



South
Cambridgeshire
District Council

Minutes of the TPG meeting at Denson Close, Waterbeach on 13th May 2019

Attendee's (Tenants/Leaseholders)

Name	Address	
Wendy Head (WH (Chair)	Balsham	TPG
Angela Lewell (AL (Secretary)	Impington	TPG
Patti Hall (PH (Vice Chair)	Cottenham	TPG
Joan Ball (JB)	Histon	TPG
Les Rolfe (LR)	Bourn	TPG
Helen Ballantyne (HB)	Dry Drayton	TPG
Adrian Prentis (AP)	Cottenham	TPG
Dave Hammond (DH)	GT Abington	TPG
Val Hickey VH)	Waterbeach	TPG
Howard Pheasant (HPh)	Cottenham	TPG
Ron Ryan		TPG
A. Collett (AC)	Toft	Observer
Liz Tomes (LT)	Toft	Observer

Attendees (South Cambridgeshire District Council Representatives)

Name	Position in Council
Peter Moston (PM)	Resident Involvement Team Leader
Helen Pagram (HP)	Resident Involvement Officer
Geoff Clark (GC)	Assistant Director of Housing Property Service
Chris Pegge (CP)	SCDC

Guests

Maisie Jones (MJ)	Mears
Carl Thurlbourne (CT)	Mears

No	Topic	Actions
1.	<p>Apologies - Jim Watson - Edna Ingrey - Carol Akribi - Paul Bowman</p> <p>Please Ring Wendy on 01223 894394 or email: 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>None</p>	

<p>4.</p>	<p>Maisie Jones and Carl Thurlbourne - Mears</p> <p>MJ introduced herself and CT. She is in the planning department for kitchen's and bathroom's, and CT is Supervisor for South Cambs on Reactive Repairs .</p> <p>MJ said the new programme started today (13/5/19). CT said he started as an operative (carpenter), 8 months ago and was promoted in October 2018. He goes out to see the guys are ok and make sure what they are doing is also ok. He also deals with recruitment . Had spoken to some operative's earlier. Job is a good challenge.</p> <p>DH said a month ago reported overflow and got a good response the same day. Was adjusted and said it was all ok. 20 minutes after operative left my wife found the overflow, overflowing again. Phoned again and 4 days later a new ballcock was fitted. Overflowed again and this time had to wait 10 days before someone came and changed the whole things. Lot of messing about for something which could have been done in one job. CT said 3 months ago did a business plan re-training centre, so those with a trade can learn a second trade. Basic plumber can also do kitchen doors etc. KPI fix a lot higher last month, so need to get the guy to be at a better level. DH replied someone has to stay in, so this was 3 days lost. CT said trying to get this down, so don't need to come back. We are getting there. Recalls down to a minimum. Was it the same operative. DH said no, first time a young lad, second time someone and third time another different person. CT replied operative's booked 4/5 weeks in advance, but trying to send same person back on re-calls. Getting good feedback. GC said Mears now get paid per property, so the cost of 3 visits is in their interest to get it down to job being done 1st time.</p> <p>HB asked what is the life span of a bathroom? HP replied 30 years for kitchen's and bathroom's, 25 years window's and door's and 50 years for roof's. PM said there is a decent homes standard and most of our properties comply with this. Depends how used. Certain age, gets flagged up for renewal. Will check for you. GC said we keep all information on condition of properties but not fully accurate at present. JB said she had a new bathroom recently, but not really needed. However new kitchen 10 years ago was needed. GC said money we have is targeted at properties that really need it. CT said transition from - to is an eye opener, good challenge and lots of idea's but can't change overnight. Trust between resident/customer and operative. Each day is different. Mark is good if he likes the business plan. JB said she is satisfied with her bathroom. CT said it is good to get good feedback, baby steps - big windows.</p> <p>LT said the handy-man came to fit a water butt and said he had never done one before. Mears are coming tomorrow to repair as it is falling to bits, masking tape etc. Very irritating as had to pay for it and he had not done one before. CT will visit later this week. LT said have used handy-man since, have not been put off.</p>	<p>PM</p> <p>CT</p>
<p>5.</p>	<p>Chris Pegge - SCDC</p> <p>CP said he is working with GC and the Housing Team re- investment in retained housing stock. Administration all changed last year, have business plan, need to deal</p>	

