Officers: James Barrah (Health and Housing Manager), Steve Esau (Property Manager; Maintenance), Phil Webb (Housing Manager; Property Services), Lucy Clothier (Accountant), Martin Price (Tenant Empowerment Manager) and Emma Hill (Corporate Support Officer).

Others: Councillors Jean Adkins and Jane Warmington.

(The meeting commenced at 6.10pm)

1. Apologies

Mrs E Drage, Mr K Hellier, Mr D Galpin, Mr M Edwards, Mr R Middleton and Mr I Gould

2. Update Report on Performance Indicators Quarter Three 2012-13.

The Health and Housing Manager gave a verbal update accompanied by tables detailing the Health and Housing KPI Performance Report for the period covering Quarter Three of 2012-13. The tables detailed the overall KPI performance of Quarter Three and the Top Ten Quarter Three Performance Indicators selected by the Tenant Services Management Board during Quarter One performance report.

The Quarter Three overall KPI performance report included such headings as Managing Finances, Service Delivery Satisfaction, Service Delivery Decent Homes and Service Delivery Managing Housing Stock.

The Officers informed the Board Members that there was an increase in the number of green KPI to 52%, as well as an increase in the number of amber KPI to 6% and decrease in non-applicable KPI to 6% but red KPI stayed the same at 24%.

The Housing Scorecard Summary table continues to be displayed to tenants and the public through the following media outlets

- Tenants' Newsletter
- TV display in The Deane House Reception
- TDBC Website

During the discussion of this item, board members and the public made the following comments and asked questions:- (*Responses shown in italics*)

- Congratulations should be given to the Housing Officers dealing with anti-social behaviour and issuing the ASBOs (Anti-Social Behaviour Orders). Please pass this on.

- In reference to section one Managing Finance part 3 Income Team of the Housing Scorecard, being in the second quartile when compared nationally, was the council happy with this? Also relating to Asset Management under Service Delivery, what percentage was it?
We would ideally like to be in first quartile but I would take second quartile and aim higher. The percentages relating to Asset Management would be provided at later data.
- Would there be a report detailing the reference to 18 – 25' ers group lobbying for activities and facilities for their specific age group?
Councillor Williams was producing an information report to be presented at the next Full Council on 26th February 2013 around this subject.
- Concerning the number of reds on the Top Ten Housing Services Performance summary, would these improve?
This relates to the processing of job tickets at the DLO. There would be more work to be done in this area. An information report to follow at another meeting of the board.
- Why isn't The Deane House open between Christmas and New Year? This would give Tenants an opportunity to pay their rent instead of waiting until after the New Year. Can this be linked to loss of income and arrears over this quarter with Tenants not paying their rent?
*Historically, at the Deane House there had been a skeleton crew of staff on duty during this period. But after consultation between staff and councillors it was decided to close all non-essential services during this period, although essential services such as The Deane Helpline and some services provided by DLO did remain open during this period.
We cannot be sure if the closure over this period affects this. We can investigate this and get back to the board.*
- Concerned as during this period, I noticed a number of people standing outside waiting to access The Deane House. I went to investigate whether or not there was any information notices about when and where the building would be open again or if there were alternative places that rent could be paid. I know that you can pay your rent by card in the Post Office.
We can look into this.
- In reference to part 3 of service delivery concerning the Lettings Team, What was the cost and did we lose any revenue?
*These long term voids with the Halcon Area had now been refurbished and re-let. The cost per house was £30,000. The extended non re-let may have been increased but not by much.
The decision not to refurbish and re-let these was made by Executive Councillor Adkins relating to the decision the development project on the Halcon estate.*
- Concerning the reoccurring inter-face software issues, what was the progress around the replacement housing software?
The Council had the funding available for it but we currently still in the procurement process. This would be a lengthy process as SWOne IT need to be involved about linking all the systems before launching it.
- The Board Members to keep this fact in mind during future Performance Reports as this may not be a true picture of the situation. Could these be separated between bad repairs and data entry in order to get a clearer picture until software issue if fixed?
- Would this be a separate system to SAP or similar?
They would be separate software, which would inter-face with existing systems SAP and Academy.

Resolved that the Board noted the Officer's report.

3. Verbal ALCHO Performance Update Report

The Property Manager for Maintenance gave a verbal update accompanied by a spreadsheet detailing the ALHCO Quarter Three KPI Performance Report for the period covering October to December for 2012. The spreadsheet detailing ALHCO performance included such headings as Servicing, Reactive Maintenance, Voids, and Requests for Service, Health and Safety and Finance.

