

**TENANTS PANEL
24 FEBRUARY 2015
COUNCIL CHAMBER, WEELEY**

Attended by: John Read (Chair), John Johnson, Muna Smith, Dorothy Clark, Teresa Retter, Brenda Bragg, Dennis Smith, Ron Weyda, Kyle Richardson, Ashley Purvis, Roy Payne, Sid Payne, Angie Payne, Tony Williams, Judy Heath, Delia Aldis, Pauline Kent, Catherine Conway, Arkle Marley, Michael Wyatt and Graham Brand.

Also in attendance: Emma Norton (TDC), David Black (TDC), Steve Pearce (TDC), Damian Williams (TDC) Lynn Lee (TDC), John Cholmondeley (TDC), items 1-4 only, Alan Potter (Roalco Ltd) – items 1-5 only, Linda Isaacs and Diane Boyd (CAB).

1. Welcome and introductions

John Read welcomed everyone and thanked Panel members and the TDC representatives and other guests for attending the meeting.

2. Apologies for absence

Emma Norton advised that apologies for absence had been received from Iris Peacock, Linda Bradnum, Patrick Gafney, Barbara Campbell and Christian James.

3. Minutes of meeting held on 16 December 2014

The minutes were agreed as a true and accurate record

4. Chargeable rents

John Cholmondeley, Rent Control Manager, confirmed the rent increase for 2015/16 and outlined the policy on chargeable rents and the impact that this would have.

In response to a query from John Read, John Cholmondeley advised that the September CPI figure plus 1% would be the formula in place for the next 10 years and so rent levels will fluctuate in line with this.

Following a comment by Muna Smith, Steve Pearce advised that there is a system in place to recharge tenants for wilful or malicious damage but there is not a system to reward or act as an incentive for those tenants that do not place a high demand on the repairs service.

In response to a query from Delia Aldis, John Cholmondeley advised that the change in the formula used for rent calculations was not anticipated to have a significant effect on the HRA loan.

John Cholmondeley advised that further details of the policy for chargeable rents for 2015/16 could be sent to anyone on request.

5. Responsive repairs contract

Alan Potter, Managing Director, Roalco Ltd outlined some of the service improvements that have been introduced since the new responsive repairs contract commenced. Although there have been some delays in implementing the IT interface between Roalco's and TDC's systems, the service improvements introduced to date have resulted in a right first time performance figure of 80%.

Alan Potter also advised that proposals for the previously discussed handyman service are currently being drawn up with the aim of this being trialled in one of the Council's sheltered housing schemes.

In response to a query from Angie Payne, Steve Pearce confirmed that it is the Council's intention to roll out this scheme to benefit older tenants living in non-sheltered accommodation.

Alan Potter confirmed that he would investigate comment made by John Read regarding incorrect phone number being used and, following a discussion, it was agreed that telephone contact with tenants was the most efficient means of arranging appointments for responsive repairs. In response to a comment from Catherine Conway, Alan Potter advised that, should his staff visit to complete a job on a day other than arranged (for example because another job in the area has been cancelled) tenants are within their rights to advise if this isn't convenient and the job will then be carried out on the original arranged date.

Pauline Kent outlined her experience of having a new kitchen fitted before Christmas and stated that the job was completed on time and to an excellent standard.

In response to a query from Kyle Richardson, Alan Potter referred to the estate days that are held as part of other contracts that they have that provide a service to tenants who do not meet the criteria for the handyman service

Individual complaints raised regarding the external painting programme to be investigated by Steve Pearce.

6. Community Builder

Linda Isaacs and Diane Boyd from Citizens Advice Bureau gave an update on recent and current projects.

Following the distribution of the 'Handy guide to public and community services' to Panel members last year, there was a consensus view that this was a worthwhile publication and that it would be beneficial to produce an updated version.

Diane Boyd agreed to provide Emma Norton with remaining copies of the current version to distribute to Panel members who did not receive or have passed on their version and copies of the updated version would be provided once these have been produced.

Linda Isaacs thanked members of the Panel for their involvement in this project and for the assistance given by some members of the Panel in some of their other projects.

7. Housing Investment Programme 2015/16

Damian Williams presented to the Panel the draft Housing Investment Programme for 2014/15 that is proposed to be recommended to the Portfolio Holder and outlined some of the proposed new budget headings.

In response to a query from Ron Weyda, Damian Williams advised that there weren't any specific proposals for building new properties this year but a property that has been compulsorily purchased is currently being converted and will be added to the Council's housing stock.

In response to a query from Judy Heath, Damian Williams advised that it would not be feasible or economical to provide generators to maintain heating supplies during a power cut.

8. Feedback from themed sub groups

As the Tenant Panel representatives who attended the last meeting held to review progress against the planned maintenance and improvement programme, Emma Norton advised that this was on target and future schemes will be as detailed in the report circulated under item 7 on the agenda.

Angie Payne provided feedback on the meeting of the Anti-Social Behaviour Sub Group meeting held on 20 January 2015.

9. Any further business

Steve Pearce to arrange for Sound and Vision to visit Spendells House to achieve a more permanent fixing for the communal aerial.

In response to a comment from Tony Williams, David Black confirmed that Phil Mills had left the authority and confirmed the arrangements for his covering his areas of responsibility and that the vacancy created would be recruited to. Tony Williams asked that the Panel's thanks and best wishes be passed to Phil Mills.

It was agreed that the use of microphones would be trialled at the next meeting.

Next meeting of the Tenants Panel to be held on Tuesday 21 April 2015 in the Council Chamber, Council Offices, Weeley commencing at 2pm.