

Housing Performance Panel

Minutes of the Quarterly Meeting held on Thursday, 9 September 2021 from 1pm to 4pm via Zoom

Attendees:	<p>Cllr John Batchelor</p> <p>Brian Burton</p> <p>Les Rolfe</p> <p>Patricia Hall</p> <p>Paul Bowman</p> <p>Elaine Phillips (Mears)</p> <p>Geoff Clark (SCDC – Neighbourhood Services Manager)</p> <p>Grace Andrews (SCDC – Data Quality and Improvement Team Leader)</p> <p>Matt Wynn (SCDC – Rent and Recovery Manager)</p> <p>Bronwen Taylor (SCDC – Resident Engagement Officer) – Minute taker</p>
Apologies:	<p>Ffion Daniels</p> <p>Peter Campbell (Head of Housing) – Chair</p> <p>Jennifer Perry (Resident Involvement Team Leader) – Vice Chair</p>

Item	Subject	Action
1.	<p>Welcome and Apologies</p> <p>As Peter Campbell was attending a housing conference and Jennifer Perry was on leave, Geoff Clark chaired the meeting.</p> <p>Geoff Clark welcomed the panel to the meeting, at 1.00pm. He especially welcomed Brian Burton, the new Tenant representative to the panel.</p> <p>Apologies were received from Ffion Daniel, Peter Campbell and Jennifer Perry.</p>	-
2.	<p>Quorum</p> <p>The meeting was quorate.</p>	-

Item	Subject	Action
3.	<p>Minutes of previous meeting – 3 June 2021</p> <p>Geoff Clark referred to the minutes of the previous meeting. They were proposed by Les Rolfe and seconded by Cllr John Batchelor.</p>	-
4.	<p>Matters Arising</p>	-
4.1	<p>Empty Properties (Relets) (Item 5.2)</p> <p>Geoff Clark said that Peter Campbell had a meeting on 27 July 2021 with Les Rolfe, Paul Bowman, Patti Hall and Angela Lewell. He said that he would discuss this matter under item 5.4.</p>	-
4.2.	<p>Review Q3 data for affordable homes performance – Rents and Arrears presentation (Item 5.3)</p> <p>Matt Wynn conducted a presentation and explained the eviction process. He advised that Paula Rae was employed by Mears.</p> <p>Geoff Clark advised that it involved a great deal of work, which was a long process and could take years.</p> <p>Paul Bowman asked if Paula Rae would still be employed by Mears when the contract was renewed.</p> <p>Geoff Clark said that Paula Rae’s employment by Mears was for social value and her employment with them would be dependent on the outcome of the new contract. He added that it was a successful roll which assisted Matt Wynn’s team. He thanked Matt Wynn for his presentation.</p>	-
4.3.	<p>Minutes and Performance Reports (Item 8.3)</p> <p>Bronwen Taylor confirmed that the Minutes and Performance reports were uploaded to the website.</p>	-
4.4	<p>Equity Share Property (Item 8.4)</p> <p>Geoff Clark confirmed that he had spoken to Margaret Wilson regarding this query.</p>	-

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5.	Standing Items	-
5.1.	<p>Mears Group – Review of Quarter 1 Data</p> <p>Elaine Phillips, from Mears, presented the Mears Group Quarter 1 Data report.</p> <p>Paul Bowman said that last year and earlier this year Mears had a limited number of staff and asked if this was still the case.</p> <p>Elaine Phillips said that staff numbers had been back to normal since 17 July 2021. She added that relets should now increase.</p> <p>Geoff Clark said that there was a system in place, however he would cover this later in the meeting. He thanked Elaine Phillips for going through the Mears report.</p>	-
5.2 5.3	<p>SCDC – Review of Quarter 1 Performance Data</p> <p>SCDC – Comparison of Quarter 1 Complaints Data</p> <p>Grace Andrews went through a presentation on the Review of Annual Performance Data and a Comparison of Previous Years Key Data highlighting the key indicators that had either increased or declined.</p> <p>Paul Bowman questioned the average number of SMS's, of 988, sent by Mears.</p> <p>Grace Andrews said that she would check the number with Mears.</p> <p>Patti Hall said that this report shows complaints, however, Mears do not have any recorded.</p> <p>Grace Andrews said that although Mears did have more, they would have been resolved immediately and were not recorded. The 6 recorded was due to them taking longer to resolve.</p> <p>Les Rolfe asked if Mears only record complaints received by them and not those sent to SCDC.</p> <p>Grace Andrews confirmed that they do not include SCDC's complaints in their numbers, although they should include them.</p>	G Andrews

