

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 23 April 2018 at 18:00.

Agenda

- 1 Apologies.
- 2 Minutes of the meeting of the Tenant Services Management Board held on 26 March 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 Building Renovation Works. Report of the Accommodation Programme Manager. (Verbal Update)

Reporting Officer: Sue Tomlinson

The following items are likely to be considered after the exclusion of the press and public because of the likelihood that exempt information would otherwise be disclosed relating to the Clause set out below of Schedule 12A of the Local Government Act 1972.

- 6 CONFIDENTIAL Update on the Woolaways Project. Report of the Development Manager (verbal update).

Reporting Officer: Rachel Searle

Bruce Lang
Assistant Chief Executive

12 July 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

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Tenant Services Management Board Members:-

Mr A Akhigbemen	(Chairman)
Mr D Galpin	(Vice Chairman)
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 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)

Minutes of the Meeting of the Tenant Services Management Board held on 23 April 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 and Mr K Hellier.

Officers: Sue Tomlinson (Accommodation Programme Manager), Joe Wharton (Project Manager), Rachel Searle (Development Manager) and Clare Rendell (Democratic Services Officer).

(The meeting commenced at 6.00pm)

1. Apologies

Apologies were received from Mr I Hussey, Councillor C Booth and Councillor R Bowrah, BEM.

2. Minutes

The Minutes of the meeting of the Tenant Services Management Board held on 26 March 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.

5. Update on Building Renovation Works

The Accommodation Programme Manager and the Project Manager presented an update on the Deane House Accommodation Project.

The Project Manager advised the Committee of the timelines for the reoccupation of the refurbished office space within the Deane House.

Phase one would take possession in late May and early June 2018 and included some of the first floor open plan office space and the ground floor reception.

Phase two would take possession in September 2018 and included the remainder of the first floor open plan offices, the ground floor office space for let and the Avon and Somerset Police area.

Phase three would take possession in February 2019 and included the conference chambers (committee meeting rooms) and the second floor office space for let.

There would be new access to the Deane House that included level access into the new reception area which would be covered by a glass canopy, the existing lift would be replaced with a new lift and a second lift would be installed to the rear of the building.

The new reception area would reopen in June 2018. The following were the key goals for the new facility:-

- Self-service where possible;
- Flexible space that could adapt to the customer needs and demands;
- Technology that supported interactions wherever they took place;
- Removal of barriers to encourage a respectful, informal and softer approach;
- Removal of services to align with the new structure (the dedicated service desks would be removed and staff would be trained with a broader knowledge base)

The Project Managers were aware that there would be challenges for staff that included a completely different way of working, a step into the unknown and that the Accommodation Project coincided with other significant changes in the work place (Transformation and the formation of the New Council).

However, there would also be opportunities for staff. The Project was 100% backed by the Senior Leadership Team. Additional training would be provided to enhance staff skills and valuable experience would be gained.

The Project Manager presented several floor plans which showed the Board Members what the Project Team's aspiration for what the new reception area would look like for customers. The new area would include the following:-

- Self-service machines (ideally touch screen devices);
- Pods, which would have a second screen facility and offer a private space for customers;
- Podium arrangements for easy access for staff and customer interactions; and
- Booths, which would offer a different kind of seating for staff and customer engagement.

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

- Board Members queried how many staff would be located within the Deane House.
There would be approximately 450 desks in the Deane House and there would be 10 staff for every 6 desks. The ratio was calculated as a result of an occupancy survey that had been carried out.
- Board Members were keen to be included in the open days for the new reception area.
Officers would request that the Board Members were included in the working groups.
- The Project Managers queried whether the Board Members had any ideas for what to call the new reception area.
The Board Members did not have any strong preferences towards the names suggested.
- Board Members queried whether there would be any bike racks located by the new front door.
Yes the bike racks would be replaced once the building works on the entrance were finished.
- Concern was raised that if an officer was not available when a customer came into the office, that they would be turned away.
The customer would not be turned away. There would be provisions in place so that staff would either be able to request that another officer could see the

customer or that they would be able to make an appointment for the customer to come back when the officer was available.

Resolved that the Board noted the Officer's update.

6. Exclusion of the Press and Public

Resolved that the press and public be excluded from the meeting for the following item because of the likelihood that exempt information would otherwise be disclosed relating to Clause 3 of Schedule 12A to the Local Government Act, 1972 and the public interest in withholding the information outweighed the public interest in disclosing the information to the public.

7. Confidential Update on the Woolaways Project

Considered report presented at the meeting regarding the confidential development updates on the North Taunton Woolaway Project and other developments in the Taunton area that included Moorland Close, Weavers Arms and Laxton Road.

(The meeting ended at 7.05pm)