<p>with fuel poverty, carbon monoxide(make sure we keep good air condition), and warm homes. Very keen to do, get message across properly so tenants know what is going to happen. 10% of neighbours/residents could be effective. What you see, how we put programme together, have an event in the communal room and let people try out. Pressure to get work underway. Get feedback before we put programme together. AP said this is a good idea, more up front knowledge. Gets leaseholders to budget better. CP said it is going out to tender this week.</p> <p>PH said you get a letter saying they are doing it and then you get a bill for £500. AP said half windows done before I moved in, now other half being done and we have to pay towards them being fitted. CT said needs to be more notice to leaseholders /tenants/residents.</p> <p>CT said people want heating hot/cold with controls that go on/off when they want it and easy to understand. Do work on fuel poverty, need better installation. Know how it works and get bills down.</p> <p>AC said educational part needed. I had a massive bill because my solar panels had stopped working. I am now in control of my panels but company needs to be better at letting us know they are working. GC said several suffered on this. Solar panels put in and tenant at that time gets information. New tenant moves in, no information. Will look into this. PH said should go in new tenancy book. JB said need to know when new people go in. WH said told were it should be, but wasn't. 3 appliances but only one taking from solar. AC said don't put kettle, toaster and washing machine on at the same time. CP replied no battery storage, information assumed back and X amount of energy over 20 minutes. Misleading, use all before paying. HP said solar panels fitted, getting some benefits from them. Fuel goes down so rapidly and no means to metering what goes out when I shower/wash. GC said good leaflet needed and put in next tenant/leaseholder's newsletter. HP said adds insult to injury, low energy bulbs. Would be nice to know what's happening. WH added just lack of information. CP said poorest properties got solid fuel, declined changes. Storage heaters up graded because you know what they do. Need to get a better message across. Need to do a storage heater show so people can come and see them and how they work. 3 letters send out re-replacing. Said no, so we need to know why. HB said don't want solar panels in Dry Drayton because of upheaval. PH said she knows a lady 99 years old, who doesn't want you to come in. Lives like that, frightened of upheaval. CP said re-heating we need to try and understand concerns. Is there something we can offer to help them. WH said where china etc., needs to be packed away carefully, they do need help. HB said de-cant, they just don't want it, and AC added want to know if it costs more. WH said we need educating when heating is put in. New storage heaters cost me £300 last quarter. Wouldn't have had old one's taken out and the towel rail is rubbish. AC said thanks to Miles who set up her quantram heaters as information too technical/not clear.</p> <p>VH said an elderly person left and nothing had been done to her property. It would cost too much to refurbish it, so it was sold. there needs to be a balance. GC said 2</p>	<p>GC</p>
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	<p>semi-detached sold recently, had been made into one property, had 8/10 bedrooms as 10/11 children lived there. Came back to us to put back to 2 separate houses but because of the isolated location and very difficult to let, it was sold. JB said badly maintained house, this needs to be the last resort. Needs looking at.</p> <p>HP said I was an engineer and the largest majority of people didn't understand the electricity/setting up machinery. GC said this is why when handing over, very important to give information to new tenant. They don't always take it all in so at 6 weeks new tenant visit should be asked if ok and understand how things work. CP added that 6/12 months after new boiler/heater put in should ask if they are doing what we told you. If not need to go back to manufacture . GC said needs to be beneficial to you. AC said have learnt a lot by just attending these meetings. AP said you talk about new tenants, what about existing ones. CP replied, just my point, go back after 12 months to see they are doing what they should. AP said leaseholders in charge of own heating, advisory information for tenants only. LR suggested, explain in advance, over 100 villages but not all have someone on TPG or a village voice. CP said in the past the supplier has a training bus. Takes it round and shows tenants a range of options and how they work. Councillors especially work with residents and encourage them to take schemes up. Properly affordable homes, better up take and don't decline improvements. WH suggested that someone who has had work done, go and talk to these people. GC replied life would be better for those people if improvements made, need to invest more time to find out why don't want it. WH said much more expensive. CP said we need to look where we have put them in. It's clear from tonight they are expensive and this is against what we want to achieve. WH said I open the bathroom door and the towel rail touches heater, not ideal. CP said need to take away and have a look at it. VH said should have been researched, someone at ground zero brought this stock. CP replied who choose to buy and why are they not performing as they should have and creating fuel poverty. If miss-sold there are legal routes to take. Will come back to you on heating.</p>	<p>CP</p> <p>CP</p>
<p>6.</p>	<p>Geoff Clark - Assistant Director of Housing Property Service</p> <p>GC said went to Sheltered forum to update what is happening at South Cambs. At present there is an interim Chief Executive and this post is going out for recruitment. Lots of interims at present including myself and Heather Wood as Assistant Directors of Housing and Homelessness. When Chief Executive recruited will look at the next tier. Majority of this year, then roles next year will be on a permanent basis. Want to give good service to you, staff and affordable homes. Housing and Council (me) focusing on 4 targets at the moment.</p> <p>A) Orchard new housing management system . Important data for everyone in company. Helps how we work and service delivered to you. Rents are on a different system so administration is a burden. New system will have Housing Management, Rents etc., all on the same system.</p> <p>B) Asset Management Statutory will be a fair and efficient way. With the new Administration council, all will come together. Where we invest our money in</p>	