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	<p>Paul Bowman said that this was an opportunity to put controls in place from the outset, including recording all data, for the new contract.</p> <p>Grace Andrews said that the data from Mears was the same as our data and that Elaine Phillips had commented on it.</p> <p>Geoff Clark said that some of the complaints he had looked at could have been resolved quicker had SCDC staff looked at them first.</p> <p>Paul Bowman referred to SH352 and SH369 on the Performance Report and queried the revenue lost.</p> <p>Geoff Clark said that he was waiting for the data from Matt Wynn. He added that they were looking at the rent loss for the year.</p> <p>Paul Bowman said that it was due to Mears not responding.</p> <p>Geoff Clark said that Mears can not be blamed as the has looked at what has influenced the loss and SCDC could have done things better.</p> <p>Geoff Clark thanked Grace Andrews for her report back.</p>	
5.4	<p>Relets Report</p> <p>Geoff Clark said that the influences of the past eighteen months had affected the relets and he had reported this to a scrutiny team. He went through the figures and said that due to COVID-19, supporting vulnerable tenants was our first priority and not relets. He said that during the first lock down we could not relet properties due to various reasons, and therefore we had more properties in the system. We were also unable to perform pre-termination inspections. He added that going forward we have a process in place.</p> <p>Les Rolfe said that he understood that at the beginning of COVID-19 a lot of things were sidelined.</p> <p>Paul Bowman asked if SCDC would be prepared for a similar event in the future. Geoff Clark said that we were prepared, however, could have done things better. He said that we were better placed now and we have an extra resource in Eddie Spicer who will be joining SCDC from 11 October 2021, which would allow him to concentrate on the relets.</p>	-

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5.5	<p>Update on the Repairs Contract</p> <p>Geoff Clark advised that some of the tenants had been involved in the pre-tender stage of the Repairs Contract process which was insightful. He said that 11 submissions had been assessed, and that 5 of those submissions were advised that they had been successful and would be invited to the full tender stage. He added that the tenant representatives would play a part in the selection.</p> <p>Les Rolfe said that it was very interesting and that he was very pleased that their views mattered, and that they were similar to the views of the SCDC staff.</p>	-
5.6	<p>Estate Inspections Report</p> <p>Bronwen Taylor went through the Estate Inspection report and advised that when the Housing Officer updates the Actions worksheet, it was also uploaded to the Google drive.</p> <p>Les Rolfe said that on the most recent inspection, we found an abandoned car in a car park which had not been taxed for 9 years, had never had a MOT and was not SORN. He asked why nothing had been done about it and suggested that some Housing Officers could not be bothered to do extra work.</p> <p>Geoff Clark said that he was disappointed to hear this and would raise this issue at the next team meeting. He thanked Les Rolfe for his feedback.</p> <p>Cllr Batchelor referred to the report on communal areas in Linton and said that at the Planning Away Day this was also discussed, and he asked where we were in regards to changing the rules and who was responsible.</p> <p>Geoff Clark said that pre-COVID-19, we had a project in place where we looked at blocks of flats and got tenants to remove items that were either causing an obstruction or were being stored in communal areas. He added that there was a block of flats in Teversham where we did a refurbishment project. He said we were looking at introducing service charges to</p>	G Clark

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	<p>introduce regular cleaning services, which we do not have at the moment, and it was a project that he would be focusing on in the coming months.</p> <p>Bronwen Taylor confirmed that communal areas was one of the projects that we would be working on with tenants.</p> <p>Geoff Clark thanked Bronwen Taylor and said that he was pleased to see that the inspections were successful and that the tenants involvement was adding value.</p>	
6.	New Matters	-
6.1	<p>Feedback from Away Day held on 2 September 2021</p> <p>Bronwen Taylor advised that the Planning Away Day was a huge success and that she was in the process of collating the project choice preferences. She said some of the feedback she had received from tenants was:</p> <p>“that it was informative and helpful, and that it was good to meet everyone”</p> <p>“a big thank you to all on the Council who organised this informative and great event yesterday.”</p> <p>“Thank you again for the excellent organisation involved in the Away Day.”</p> <p>“Well organised and very interesting. Nice to see everyone in person.”</p> <p>Geoff Clark said that he found the day useful and well structured, that all the topics discussed were very relevant and it was good to see everyone face to face. He added that Heather Wood said that she found the day informative and useful.</p> <p>Les Rolfe said it was well organised and very interesting, and it was good to see everyone.</p> <p>Brian Burton said that as a new member of the team he received a very warm welcome and he enjoyed the day, which was extremely informative. He thanked Bronwen Taylor for the hard work she had put in to organise it.</p>	-

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	<p>Geoff Clark asked Brian Burton how he found this meeting. Brian Burton said that it was important for him to understand what different subjects were covered and going through the previous minutes was fascinating. He said that he would progress through further meetings.</p>	
7.	<p>Any other Business None</p>	-
8.	<p>Date of next meeting 1 December 2021 at 1pm (Zoom/venue to be confirmed)</p>	-
9.	<p>Closing There being no further business to discuss, the meeting ended at 3.19pm.</p>	-