



Tenant Services Management Board

You are requested to attend a meeting of the Tenant Services Management Board to be held in Meeting Room C, Flook House, The Deane House, Belvedere Road, Taunton on 26 March 2018 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 26 February 2018 (attached).
- 3 Public Question Time.
- 4 Declaration of Interests
To receive declarations of Disclosable Pecuniary Interests or personal or prejudicial interests, in accordance with the Code of Conduct, in relation to items on the agenda. Such interests need to be declared even if they have already been recorded in the Register of Interests. The personal interests of Councillors who are County Councillors or Town or Parish Councillors will automatically be recorded in the minutes.
- 5 Update on the Woolaways Project. Report of the Development Manager (verbal update).

Reporting Officer: Rachel Searle

Bruce Lang
Assistant Chief Executive

01 May 2018

Members of the public are welcome to attend the meeting and listen to the discussions.

There is time set aside at the beginning of most meetings to allow the public to ask questions.

Speaking under "Public Question Time" is limited to 4 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chairman will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate.

Except at meetings of Full Council, where public participation will be restricted to Public Question Time only, if a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chairman will normally permit this to occur when that item is reached and before the Councillors or Tenant Services Management Board Members begin to debate the item.

This is more usual at meetings of the Council's Planning Committee and details of the "rules" which apply at these meetings can be found in the leaflet "Having Your Say on Planning Applications". A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room.

Full Council, Executive, Committees and Task and Finish Review agendas, reports and minutes are available on our website: www.tauntondeane.gov.uk



Lift access to the Committee Rooms on the first floor of The Deane House, is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available off the landing directly outside the Committee Rooms.



An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.

For further information about the meeting, please contact Democratic Services on 01823 219736 or email r.bryant@tauntondeane.gov.uk

If you would like an agenda, a report or the minutes of a meeting translated into another language or into Braille, large print, audio tape or CD, please telephone us on 01823 356356 or e-mail us at: enquiries@tauntondeane.gov.uk

Tenant Services Management Board Members:-

Mr A Akhigbemen	(Chairman)
Mr D Galpin	(Vice Chairman)
Councillor C Booth	
Councillor R Bowrah, BEM	
Mrs J Bunn	
Mrs J Hegarty	
Mr K Hellier	
Mr I Hussey	

Minutes of the Meeting of the Tenant Services Management Board held on 26 February 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, Councillor C Booth and Councillor R Bowrah, BEM.

Officers: Steve Boland (Housing Services Lead), James Barrah (Director – Housing and Communities), Simon Lewis (Assistant Director – Housing and Community Development), Rich Prewer (Property Services Manager), Steve Clarke (Tenants Service Development Officer) and Clare Rendell (Democratic Services Officer).

Others: Julia Williamson.

(The meeting commenced at 6.00pm)

1. Apology

An apology was received from Mr I Hussey.

2. Minutes

The Minutes of the meeting of the Tenant Services Management Board held on 29 January 2018 were signed and taken as read.

3. Public Question Time

No questions were received for Public Question Time.

4. Declarations of Interests

Mr A Akhigbemen, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty and Mr K Hellier declared personal interests as Taunton Deane Borough Council Housing Tenants. Councillor Bowrah declared a personal interest as a Member of Wellington Town Council.

5. Quarterly Performance Reports

The Assistant Director for Housing and Community Development and the Property Services Manager presented their report which gave the Board an update on the performance levels for Property Services, Building Works and Housing and Communities.

Within Property Services, the performance scorecard showed mainly greens, with one amber. This was for completion times on emergency repairs. Further improvements were expected. The figures included significant system downtime caused by IT complications. Officers were confident that 99% of emergency jobs had been completed within time.

Officers highlighted that the new gas system had been nominated for an award by the Association of Gas Safety Managers based on the improvement in the service.

Building Works also showed that majority of the processes had been completed, with only one operational process marked as in progress. This process was to deliver cashable savings in the void repairs budget.

Within Housing and Communities, most of the scores remained green which was positive. There were four ambers that were highlighted:-

- HC 2.7 – new tenants satisfied with the lettable standard of the property;
- HC 2.8 – tenants satisfied with the most recent repair;
- HC 4.2 – completion of repairs within the priority target times; and
- HC 4.8 – tenants that had received their annual review of support plans or review of their needs and risks.

Officers highlighted that although the lettable standards had dropped, they had not received any complaints in the last couple of months.

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

- Board Members requested clarification on the difference between major and minor works.
Major works normally consisted of two capital elements, for example, a new kitchen and bathroom.
- Concern was raised on the percentage of arrears shown in HC 1.1 and whether once the cash machines were removed, would the figures worsen.
There had been no indication that the removal of the machines would cause arrears. The introduction of Universal Credit had impacted on the arrears figures due to the delay in the initial payment, which for most was six weeks. Officers had to factor this into the calculation of the arrears.
- Board Members queried whether officers had to spend more time with tenants that were on Universal Credit.
Yes. Due to Universal Credit being an online based benefit, more support was given to help tenants submit claims and manage their online account.

Resolved that the Board noted the Officer's report.

