



**Minutes of Sheltered Housing Forum held at Chalklands Linton
on the 12th July 2018**

Attendees (Tenants/Leaseholders)

Wendy Head (Chair)(WH)	Balsham	Kathy Turner (KT)	Stapleford
Les Rolfe (LR)	Bourn	Monica Connolly(MC)	Cottenham - Stevens
Patti Hall (PH)	Cottenham - Franklin	Maureen Saunter (MS)	Cottenham - Franklin
Pat Collier (PC)	L ongstanton	Adrian Prentice (AP)	Cottenham - Stevens
Alan Green(AG)	Swavesey	Derek Gulliver (DG)	Cottenham - Stevens
Mary Skeates (MS)	Stapleford	Jan Bilton (JB)	Gt Shelford
Joyce Howlett (JH)	Grantchester	June Loosley (JL)	Grantchester
Julia Mantos (JM)	Grantchester	Betty Martin (BM)	Grantchester
Diane Sutton (DS)	Linton	Brian Stratton (BS)	Stapleford
Joy Button (JB)	Linton	Maria Jobson (MJ)	Stapleford
Myra Brittle (MB)	Linton	Janet Howard (JH)	Fulbourn - St Vigor's
Brian Brittle (BB)	Linton	Roger Howard (RH)	Fulbourn - St Vigor's
Jean Whitby (JW)	Linton	Alan Jones (AJ)	Fulbourn - Chaplin's
Wendy Bruce (WB)	Fulbourn - Chaplin's	Ivor Grant (IG)	Fulbourn - Chaplin's
Moorcroft (M)	Gt Shelford	Surgess (S)	Gt Shelford
Hopkins (H)	Gt Shelford	Nicci Hoggett (NH)	Harston
Tony Hoggett (TH)	Harston	Betty Murphy (BeM)	Melbourn - Vicarage

Attendees (South Cambridgeshire District Council Representatives)

Name	Position in Council
Helen Pagram (HP)	Resident Involvement Officer
Geoff Clark (GC)	Neighbourhood Services Manager
Shirley Stephen (SS)	Community Impact Team Leader
Martin Lee (ML)	Accountant
Chelsea Hilliam	Resident Involvement Project Support Officer

Guest

Angela Lewell (AL)	TPG/Sheltered Housing Forum Secretary
Elaine Phillips (EP)	Mears Office Manager
Lee Clements (LC)	Mears Repairs Supervisor

No	Topic	Actions
1.	<p>Apologies - Barbara Wood - Geraldine Storey - Dixon Bethwaite - Peter Moston - Julia Hovells - Mark Gibbs</p> <p>Please advise Wendy Head (Chair) on 01223 894394 or e-mail:- wendymhead@yahoo.co.uk if you are unable to attend the next</p>	

	meeting or if there is any particular subject you would like to see on the agenda in future.	All
2.	<p>Minutes of the previous meeting 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 None</p>	
4.	<p>Geoff Clark - Neighbourhood Services Manager GC said he had some updates to share.</p> <p><u>Restructure</u> - This has come about from the Housing Management Tenancy Audit. The feedback we have got is that tenants value face to face contact and like to know who their housing officer is. Being able to discuss things and to get hold of them. Knowing someone is far better than having different people, so going back to patch based. Target to give you front line service. Tweaking roles in place at moment and when agreed will share more.</p> <p><u>Universal Credit</u> - This is a change to the welfare system.</p> <p><u>GDPR</u> - This changed in May and is how we manage data we hold, what we maintain and what we do with it. That's why the tenancy audit is an opportunity to check information is correct. May change approach slightly - options if you don't want to share, but assure you can change mind at a later date. Explain when come to see you on the tenancy audit.</p> <p><u>Ground Maintenance</u> - Contract comes up for renewal in October. Assessing tenders, 4 contractors including SP Landscape, submitting next week or week after.</p> <p><u>Housing Management System (Orchard)</u> - Looking at Orchard and 1 other system. Will let you know which is chosen.</p> <p><u>Communal Rooms</u> - This is still progressing. Going to Histon/Impington in the next 2 weeks. There is a lot of ground work going on. Contact Kate Swan if you need more information.</p> <p><u>Sheltered Estate officer's Role(SEO)</u> - This is a hot topic. What would you like to see and get from that role? Sheltered housing changed and we need to maximise the service we have. Opportunity to change things and acknowledge what you say and take this forward. Will look at this year. GC said this is what I see as main role:-</p> <ul style="list-style-type: none"> • Are main point of contact • Access needs • Working with families • Co-ordinate events • Balance individual's choices 	

