



Minutes of TPG meeting at Denson Close Waterbeach on 2nd July 2018

Attendees (Tenants/Leaseholders)

Name	Address	
Wendy Head(WH (Chair)	Balsham	TPG
Angela Lewell (AL(Secretary)	Impington	TPG
Patti Hall (PH(Vice Chair)	Cottenham	TPG
Edna Ingrey (EI)	Gt Wilbraham	TPG
Glynis Goff (GG)	Waterbeach	TPG
Joan Ball (JB)	Histon	TPG
Les Rolfe (LF)	Bourn	TPG
Jim Watson (JW)	Willingham	TPG
Val Hickey (VH)	Waterbeach	TPG
Helen Ballantyne (HB)	Dry Drayton	TPG
Adrian Prentis (AP)	Cottenham	TPG
Carol Akربي (CA)	Impington	TPG
Betty Murphy (BM)	Melbourn	TPG

Attendees (South Cambridgeshire District Council Representatives)

Name	Position in Council
Helen Pagram (HP)	Resident Involvement Officer
Martyn Hilliam (MH)	Housing policy Officer
Chelsea Hilliam (CH)	Resident Involvement Project Support Officer
Peter Moston (PM)	Resident Involvement Team Leader
Anita Goddard (AG)	Head of Housing Property Service
Hazel Smith(HS)	Councillor & Housing Portfolio Holder

Guests

Helen Leftley (HL)	Mears
Lee Clements (LC)	Mears

No.	Topic	Actions
1.	<p>Apologies - Kathy Rice - Dave Hammond - Paul Bowman - Bob Petch - Nancy Chisholm</p> <p>Please ring Wendy on 01223 894394 or E-mail:- wendymhead@yahoo.co.uk if you are unable to attend the next meeting.</p>	All
2.	<p>Minutes of the previous meeting</p> <p>The minutes of the previous meeting were taken as read, agreed as a true record, and signed by the Chair.</p>	
3.	<p>Matters arising</p> <p>Paragraph 2 of point 6 - First sentence should read :-</p> <p>The Council lends money to ErS at a higher rate of interest than it otherwise attracts in reserves thus making money on the difference.</p>	

<p>4.</p>	<p>Helen Leftley - Mears Commercial Response Manager Helen gave Mark Gibb's apology and said that herself and Lee were here in his place.</p> <p>HL said instead of giving facts and figures she was pleased to say and show that Mears had received a 5 star award. This was for:- <u>Customer Focus</u> - 1st time fix. <u>Commercial Diligence</u> - Bills paid correctly and all works picked up. <u>Service & Experience</u> - HL said we now have great leadership. When started with South Cambs only 3 stars which has now been turned around. LC added that Mark is the best general manager they have ever had. <u>Good Communication</u> - Both with and service users. Was complimented on their confidential questionnaire. <u>Branch Presentation</u> - Lots of getting involved with the community. Recently given a picnic bench to Over school, attend TPG meetings.</p> <p>HL said if you have any future projects please pass them onto WH.</p> <p>HL said the turnover of staff is now low, especially in the office. Everyone happy and settled. There have been a few promotions, her own implemented by South Cambs, Lisa Clements - South Cambs call centre ad Maisie Jones - Resident liaison officer. Hope to maintain their 5 star status and come back next year with the 2018 trophy.</p> <p>WH congratulated them and said she too hoped to see them back next year with the trophy.</p>	<p>All</p>
<p>5.</p>	<p>Hazel Smith - Councillor & Housing Portfolio Holder WH introduced HS as the new portfolio officer and wished her well in her new post.</p> <p>HS said she was new to the role but not to housing. Programme would continue and she will be attending Mears Monitoring Board as Portfolio officer. I am aware of some of the issues. Will also be attending the communal room meetings and the same programme is continuing. Have been to Fulbourn and Bassingbourn, now about to do Histon/Impington and Papworth. We are finding out how the rooms are used and to introduce new projects in some of the rooms.</p> <p>I have rented houses in both the City and South Cambs, but know live in Milton.</p> <p>I also rent my son's house out so know the landlords side as well. So I know a little about houses but need you to educate me. This is a new adventure for me. The top priority is to build more new homes. Facilitate as much as we can so students to key workers (e.g. nurses), also older people have homes. There is a new town here in Waterbeach.</p> <p>Communal Rooms - How are we approaching this. A standard letter and questionnaire is sent to residents on the scheme, also one to the Parish Council and anyone who uses the room. We then meet with the residents. At Fulbourn Chaplin's Close is very well used, but St Vigor's was not used. A plan has been submitted for it to be put back to a bungalow. Bassingbourn was very different. One was an old school, very expensive to run while the other is modern like</p>	