The following points were covered during the brief update of the ALHCO representatives;

- A Full Quarter Three Performance would be presented at the next Board meeting.
- By December 2012 the number of properties without valid CP12's was 72.
- CP12's data; 50 lost during Aeromark IT System change over.
- CP12's data; 27 had been completed, leaving 23 properties. 9 had confirmed appointments & 12 have been visited with no access.
- The remaining 22 were late services have still got valid certificates.
- Void levels had been above average for Quarter Three.
- The re-activate maintenance KPI was currently below target in all areas. The only issue would be related to data transfer, although the data entered by ALCHO was done electronically, it must come back to TDBC manually for input.
- Housing Department were reviewing the Job priority system in Academy in order to improve on the KPI target results.
- There was one Health and Safety incident relating to a gas leak in a property. This had been fully reported and investigated by ALCHO. TDBC were awaiting the results of the report. ALCHO had informed that the engineer was suspended during the investigation. This engineer had been re-instated but was being closely monitored and reviewed.
- There had been a data transfer issue between the ALCHO Aeromark system and Academy. This was during the move from Scotland to Bristol. Some data had been lost. South West Audit Partnership had been asked to investigate the data loss.
- General feedback on the new Bristol call centre had been very positive. It had been proven by reduction in the number of calls chasing work.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- *The loss of data between systems during the ALCHO call centre move was frustrating. The outstanding number of CP12's would be considered small in comparison with the Council's housing stock. Data transfer issues not solely ALCHO. Department teams were looking into the problems to find permanent solutions.*
- The missing CP12's data were these completed or not? Who would be liable if the property had issues and there was no CP12?
If the council can't see a CP12 certificate through the system then the service had to be done again. Both TDBC and ALCHO would be liable if there was an issue when the property wasn't covered by CP12 certificate.

- Tenants commented that they weren't provided with a copy of the CP12. Why would this be? If there was an issue and the sticker with the reference code was destroyed, what would happen without a paper copy?
There would a unique reference number of the sticker. TDBC hold a paper copy of the certificate but as ALCHO had gone electronic end of the engineer visit, they should be offering the option to receive either a copy via email or paper sent via post.
Engineers historically hand written the certificates but since the introduction of PDAs, this hand written facility had stopped and they had no printing facilities.
- Wouldn't it be better if the engineers ask the tenants if they wished to had a copy of the CP12?
The Council can speak to ALCHO about introducing this.

Resolved that the Board noted the Officer's report.

4. Financial Statement Quarter Three 2012/13.

The Accountant and Health & Housing Manager gave a verbal update accompanied by spreadsheets detailing the Housing Revenue Account Performance Scorecard Report for the period covering Quarter Three of 2012-13. The spreadsheets detailed the breakdown of overall performance of Quarter Three split between capital and revenue.

The Revenue Account Performance included such headings as Capital Programmes, Right to Buy, Income, Expenditure and HRA Revenue.

The following points were covered during the brief update of the Health and Housing Manager;

- Voids currently being processed quicker.
- Under spend in HRA under the section of Income in Supported, Sheltered & Extra Care homes.
- Under spend in HRA under the section of Expenditure in Supervision & Management as Planned Repairs & Maintenance.
- There was overspending in HRA Expenditure. This was due to several extended Voids and expensive refurbishment in the Halcon area.
- The HRA Revenue account had an under spend of £42,501.
- The HRA Capital Programmes had an under spend of £545,625.
- There was an under spend in the Disabilities Facilities Grant from the HRA Capital Programmes.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- The under spend in Cladding Capital Programme, would there be any additional costs in relation to the surveys being carried out?
This relates to particular block of flats. They were suffering with condensation problems. A feasibility study was completed prior to carrying out any work. There was additional cost here relating to external surveys.
- Explain what was meant by 'kitchen being fitted where possible'?

The work was being carried to bring some kitchen up to the Decent Homes Standards but some tenants were reluctant or don't want the work done. The council must wait in some cases until the property was empty.

Resolved that the Board noted the Officer's report.

5. Report on Tenants' and Leaseholders' Open Day and Tenant Services Management Board Annual General Meeting.

Considering the report previously circulated, concerning the details of the Tenants' and Leaseholders' Open Day and the Annual General Meeting of the Tenant Services Management Board.

The Tenants' and Leaseholders' Open Day typically runs all day (morning to evening, times to be agreed). This gives tenants and leaseholders an opportunity to gain information and ask questions about topics that were of interest to them. The day was informal in terms of tenants and leaseholders can pop in at any time during the day; no appointments necessary.

The two Tenants' and Leaseholders' Open days had been held in April since their introduction in 2011. The venue had been the Somerset County Cricket Ground and over 100 tenants and leaseholders had attended each event, with over 20 stalls available including various departments of Taunton Deane Borough Council and representatives from external organisations who were able to answer questions on a wide variety of housing related issues and other matters.

A questionnaire was circulated in order to seek the views of those attending the event. Results from 2012 included:

- 36% of respondents rated the day as 'Excellent', 42% as 'Good'. Two respondents considered the event to be 'okay', and nobody stated it to be 'poor' or 'very poor'.
- 100% of respondents agreed that there were enough departments available on the day

The Tenant Services Management Board (TSMB) was presented with a paper on feedback from the event at its meeting on the 22nd May 2012. It should be noted that at the meeting of the 17th May 2011 the TSMB resolved that the Tenants' and Leaseholders' Open Day should be an annual event.

