**CORNWALL HOUSING TENANTS’ FORUM**

**Tuesday 18th February 2025**

**Chy Trevail and Microsoft Teams**

**Present:-**

John (Chair), Hurdons Way, Launceston

Paul (Vice-Chair) The Glebe, St Mellion

Barbara Hurdons Way, Launceston

Shane Oaklands Green, Saltash

Ted Hornabrook, Padstow

Joseph Furze Hill, Bodmin

June Grenville Road, Falmouth

Gaye Trevose Road, Truro

Ian Frazer (IF) Director of Asset Management

Hayley Austin Director of Housing Operations

Emma West (EW) Customer Service & Engagement Manager

Martyn Scott (MS) Head of Housing Management

Frankie Addey (FA) Communication & Engagement Officer

**Apologies:** Robyn, Maxine, Hilar and, Angie Scott

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| **Item** | **Action** |
| 1. **Chair’s welcome**   John welcomed everyone to the meeting. |  |
| 1. **Minutes of the previous meeting**   The minutes from 6 November 2024 were approved, proposed by Shane, seconded by Paul. Unanimously approved by all that attended the meeting. |  |
| 1. **Matters arising** 2. FA to resend Interim Repairs Policy to all.   10.1- Agreed to discuss moving the December meal/mtg to a later date in December at a future mtg.  10.4- Felt more opportunity for engaging and feedback is needed- John to raise with organisers of NFA Tenant Advisory Panel.  10.6- Report is currently with the Ministry of Housing, Communities and Local Government. Hoping to finalise over next 6 weeks.  **3.1. Tracker**  Agreed to close down all outstanding items, as all actions taken already or to happen within a close timeframe. | **FA**  **John** |
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| 1. **Q3 Complaints update**   Report not yet gone to Board, will be at their meeting next week.  HA presented report. Explained 5 main causes for the complaints have been identified and these areas are being prioritised to try to reduce/prevent future complaints.  A days design workshop was carried out with contractors earlier this month to rectify any current issues within system going forward. Agreed to continue doing these regularly to keep on top of any issues and rectify them quickly.  ICT system workshops also been taking place to look at improving technology.  There will be a priority to work on staff behaviours and cultures over the next year for the business and reviewing customers standard throughout.  Some resource movement internally has helped to increase the number of complaints able to be closed from last year and some real progression seen in this area.  The Housing Ombudsman table has been amended to clearly show when we also have no faults, rather than only when we do.    **Question** - Following a service, what happens with any follow-up works identified?  **Answer** - Currently these are manually read and input. IF will look into particular occasion and review the current procedure/process. Also raised that something more needs to be done to manage customers expectations around this- what should they expect if other works/follow-up’s are identified? | **IF** |
| 1. **Q3 KPI update**   HA presented report. FA to send out full report with minutes.  A new template is being created to make it easier for all to make the report/dashboard clearer.  Voids and re-lets are still a priority as due to contractor changes in Q4, expecting this to potentially increase again.  CFL are still reviewing the Landlord Measures on the TSMs around repairs to ensure we have the correct figures to report on.  All felt the report was a lot clearer than the dashboard and would prefer that in future, but will review once new template produced. | **FA** |
| 1. **Q3 TSM update**   HA presented report. Has been an increase in satisfaction figures around repairs and keeping tenants informed and a decrease around complaints and stock condition.  It’s hoped that the amber areas around complaints and neighbourhoods will be covered within the new neighbourhood changes planned.  Forum were surprised by the ASB figures- it was explained that this question is asked to all who take part, not just those who have had an official active ASB case with Cornwall Housing.  Forum requested to receive a copy of the quarterly report from Acuity. FA will include with Forum’s quarterly paperwork. | **FA** |