properties and you.

C) Key Performance Indicators. These are shared at senior level . Showing across low service and fed back to staff. Are we doing well or need to do better. Are we doing the right ones.

D) Save properties we get back, don't sit on these properties. (Several in the past). Want to change the process. Income is lost, a family is not housed. Need to make swift decisions.

Will come and talk to you again

Tenancy audit in magazine. Lots of information.

Communal Review - 17 Of the 43 schemes have been visited. The exercise is being paused as the most recent conversations are being repeated at each scheme. Only two affected are St Vigor's Fulbourn and The Limes Bassingbourn. After that same message. Want to keep rooms and see us make use of them, energise them. What we would like to do in conjunction with the Sheltered Estate Officers. A role change, taking forward as a pilot project. Will give more information as it moves forward.

LR asked why are the senior staff leaving. GC replied political administration. Liberal democrats in to bring about change. Business plan shows this. Some did move on for personal reasons. Halt on recruitment, but can't be sustained. CEO recruitment just beginning. LR said what about planning. GC replied naturally planning is difficult to recruit. Also because of reconstruction in South Cambs and the City.

PH said monthly I phone to try and get someone and it takes 20 minutes to get through. CP said not trained. GC added Customer portal, log on with your own account and you may get answer to your query. More are doing this, so should free up phones so you get through quicker. PH said get them to change the music, it's awful and we are paying for it. WH said on Monday's call in other staff. GC said they move onto permanent role's in another department, always recruiting. (Rachel Fox(Johnson)is in charge).

GC said Planning and Environmental Health, there are a lot in the private sector so difficult task to recruit 22% vacancies.

AP said what about work not to do with sheltered housing, other council work. GC replied spent time with them, giving information back to them. See more trying to get this done. Back office staff to do their own role/have responsibility for. Quick winds to get this done. Vocal point each scheme that have a communal room and find the way forward. AP said characters on schemes want to run everything. GC said is happening, but not all the time, we need to create something for all to have what they want. Papworth reversed, now using their room well . AP said where there are 3 schemes in one village why can't one person cover them. GC replied currently done on numbers but we are looking at this.

	<p>PH said voids currently done by sheltered officer. Can these be put back to the housing officer. GC replied not a good time as lots of paper work involved. We are looking at this and maybe later go and see how it's going.</p> <p>PH said we (the residents) buy something for the communal room and the council says it belongs to them. GC said need to go back out and consult more. Will come back on this.</p>	GC
7.	<p>AOB</p> <p>WH said the constitution needs to be signed by all a.s.a.p. Also would like some idea's for training. No one has got back to me. AC said as a new person something on responsibilities. PM said meeting with TPAS on Thursday so need some specific ideas. Some ideas for both new and old. 2/3 half days over 2/3 weeks. IT training keeps coming up..AP said you need 1 to 1 for IT training.</p> <p>HP said for task and finish do use and miss-use of computers. PM said Key Performance Indicators would be good for Task and Finish.</p> <p>PM said the newsletter was out and was pleased with the good look. LR said the article on Tenant Inspector, doesn't say anything about training. HP said PM and I visit them and tell them all there is to do. PM said there has been 2 inquiries.</p> <p>HP said Mears have done a lot of work for him and he had nothing but praise for them.</p> <p>LR asked about TP election. PM said need to know at next meeting if you wish to stand.</p> <p>VH said IT training would be good. She also thanked Mears for the feedback.</p>	All
8.	<p>Date and Venue of next meeting</p> <p>Monday 3rd June - 18:30 to 20:30 at Denson Close, Waterbeach</p>	