<ul style="list-style-type: none"> • Check the building • Work with Housing Officers • Show new tenants round • cover sickness/holidays <p>SS said there is a lot in the role that you don't see. Only yesterday Mandy in the office got a call at 5-o-clock from a lady who was locked out. I went to scheme, couldn't get into property so called Mears. The lady went and sat with another lady until they came. Contacted her later to see all was ok. SEO@s do this because they care. Resident asked why couldn't be told when this happens, put a paper through door. GC said we touched on this at leaseholder forum, rota not effective on some schemes. Cannot always keep to rota as sometimes taken away and this could take up all their day. Told to be as visible as they can.</p> <p>Resident said have 5 rounds, only 1 warden. GC said yes, it is difficult. Resident from Stapleford asked why can they not do a full day at the scheme, not just 3 hours. GC replied resources, do not have enough to that. Designated officer per scheme would double your service charge. Resident from Grantchester said they had not seen anyone for 3/4 weeks, someone needed care 2 weeks ago but no one came. Don't know if an SEO had been site but Senior officer lives on the corner of scheme. SS said who's on duty is displayed in Communal room and would say if officer on holiday.</p> <p>Tenant said when elections(voting) going on, officer's do this. GC said they are encouraged to and without them the elections would not happen. Huge charge to administer, 2 days, election and then the count. make sure another officer backfields or come to scheme on free periods during week. SS said this is very difficult to fulfil. Will look at and put in work plan for next meeting with staff.</p> <p>AP asked if lifeline/alarm could be done electronically. SS said smoke detector no. Saying don't see enough of SEO, take alarm checking away, would see less of them. AP said instead of sitting in office expecting tenants to go to them, they should walk around the scheme. GC replied, you are right. this is what I want to see, walk round and see what is going on, what they are there for. SS said bring this up at team meeting next week. Would like to give them all a hi-vis jacket. Contact centre have uniform, so do Mears. Families don't always know who the SEO is, a uniform would make them more aware.</p> <p>Tenant said lights were not working and could not use laundry room. Was on the phone for half an hour, going from one place to another. Could I use alarm for this, was told yes she could.</p> <p>Another tenant asked "What is sheltered housing? You need help, someone should be there, almost like self help now. GC, yes you are right, that's why we must maximise the service. Tenant £26 a week for what? SS replied we can only provide to our costs. Sheltered housing is</p>	<p>SS</p> <p>SS</p>
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	<p>not as it used to be. When I first started there were 80 staff, now it's only 12. Tenant said we have to help each other, term is misplaced. GC said this is being talked about nationally. Landlords must maintain accountability for elderly people .A lot of control is now out of our hands. Tenant suggested a volunteer system where they shadowed vulnerable people's staff. There would be a local contact. Ever increasing elderly population, now outnumbered the young. Discussion to be had.</p> <p>GC said we need service to be for you, what your expectations are. Want face to face service, be able to see the staff. This is a starting point. LR said we don't know why SEO's don't turn up. GC replied could be an emergency, use free time to go back to Bourn. LR it doesn't happen. SS said there is a board in the communal hall way, one side white, the other blue. Annual leave should be on this board.</p> <p>Another tenant said you cannot judge all as the same, the officer we have is very good, comes when called. Recently there was a dog fight and she asked us why we didn't pull the cord.</p> <p>Stated at last meeting 6 features for the legality of sheltered housing. They are:- self contained, grouped together on a site, for the elderly, emergency alarm, communal room and warden. (Court said only some of these features needed). SS said there are 2 sites without communal rooms. PH said she is one of several village voices, get called upon, volunteers always.</p> <p>GC said thank you for the feedback. (Shirley and I are going to do some added work on this to ensure we capture all responsibilities that the SEO's have. Will feedback at next forum)</p>	
5.	<p>Martin Lee - Accountant Operate a share system with Cambridge City - 3 working for south Cambs.</p> <p>As said earlier moving to procure a new housing system. All sharing with the City, time share service and all learning off each other. Talked things through at last meeting and these are the key points.</p> <p><u>Housing Revenue Account</u> - Copies of this given to those present at the meeting.</p> <p>Budget is set in February of each year. 29 and a half million income of which 28 is rent and the rest service charges for things like water-way treatment, new building, outdoor maintenance etc., re-coup charges.</p> <p>Challenges, buy our housing stock back from council and pay back to central government in 2012. Was self financing then. Borrowed £205 million with idea of raising rents, keep to 30 year plan, build & increase stock . Then in 2016 (David Cameron), government said 1% decrease in rents for the next 4 years. So lost some of our budget. this is the 3rd</p>	