6. Compliance Report

The Property Services Manager presented his report which gave the Board an update on the Compliance Status of Taunton Deane Borough Council (TDBC).

Statutory property regulations were founded in a complex set of regulations, assessments and inspections, which the Council must undertake to comply with current government legislation.

Domestic premises were currently audited on six keys areas of statutory and regulatory compliance, there were as follows:-

- Asbestos Management Surveys;
- Gas Safety;
- Electrical Safety;
- Energy Performance Certificates;
- Fire Safety; and

- Water Hygiene.

The Council continued to work towards best practice with regards to property compliance of the HRA properties. TDBC was aware of the liabilities and understood the work and measures to be 100% compliant in all areas of property compliance.

However, there was still much more to do, which the Council had recognised and therefore made satisfactory financial and dedicated resources within the Asset Management Team to deliver and maintain the Council's legislative, statutory and regulatory requirements for property compliance.

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

- Board Members queried whether TDBC was compliant with their HRA properties.
Yes, there were.
- Information about gas safety had been published in the tenant's newsletter. Officers queried whether this was the best way to communicate such matters.
Yes, the Board agreed that was the most appropriate way to communicate with tenants.
- Board Members queried whether all tenants sought permission before they carried out any alterations to their properties.
No they did not. However, TDBC could recharge tenants once they had left their properties if they had not rectified any works they had carried out.
- Concern was raised on how asbestos was dealt with.
Staff would always treat any work where there was a suspension of asbestos with the highest level of care.

Resolved that the Board noted the Officer's report.

7. Transformation Update

The Director for Housing and Communities gave the Board an update on the Transformation Project and presented them with the Consultation Document.

The main themes that the Transformation Project championed were People, Place and Prosperity. The three themes would be at the centre of how the Councils would operate in the future.

Due to the changes in the social environment plus a shift in customer and government expectations, the Councils needed to transform for their customers. This included the following:-

- Social Enterprise;
- 24/7 Access;
- Incredible Experiences;
- Focus on what matters;
- New Localities; and
- Great Usability.

To achieve the ambitions set within the project, the organisational design would need to break down the silos that currently existed. The proposal included the creation of seven functional areas:-

- Customer;
- Communications and Marketing;
- Performance and Business Change;
- Strategy;
- Localities;
- Commercial Investment; and
- Major Programmes.

Within the functional areas, new job families would be created for staff. These included Customer Services, Specialists, Case Managers, Operational Management and Locality. Clarification was given on how the job families would work together.

The recruitment process was broken down into two phases. Phase one covered leadership roles plus the functional areas for Communications and Marketing and Performance and Business Change. Phase two included the other functional areas and the main bulk of staff would fall within the Customer area.

The Behaviours Framework was highlighted to the Board. The Framework would be the foundation used to outline the ways of working that all staff would adopt in order to give customers the best possible service and deliver the Councils objectives. It supported what staff did and was in addition to the skills needed for individual jobs.

The Framework was made up of four behaviours:-

- Working Together – to share ideas and best practice;
- Agile – empowered to make decisions;
- Commercial Awareness – to add value every day; and
- Ownership – to see things through to the end.

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

- Concern was raised on data protection with the lack of defined departments.
Information was currently shared between the different areas of the Council and this would continue within the new structure.
- Board Members queried how staff felt about the project.
There had been mixed responses from staff. Many were excited and eager to progress within the new design and some were anxious over the changes.
- Board Members queried whether the decision from Government about the creation of One Council would affect the Transformation Project.
The main principles of the project could still be used by both Councils whether a New Council was created or not.
- Board Members queried whether the project would affect the rent reduction set by Government.
Government had already decided not to extend the rent reduction, so there would be no impact.
- Board Members queried the progress made on TDBC Building Programme.
Works had started on the Weavers Arms site. There had been some issues with utilities and staffing which had caused delays. An update on the

Woolaway Project was due to be presented to the Board, however, this had to be postponed and would be added to the March agenda.

- Concern was raised that there had been some criticism of the Weavers Arms tenure.

The tenure consisted of a mix of rented accommodation, affordable housing and shared ownership.

- Board Members queried how many of the new builds at Monkton Heathfield would be allocated for affordable housing.

The figures were not known, however, there would be a percentage allocated to affordable housing which would be set within the planning obligations.

Resolved that the Board noted the Officer's presentation.

8. Tenant Services Management Board Matters Arising

The Tenants Service Development Officer led a discussion with the Board on matters that had arisen since the last meeting.

The Tenants Service Development Officer raised the date of the next Tenant Services Management Board election and advised the Board Members of the internal and external quotes he had obtained for the cost of an election.

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

- Board Members requested that they received hard copies of the agendas instead of electronic versions. They found it difficult to read the agenda on their devices.
- Board Members had signed and returned their updated Terms of Reference.
- The Tenants Service Development Officer asked the Board Members whether there was any training they would like to receive. He advised that there was a training event being held for the Chairman and Vice Chairman to attend.
- Board Members requested more reports and information on rural matters because they found that the Board mainly focused on Taunton Town Centre.

(The meeting ended at 7.40pm)

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)