



South
Cambridgeshire
District Council

Minutes of the TPG meeting at Denson Close, Waterbeach on 9th December 2019

Attendee's (Tenants/Leaseholders)

Name	Address	
Wendy Head (WH (Chair)	Balsham	TPG
Angela Lewell (AL (Secretary)	Impington	TPG
Joan Ball (JB)	Histon	TPG
Les Rolfe (LR)	Bourn	TPG
Val Hickey (VH)	Waterbeach	TPG
Howard Pheasant (HPh)	Cottenham	TPG
Paul Bowman (PB)	Willingham	TPG
Jim Watson (JW)	Willingham	TPG
Edna Ingrey (EI)	Gt Wibraham	TPG
Gill Payne (GP)	Girton	Observer
Maureen Crabbe	Girton	Observer

Attendees (South Cambridgeshire District Council Representatives)

Name	Position in Council
Helen Pagram (HP)	Resident Involvement Officer
Jennifer Perry (JP)	Resident Involvement Team Leader
Hazel Smith (HS)	Councillor

Guests

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

No	Topic	Actions
1.	<p>Apologies - Dave Hammond - Carol Akrbi - Patti Hall</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>Face book page is called South Cambs.</p> <p>PB said he was waiting for a reply re-residents for TPG, south of the city.</p>	

<p>4.</p>	<p>Carl Thurlbourne and Maisie Jones - Mears</p> <p>CT and MJ introduced themselves. CT is the Response Supervisor, looking after repairs and MJ deals with planned kitchen's and bathroom's.</p> <p>CT said we are here to get your feedback, have we improved or let you down.</p> <p>JP said there was a tumble dryer at Cox's Close Stapleford for repair or remove of. Numerous calls have been made over the past 7 weeks to no avail. CT said usually a 28 day turnabout. will look into it.</p> <p>VH said been here 3.5 years and quite happy with the service. Explained about a drainage problem which needed 5 call outs. 5 Starr has now resolved the problem, but added you need to sit with your team and try to improve who is sent on a job. Carpenter came and said not my job you need a plumber. Should be 1st fixed. PB said so 5 call outs , standards not as high as should be. CT responded that can only work on notes received from sub contractors, they don't pass on any photo's taken. PB said room to improve. CT replied always room for improvement.</p> <p>MC said she had used the handyman several times, was very good, no problems at all. HP agreed that all dealings had been very good.</p> <p>JB sad had a new bathroom , problem with system when first fitted , did it but year later had to come again.</p> <p>LR said handy man helped me up from floor after a fall fitting a light bulb. CT said you supply, Handy man charge for this is from South Cambs not Mears. JP said this has been raised before.</p> <p>GP said handyman came to trim neighbour's hedge but couldn't s didn't have a trimmer. PB said what about welfare list for this. JP replied that the list needs updating.</p> <p>WH said a disabled ladies light bulb went and she had no one to fix it. Came out and told her to get bulb. CT will look at this. Dimplex , bad service. Heater went, after 2 weeks came to fix it, next morning cold again.</p> <p>JW said came and cleared guttering, very good job , but did not put line back that they had taken down.</p>	<p>CT</p> <p>CT</p>
<p>5.</p>	<p>Jennifer Perry - Resident Involvement Team Leader</p> <p>JP said lots of information been sent to you including draft copy of Annual Report, which she then went through. Asked what we would like in it.</p> <p>HP asked about security of our computers. JP told him some he could use.</p> <p>Need to reduce stigma, find where the need is and some of this information is coming from the Tenancy audit.</p> <p>Want to start a quarterly report where information is sent to everybody, such as</p>	

	<p>what is the 5 year programme. Information that is useful and interesting to you. PB said information on when data job completed, those not done 1st time. Access how good they are and need to know jobs done 1st time. JP said look at 1st time fixes and HS added charge is now per property, not every time they go out.</p> <p>JP said in February will be discussing spot survey (mystery shopping), inspectors. Want to do a whole years calendar in advance from March onwards (starting in April). Also have a complaints panel. E-mail JP with what is needed. People trained up and residents to know about it.</p> <p>HP said in deeds says gardens to be kept in order. HP replied if not on welfare garden system, take it up with housing or estate officer.</p> <p>JP said draft of mutual exchange, very long and wording needs amending. Didn't like policy, only 1. Exchange 3 bedroom for 3 if wanted or exchange to 1 bedroom. have duty of care to get best out of our housing stock. Good feedback from everybody. PB said officers on feedback, do we want more/less/or was as expected. JP said definitely worthwhile, really useful, well received, makes it more readable. HS has not seen it yet.</p> <p>PB said we need influence from people in this room, each of those pages, complaints etc, nothing to TPG. JP said next year in annual report will be you said/we did. PPI has contributed. Tenant engagement to change, will take a while to get done.</p>	ALL
6.	<p>AOB</p> <p>JW said last gas meeting went well but he was concerned about the monthly draw for tenants who have boilers serviced on first time visit. Know draw takes place as I do it but don't know if the winners get their cheque. JP said how to audit, do a check, will talk to Geoff.</p> <p>JP said want everyone to get e-notice end of month, newsletter once a month. It's all about keeping you informed.</p> <p>WH concluded meeting by wishing everyone a Happy Christmas and a Happy, Healthy New Year.</p>	JP
7.	<p>Date and Venue of next meeting</p> <p>Monday 3rd February 2020 - 18:00 to 20:00 at Denson Close, Waterbeach</p>	