	<p>Waterbeach. Bassingbourn don't have a decent village hall so hoping Parish council will take on the one at The Limes. Talking to Papworth next, then Histon and Impington.</p>	
<p>6.</p>	<p>Anita Goddard - Head of Housing Property Service AG said she was here for Geoff Clark(GC) as well as herself, so will start off withGC's business regarding restructure of the Housing Team. We had 2 officers just to do sign ups, but this has not given us substantial benefits as we'd hoped for. From the tenancy audit it has come back that continuity of knowing someone is far better than having different people, so going back to patch based. Sign up etc., face to face contact and knowing that face if far better.</p> <p>Universal Credit - People struggling to pay rent. This is the biggest threat to us and it comes out in October this year. Where people are is unknown quantity at present(knew bedroom tax ones), just educated guess at the moment. This does not affect people with 2 children or pensioners yet, not till 2022. People will need to budget (some will never have done this before), will get a lump sum on a monthly basis. lots will struggle to pay the rent. Housing patch officers will be able to see these people and sign post them to the appropriate services. Do we employ support officers in the short term? By March next year 400 people will be affected. This is quite major. GC is writing a paper at the moment, no redundancies, just re-arranging.</p> <p>JW said universal credit is to pay rent, electric, gas and then luxuries. AG replied that's really right, everything has a price, but there will be tenants who won't be able to budget.</p> <p>JB said you must have a list of people who are having the rent paid. AG said we do, but it maybe someone who works, then is made redundant. It will all be done on line. Don't have details.</p> <p>VH said this is an unworkable system. Need people to help as some will have mental health problems, addictions and dysfunctional families. It's like Russian roulette, wholly unworkable. AG said report had gone to government. Need to be able to help people, signpost them to support they need. JB stated that this will be paid in arrears. AG replied could be 8 weeks before we can help them, not that easy. Over £1,000 in arrears, how do we re-coup. Staff dedicated to finding these people. VH said a more negative environment. AG said on a more positive note Paula got support for a lady who was an alcoholic. not drinking now and has got her Universal Credit, so now pays the rent, has got a job and is working hard to get her children back.</p> <p>JW said went to a meeting in 2010 about this, should have come in 2012 now 2018. Said then it was not feasible. AG said Ian Duncan Smith should have listen to you.</p> <p>PM said DWP came along and parts of the country already have Universal Credit. Peterborough have a financial specialist. For some it will be easier to claim. Some likely to struggle, need more support. Patch officer's more likely to know who and pick up on them.</p> <p>JW said there are people who have never worked . Do you have to have a bank account. AG replied, yes you have to have a bank account and Credit Union will</p>	

6A	<p>help set up bank accounts. PM said banks are better at giving basic services now.</p> <p>Void Standard - Not much money, but when planned maintenance is done to kitchens and bathrooms, flooring is put down. However this is not done in voids, also no showers done on voids. Planned maintenance put in showers which help with fuel and water poverty. Plan to do same on planned maintenance and voids to make things simpler. Draft copy of void standards done and AG will send to WH/HP to let everyone have a copy to look at. What has been changed is in red. Everyone to look at and send recommendations.</p> <p>PH asked why put showers in, something extra to pay? AG said done out of the capital budget and get good deals for them., also good make of shower. Break down , yes but balancing this to make homes fit for everyone to live in.</p> <p>AP asked if shower put in, instead of bath. AG said no, shower is put over the bath.</p> <p>AP also asked why the Estate officers don't have ear muffs when testing alarms. This is a health and safety issue. AL said they should have them, did when working for South Cambs. AG said she would dearly like for them not to have to test them, should be done remotely. Will look into it.</p>	<p>All</p> <p>AG</p>
7.	<p>AOB</p> <p>MH said he is half way through the letters that the Task & Finish group looked at and will be finished by the next meeting. Some letters will be better as a leaflet. Also MH is going to look at a Man-shed next week. this is a place for people to go and meet, have tools, make things. Will ran an article in the next newsletter about the benefits and offer transport to get there. JW is going with him.</p> <p>WH said there is no meeting in August. Also thanked HP and gang for the strawberries, cream and biscuits. The first Task & Finish project should come to a conclusion on the 30th July. Will report back at September meeting.</p> <p>CH said on the 2nd August there will be a digital drop in at Cox's Close Stapleford from 10am to 2pm. Anyone can drop in and we will try to help them. (Phones, tablets, laptops/computers etc). Make up as we go along and if successful will do again.</p> <p>PM asked if everyone had received the latest newsletter - Yes they had. Had received a compliment from someone is Girton, who also offered to help pay and produce it. Garden competition coming up, judging next week. There has been 19 entries.</p> <p>There will be Fish-n-chips at September's meeting. Please let Wendy know by Friday 31st August if you will be attending. (Please note - Fish-n-chips only)</p>	
8.	<p>Date, time and venue of the next meeting</p> <p>Monday 3rd September 2018, 18:30 to 20:30 at Denson Close Waterbeach</p>	