As the date of the TSMB AGM had been scheduled for the 22nd April 2013, the Tenant Empowerment Team had booked a function room at the Somerset County Cricket Ground for the whole day on this date.

The 2011 event ran from 11am until 7pm. Due to a significant drop off at 5pm, it was agreed that the 2012 Open Day would run from 10am to 5pm.

By looking at the organisations that attended last year and examining the feedback forms a suggested list of organisations and TDBC departments had been drawn up:

<p>Tenant and Leaseholder Organisations Tenant Services Management Board Tenants' Forum Leaseholders' Forum</p>	<p>TDBC Housing Services Estates Management Leaseholder Section Property Services Repairs Section Supported Housing Housing Options Community Development</p>
<p>Other TDBC Sections Housing Benefits DLO Deane Helpline Environmental Health Somerset West Private Sector Housing Partnership Housing Enabling (developing new homes)</p>	<p>Non TDBC Organisations Citizens Advice Bureau Centre for Sustainable Energy Avon and Somerset Police Age UK Job Centre SCAT Devon and Somerset Fire Service ALHCO</p>

Publicity

Analysis of feedback from attendees shows that the most popular way of hearing about the 2012 event was by Invitation letter (92%) followed by "other" (5%) and Taunton Deane Borough Council's website (3%). No respondents indicated they heard about the event via a Housing Officer, the newspaper article or neighbours.

It was therefore the intention that each tenant and leaseholder would be sent an invitation to the event, detailing time, venue and stall holders. Even though other forms of publicity did not prove to be particularly popular it would not be time consuming or expensive to advertise the event in the Somerset County Gazette, on the TDBC website, on the TV screens in the reception of The Deane House and at satellite offices in the borough.

Tenant Services Management Board AGM

There was no set format to the AGM. However, it was customary to include agenda items such as:

- reports from the outgoing Chairperson on the board's activities during the year
- reports on issues that face the TSMB and Housing Services in the coming year
- Consider and vote on any resolutions put forward by tenants
- Elect the TSMB's Chairperson and Vice Chairperson

Finance Comments

The cost of hiring a function room at the Somerset County Cricket Ground was free up to 5pm, with an additional charge to keep the venue open until 7pm. There would also be a cost to provide lunch for stall holders.

There would also be a cost of sending invitation letters to each tenant and leaseholder.

The main costs of the AGM would be the hire of the venue and publicity. However, if the TSMB agrees that the AGM would be held at the same venue of the Tenants' and Leaseholders' Open Day the expenditure would be included in the cost of this event. The cost of the event can be funded from existing budgets.

Resolved that the:-

1. The officer's report was noted.
2. The amended list of invited stalls to include The Link Centre Partnership was agreed.
3. The agreed running times for the Tenants' and Leaseholders' Open Day 2013 should be from 10am to 5pm as well as the suggested Publicity Methods suggested by Officers. The event will be held on the 15th April 2013.
4. It was agreed that the TSMB Annual General Meeting should be held on 15th April 2013 starting 3:30pm until 5:00pm in The Long Room at Somerset County Cricket Ground.

6. Verbal Update on Welfare Reform Events.

The Tenant Empowerment Manager gave a short verbal update on the up and coming Welfare Reform Events.

The following dates were in relation to Welfare Reform events being held within the Taunton Deane area:-

- Drop in Session on 20th February at Somerset County Cricket Ground from 10:00am until 3:00pm.
- Course held by Shelter on 7th March. Courses starting at 10:00am, 12:30pm & 2:45pm.

Resolved that the Board noted the Officer's report.

7. Verbal Update on Creechbarrow Road Development Project.

Councillor Brooks left the room before the discussion of this item after declaring a prejudicial interest.

The Health and Housing Manager gave a verbal update on the Creechbarrow Road Development Project after the meeting held at Newton Road Community Centre on 4 February 2013.

The following points were covered during the brief verbal update of the Health and Housing Manager;

- There was positive feedback during the meeting on 4 February.
- The next stage would be the present of the Development Project report at Full Council on 4 March 2013.
- The Project group meet every two weeks.
- Officers were booking appointments to speak to leaseholder residents.

- Council would be doing more site assessment.
 - Further sessions with tenants and residents in regards to project decisions.
 - Officers completing preplanning activities and two consultation events in April.
- Currently, the council had seven Corporate Projects across the Taunton Deane but the Creechbarrow Road Development Project would be added to these.

The next Development Project Update Report would provide more detail towards to the sign off of the site.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- Board Members requested that a former resident of the area name be used in an aspect of the new development (Resident name: *Pauline Kershaw*). She was a proactive member of the Halcon community and Tenants' Forum member.

Resolved that the Board noted the Officer's report.

(The meeting ended at 8.20pm)