**CORNWALL HOUSING TENANTS’ FORUM**

**Wednesday18th June 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

June Grenville Road, Falmouth

Gaye Trevose Road, Truro

Maxine Briar Road, Bude

Hilary Briar Road, Bude

Jake Rowley (JR) Head of Business Systems

Neal Edmonds (NE) Head of Repairs

Mark Statton (MS) Head of Building Safety

Andrew Miles (AM) Head of Finance & Procurement

Angie Scott (AS) Head of Customer Services and Business Support

Frankie Addey (FA) Senior Engagement Officer

Sarah Smith CCS

Tina CCS

Kate Atkinson Tenant Non-Executive Director of Cornwall Housing

**Apologies:** Joseph, Ian Frazer, Hayley Austin, Rachel Smith

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| **Item** | **Action** |
| 1. **Chair’s welcome**

John welcomed everyone to the meeting.Bridget King’s resignation was noted. John thanked Bridget for all her involvement over the years. Unanimously shared by all others present.Paul advised that now a formal induction had taken place, the Terms of Reference would stand for meeting apologies and he would notify those that hadn’t gone through the Chair for this meeting. FA to organise inductions for those that couldn’t make it before the next Forum meeting. | **Paul****FA** |
| 1. **Minutes of the previous meeting**

**2.1** Typo noted on P1 under Apologies (Hilary missing a ‘y’)The minutes from 18 Feb 25 were approved with the above amendment made, proposed by Paul, seconded by Shane. Unanimously approved by all that attended the meeting. | **FA** |
| 1. **Matters arising**

Page 1, Interim Repairs Policy emailed to all.  John to raise concerns around more engagement and feedback opp’s for tenants at  the next NFA Advisory Panel mtg.Page 2, Item 4- MS advised happy to follow-up. FA to email details. Copies of full KPI report and Acuity quarter report emailed to all.Page 3, IF sent NE and MS to give update around repairs at this mtg (see Item 4)Page 4, FA emailed quarterly engagement report to ELT**3.1. Tracker**1 item left open- to get update from IF around individual follow-up works after servicing. Review next meeting. | **John****FA****IF/FA** |
| 1. **Repairs and maintenance update**

NE and MS presented performance reports for each of the 4 contractors: CCS, Cardo, MD Group and WMS. All have some teething problems as expected but embedding well and receiving good feedback from customers. Initial issues with systems, but are working the way through and resolving them. Still expecting a few months until their systems and CHL are inline. 1 near miss identified with 1 contractor and their engineer, but was investigated quickly, put right and monitoring put in place. Some Tupe challenges for some of the contractors that had few staff move over, so some are recruiting. Alliance and partnership working going well with WMS supporting Cardo with some extra void works currently whilst recruitment takes place and as they had larger numbers than the other contractors. * Shane queried if there was to be any formal surveyors training around Awaabs Law? NE advised there was a full schedule planned in preparation before it comes in in October. Shane will email Forum members video of new Tickmould treatment that’s being trialled in CHL’s properties.
* Paul and Shane recently did a visit to MD Group’s depot and were made aware that there is currently a lag between their phone system and CHL’s. This effects calls at the end of the day that could be emergency repairs and a query if CHL could call through any urgent repairs after 4:30pm? NE to meet with KK and discuss/investigate.
* Maxine brought up a concern from a staff member of one of the contractors who was feeling overwhelmed with workload and if exit surveys are being done when staff leave? NE advised that this was down to the contractor as their employer and not us, but he would mention this to them.
* Shane advised that he was working with Sarah Best (CHL’s Contract Manager for MD Group) to create a manual of local help available and initiatives to help new tenants when they move into voids. AS suggested Inclusion team also be involved. NE to organise a meeting with those relevant to discuss.
* Ted queried what was happening with extractor fan filters being replaced? MS advised there’s no plan currently but are looking to include this within the next couple years.

CCS continuing to find non access a challenge, but have designated Resident Liaison Officer- Sarah, whose working hard on this.Agreed that Forum would visit all contractors’ depots to help build relationships and get a better understanding of each other:WMS- June and Gaye, CCS- Ted and Cardo- John and Barbara. FA will liaise with Contract Managers to organise. | **Shane****NE/KK****NE****NE****FA** |
| 1. **Digital Strategy**

JR gave a presentation of the Digital Strategy and plan for improvements of digital services and technology over the next 2 years. This includes:* Using the current systems effectively and to their full use.
* Integrated systems that join up and work together.
* Improved telephony systems.
* Mobile working solutions for staff that work ‘out and about’.
* Improve digital services for customers.
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| 1. **HRA budget**

AM gave an overview of the HRA budget for Cornwall Housing compared to last year and the challenges that face the organisation this year:* The new contractor/repairs service implementation and compliance works.
* The new locality working implementation.
* Stock condition requirements and other regulatory requirements.

However the budget is increased this year, and CHL are in a much better position to plan ahead and manage it this year. So is a more positive position than last year.  |  |
| 1. **Q4 Complaints update**

AS presented a report around the performance. Decline in complaints received this quarter and complaints responded to within timescale increased. Stage 1 themes still remain the same with communication being the biggest. Maxine raised an issue with appointment texts not stating what the job is related to. Eg. Roof repair etc. NE to look into this.Gaye queried a delayed in response/update relating to disabled adaptation after a letter sent out in November advised of an update letter by March, but nothing has been sent out. Ask JQ to look into.John requested a link to access the Sharepoint files for the Complaints Review activity. FA will ask JM to send.AS advised she’d bring the disrepair report to Forum’s next meeting. | **NE****JQ****FA/JM****AS** |
| 1. **Q4 KPI’s update**

JR presented a report around the performance. Explaining there’d been an increase in performance around 4 key areas:* Voids and re-lets
* Income collection
* Complaint volumes
* Call wait times with Customer Service Centre

Now received the full data from CFL and reflected the years results. Performance not where wanted but is trending upwards the way CHL would like. |  |
| 1. **Q4 TSM’s update**

JR presented a report around the satisfaction results. 2 areas increased since last quarter:* Satisfaction to handling complaints by 16%
* Satisfaction to handline antisocial behaviour by 5%

2 areas had decreased since last quarter:* Satisfaction that the home is well maintained by 6%
* Satisfaction that the home is safe by 6%
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| 1. **Any Other Business**

**10.1. Digital Switch-** JR gave a presentation on CHL’s approach to the Digital Switch roll-out for CHL properties.Paul advised that the radio/telly switch is also due to happen and queried what the communications plan for these projects is? Obtain update from KS.The following items were for reports for information only: **10.2. Q4 Engagement report****10.3. Residents Influence report 24/25****10.4. Voids inspections report****10.5. Q1 Forum Quarterly Report****10.6. Housing Ombudsman update****10.7. Update on Communications and Engagement structure-** AS advised of staff changes in her teams. **10.8. Neighbourhood Strategy Consultation Meeting-** FA advised that the Neighbourhoods team have arranged a Teams meeting to talk about the Neighbourhood Strategy consultation with members on 9th July.  | **FA/KS** |
| **Date of next meeting- 1 October 2025- Room 1, Chy Trevail, Bodmin, 10am-1pm** |  |