| 1. **Repairs update**   IF advised of a communication going out this week regarding changes to the repairs service:  This will include a 2 week pause on repairs with an emergency only service (22nd Feb-9th March). After this time, it will return to the Interim Policy. This is to help the new Contractors with their transition phase.  **Question**- What’s the expected timeframe for the Interim Policy to be in place?  **Answer**- At least until 2026 whilst the new contractors are embedding and then there will be a further review.  **Question** - Will a new Repairs Policy be created after this time?  **Answer** - No, we will not be doing a wholesale rewrite of the policy as it is pretty standard with the rest of the sector, but will review before going live and will ensure it’s brought to Forum before.  **Question** - What’s happening with cyclical and planned maintenance?  **Answer** - This is on pause due tohaving to prioiritise other workstreams. There is no current plan to reinstate external painting or guttering over the next year, ..  **Question** - Why are CHL undertaking some less urgent works i.e, in a Community Centre?  **Answer** - Where commitments have been made through the complaints process, the works will be honoured and carried out.  **Question** - Has Homechoice going back to the Council exacerbated voids?  **Answer** - No. Homechoice is about to move to a new system, this will give us more ownership of the lettings process going forward and hopefully be a positive change for us going forward.  .  The Repairs Team Leaders enjoyed visiting estates with Tenants Reps and Contractors recently and asked if Forum would be happy to work with them to be eye’s/ears on the ground whilst the Contractors are embedding and help them with feedback and to act as liaison’s? All unanimously happy with this and to share their contact details.  Discussed how during the initial transition phase there may be a gap of repairs satisfaction so could look to survey those with repairs to get feedback. Agreed all would go away and think about how this could be done.  **Question-** Concern that voids that don’t meet the disposal threshold are being sat on until they do. Is this the case?  **Answer** – No where voids are being held other options are being considered i.e using for temp accommodation and being funded by general fund. .  **Question** - Energy Performance Certificates (EPC) don’t seem to be kept up to date on Government site. Are these going to be done?  **Answer** - The EPC last for 10 years but CHL may have undertaking improvement works after the EPC was completed such as installing a new heating system which improves the energy efficiency but not be shown on the information held on the government website  **Question** - Why are some properties being void for so long? Example of a flat in Falmouth.  **Answer** - Various reasons, but reason for the example property is due to it being left vacant to use a decant for other properties in the block that need works doing. Some properties are going through the option appraisal process,  **Question** - How much does it cost approximately to replace a roof?  **Answer** - £15-20k. We are looking at what savings could be made. Eg. Reusing tiles, re-felting etc. but this can sometimes be a false economy.  IF reiterated that whilst difficult decisions need to be made on prioritisation there was still in the region of £40M available for next year and regular and productive conversations between CHL and CC  IF will return to June meeting with a further repairs update. | **IF** |
| 1. **Housing Management Services**   MS gave a presentation about the Housing Management service in it’s current state and spoke about the neighbourhood consultation that’s been carried out and plans for the service going forward.  MS explained there’d been some issues around retainment/recruiting of staff with a large turnover.  Question- How long does it take to train a Housing Officer once recruited?  Answer- Around 18months to be up to speed.  Looking at more regionalised service from the Autumn, concentrating more on a neighbourhood level. This will also include lowering patch sizes (from 700-500) so Officers are better equipped to really get to know their residents.  There is also a trial scheme coming into effect in Albion Court, Torpoint increasing a support service from 9hrs to 57hrs. This will better support residents within the scheme and offer a range of additional services and improvements. If it works, this will be looked to roll out to others in future.  Question- Could there be a facility for renting gardening equipment? This could help those unable to manage their gardens due to the expense of owning appliances or having no storage for them.  Answer- Not in the pipeline currently, but could be something to look at in future.  MS asked for any recommendations of best practice to be sent to him.  A Neighbourhood Strategy Workshop will be organised for later in the year with Forum members and others.  All present were in unanimous support of the new draft proposals to service. |  |
| 1. **Any Other Business**    1. Q3 Engagement Report- EW created the quarterly report of what Engagement has been done and the impact it’s had for information. HA asked that a copy also go to ELT quarterly.    2. FA advised following a decision at the Annual Forum Review last month, the groups Publica Liability Insurance has been cancelled. Any funds returned will go back into the Account and show in the Budget. | **FA** |
| **Date of next meeting- 18 June 2025- Room 2, Chy Trevail, Bodmin** |  |