	<p>year of this and in 2020 will be able to increase rents again.</p> <p>People still have right to buy so not only lose a property, but rent also. Able to keep most of money from sales but must spend it in the next 3 years. Buy new build, you get more for your money. Any money not spent is returned to government. We have built in Swavesey, Foxton, Abington. Building in Longstanton and Balsham at the moment and there will be a new scheme in Hardwick.</p> <p><u>Budget Setting</u> - Sheltered housing service , finance is recovered through service charges. Divide out across all the schemes is not a fair way, so we have to do each scheme. Cost for staff is divided across the schemes and then individually cleaning of communal room (cost now tighten up, taken over last 5 year spending), cutting of grass, shrub cut, maintenance, up keep of communal room and income brought in (Hire out etc). Current year is static, salary cost 1% of and cleaning cost up in line with living wage. Tenants charges include SEO, outdoor maintenance and communal room.</p> <p>JH said our communal room is not used, cleaner is paid for 3 hours but there is nothing to do. GC replied process being looked at and will look at this in the short term. SS said the cleaner there covers 11 schemes. MS said our cleaner is wonderful. Tenant from Fulbourn said hot tap had been left on in staff toilet for a whole week.</p> <p>ML said leaseholders also pay for external decorating and 10% administration charges. WH asked if tenants had breakdown of costs would they have administration charges . ML replied yes you would. WH said she objected to service charges, especially as not consulted about the new oven. ML said you only get statement on communal room. PH said why do we pay 100% service charge when I only own 75% of the property and some people only have 50%. ML replied contribution is based on your property. WH said come back to next meeting and we can have a Q & A session. GC said specification for each.</p>	GC
6.	<p>Elaine Phillips (Office Manager) & Lee Clements (Repairs Supervisor) - Mears</p> <p>EP said we are fully aware will fail on many things. KPI's meet 98%. We find out where we failed and learn from it.</p> <p>Tenant said reported cracks 4/5 months ago, have rang you again but has still not been done. Another tenant said 4 separate times for old alarm to be removed but was still there and had not even had a phone call. EP said will speak to you both after meeting.</p> <p>Tenant said she was very satisfied but why couldn't the men have covers for their shoes. EP replied that they should have them .</p> <p>PH said is there a lighter rein on the people who you hire outside. Twice Mark has said he will speak to them. LC will speak to PH after meeting. WH said if any problems send me an e-mail and I will take to Mears meeting. NH said most workers are ok but some are very rude. Chloe is</p>	All

	<p>very good on the phone. DG said on the plus side the painting at Steven's Close has been done very well. TH said very good job done on the hedge.</p>	
<p>7.</p>	<p>AOB</p> <p>WH said I know you have not been satisfied with some speakers. Let me know how you would like the meetings run. Do you want a specific subject, like service charge. You need to tell me, e-mail me. AP said have 2 speaker only and give them 45 minutes each. Tenant from Grantchester requested that speakers speak louder. She then said parking was looked at a few years ago but we don't know what is going on, nobody tells us anything. No solution, please let us know.</p> <p>Communication is a most important thing in life. Meeting at communal room and I asked what was happening. 2 people plus warden said it was none of my business. GC apologised for this and also said he would get people to speak up and he will also speak to his team. WC said if you need people to speak up let her know.</p> <p>At Fulbourn been constant problems pacifically on parking. GC sorted it out. There is a bylaw but this cost £1700. GC said how do we police it?</p> <p>SS said the second scrub cut is now half way through. Rain, warmth so only weeds growing. - New smoke detectors are in except 150 properties. List of bungalows being made so access can be gained. Equipment on outside of buildings still to be sorted. - Would like to hear your views, perhaps senior SEO's to come to a meeting. Asked if they could take criticism. SS said they could. Senior SEO's to attend next meeting with SS and GC.</p> <p>Acacia Court, Gt Shelford - Asked if bins could be sorted out. Nicky had been in contact with refuge. 10 people use Bin so there is far too much rubbish and also fly tipping. SS said aware of this.</p> <p>LR asked about new offices in the communal rooms. Should have risk assessments. Phone should not be locked away. SS said that's what the alarm is for. LR said could not access tables when needed for events. SS said can you contact SEO when they are needed. LR replied yes if need be.</p> <p>When Chalklands have meals, heavy chairs need to be moved. Could they have a trolley to move them about. SS will look into it.</p> <p>There is moss on the footpath at Gt Shelford which gets dragged into the bungalow. SS said received e-mail on Monday and is now part of the mop up to be done.</p> <p>There is a strip of land in Grain Close which Councillor Topping saw 5 weeks ago and didn't ring back. Can you get Andrew Cole to call back. GC said this needs to be done.</p> <p>PH asked why some choose their cooker, while others just had them dumped on them. SS said that's how it started originally but now just a</p>	<p>SS</p> <p>GC</p>

	<p>standard one in all.</p> <p>AP asked if questions asked here that are answered could be put in the minutes in red. WH will send an e-mail.</p> <p>MS said the alarm system is very efficient. Mine went off in the night and I was called, but the phone stopped before I got there. Did 1471 and spoke to a girl who said fine. Next thing my nephew arrived. Do not wear alarm in bed anymore.</p> <p>BeM asked about the bins at Vicarage Close. 5 ft away from her door, 9 bins in all. SS will look at this.</p> <p>WH said I apologise for PM taking up most of the last forum and will see this doesn't happen again.</p> <p>Please ensure right date for meeting is in the magazine.</p>	<p>WH</p> <p>SS</p>
8.	<p>Date of the Next Meeting Thursday 18th October 2018, 10:00 - 12:00 At Homefield Impington Cambridge CB24 9YE</p>	

