

Minutes of the Meeting of the Tenant Services Management Board held on 26 March 2018 at 6.00pm in Meeting Room C in Flook House at The Deane House, Belvedere Road, Taunton.

Present: Mr A Akhigbemen, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr K Hellier, Mr I Hussey, Councillor C Booth and Councillor R Bowrah, BEM.

Officers: Rich Prewer (Property Services Manager), Rich Wiseman (Property Investment Manager), Steve Clarke (Tenants Service Development Officer) and Tracey Meadows (Democratic Services Officer).

Others: Julia Williamson.

(The meeting commenced at 6.00pm)

1. Apologies

No apologies were received.

2. Minutes

The Minutes of the meeting of the Tenant Services Management Board held on 26 February 2018 were signed and taken as read.

3. Public Question Time

No questions were received for Public Question Time.

The Board Members raised concern that the meeting had not been published in the local paper. This would be checked for future meetings.

4. Declarations of Interests

Mr A Akhigbemen, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty, Mr K Hellier and Mr I Hussey declared personal interests as Taunton Deane Borough Council Housing Tenants.

Councillor Bowrah declared a personal interest as a Member of Wellington Town Council.

5. Planned Maintenance

The Property Services Manager and the Property Investment Manager presented an update on the programmed repairs and new contracts for the year ahead.

The Property Investment Manager discussed the maintenance work that was scheduled and included several programme areas.

Kitchens and Bathrooms. Mi-Space was the contractor that had been signed off for the works. The contractor had delivered circa of 300 bathrooms and kitchens repairs this year and hoped to carry out the same amount next year.

Heating (gas/electric). The contractor used for the works was Keepmoat. They had completed 459 gas repairs this year and would incorporate electrical repairs in next year's works.

Airsource Heat Pumps. Otter South West (SW) had completed 87 repairs this year. Before a future contract with Otter SW was signed off, officers had checked other contractor prices for value for money to show due diligence.

Cavity Wall Insulation/External Wall Insulation. Low Carbon Exchange was the contractor used for the works. The contract for cavity wall insulation was also in the process of being checked for value for money.

Fire Safety Work. Ventro had completed surveys on the properties which calculated the costs of the works to be carried out.

Windows. The contract for the works was already in place and work had started on next year's repairs. Nationwide had completed 102 properties within 3 months.

Doors. Over the last few years, 1000 doors had been repaired every year, however, officers did not want to carry out a capital programme again this year. All the doors should now be to standard, so they wanted to put the money towards other projects with a greater need. Only reactive works would be carried out.

Communal Doors. Works would be carried out on approximately 34 communal doors this year. Some were old and the intercoms were in need of repair. ABCA were the contractor that would complete the works.

Fire Doors. Officers wanted to ensure that fire safety standards were met on fire doors located within the properties.

Soffits/Fascias/Planned Preventative Maintenance. Mitie was the contractor that would be used and the procurement had been signed off with the works expected to be completed by March 2019.

Roofs. Roofs had not been included in the planned maintenance because any works to be carried out would be reactive.

During the discussion of this item, Board Members made the following comments and asked questions (Responses shown in italics):-

- Concern was raised on the time it took to complete a job on cavity wall insulation.
Officers took the details and would investigate. There might have been complications that had caused the delay in completion.
- Officers highlighted that their main priority for any works being carried out was to reduce fuel poverty.
- Concern was raised on the efficiency of the insulation and heating in the sheltered housing schemes.
Officers would investigate because the sheltered housing schemes had different standards than other housing properties.
- Officers confirmed that the service charge was put towards the cost of works carried out on doors, gas safety and other repairs.
- Officers highlighted that new software had been installed and was used to report gas safety records via the engineers' mobile phones which immediately updated the information held centrally on the office systems. The Association of Gas Safety Managers and the Institute of Gas Safety Engineers had shortlisted Taunton Deane Borough Council (TDBC) for three safety awards for innovation and compliance.
- Officers clarified that TDBC had a statutory right to enter a property to carry out mandatory works unless there was a leaseholder agreement in place.
- Board Members raised concerns that tenants had brought to them on repair works.
There was a Tenant Contract Liaison Officer who worked with tenants to help mitigate any concerns they had whilst works were carried out on their properties.
- Board Members queried whether there was any scheduled works for shed

repairs.

Officers confirmed that shed repairs were not deemed as high priority, so would not be included in the planned maintenance works.

- Board Members queried whether the heating works were carried out upon tenant request or was it a landlord request.
The heating works were mainly carried out based on requests made by the tenants.
- Board Members queried the rules on fireplaces kept in rural properties.
Officers would encourage tenants to remove their fireplaces. One of the main reasons for the removal was to help mitigate the risk of chimney fires. However, tenants would not be forced to do this if they wanted to keep their fireplaces.
- Board Members raised a concern on street lighting in rural areas and whether lights could be located near the properties for safety.
- The Property Services Manager thanked the Board Members for their positive comments made at the previous meeting and welcomed their feedback in the future.

Resolved that the Board noted the Officer's report.

6. Tenant Services Management Board Annual General Meeting and Other Matters

The Tenant Services Development Officer raised the following items for discussion:-

- Tenant Services Management Board Election. Senior Housing Officers were concerned about an election being held whilst staff were going through transformation and suggested the election was held once transformation had been completed.
Board Members agreed to postpone the election. If any of the Members knew a tenant that would like to join the Board, they could be co-opted until the election was held. The Board Members expressed their concerns that the Board might be deemed as unnecessary in the new structure, however, they gave TDBC tenant representation on important issues.
- Tenant Services Management Board Annual General Meeting (AGM). The Board Members were reminded that the next meeting would be the AGM.
- Tenants Open Day. The Board Members were advised that there was an open day being held on 14 May 2018 in Wellington.

(The meeting ended at 7.13pm)