

Minutes of meeting held on 20 June 2018

Present: PT, KM, RB, AS, Nikki Spenceley, Kathy McNulty		
No		Action
1	<p><b>Welcome and Apologies, CHS staff and client updates</b></p> <p><b>Apologies:</b> FT was unable to attend. BL was not able to participate. She would send any comments later. JD had not been contactable so NS would check she was okay and still wished to be part of the group.</p> <p><b>Staff changes:</b> LJ had resigned. Our apprentice Laura had got a new position. Claire joined the Governance team on a 12 month fixed term contract. Kat was new to Repairs. Neil Tryner, MD, had been seconded to RHP as interim Executive Director of Corporate Services (his CHS responsibilities would be shared between John Holdsworth, Lisa Bournell, Sophia Howells, Lucy Warwick and NS). Adam would be joining on 2 July as IT consultant to look at reviewing and upgrading our housing management systems to help CHS be more efficient and provide better digital services to customers.</p> <p>AS commented that with PD retiring and John Holdsworth going soon, she was concerned that there would be no one left who understood the history of the co-ops. NS assured her that there were no changes planned and it will be business as usual. We are all committed to the sovereignty and history of the co-ops but we do need to find more modern, efficient and economical ways of providing services as what we charge co-ops does not fully cover the costs of delivering it.</p> <p><b>New Business opportunities were discussed.</b></p>	NS
2	<p><b>Matters arising from previous meeting (21.2.17)</b></p> <p>Members loved the new large “click here” button to quickly get into MyTenancy as suggested at the last meeting.</p> <p>NS confirmed that she had passed comments about the proposal to restrict major works to those in arrears and not sticking to an agreement to the Senior Management Team. KMcN confirmed that all decision making when planning projects did take this into account.</p> <p>NS had investigated RB’s complaint that she was not receiving acknowledgment of a repair request by text. It transpired that RB was not using the texting service in the correct way and that had she just typed “REPAIR” in the text this would go into the Repairs inbox and an acknowledgment would automatically be sent. RB had been writing script and the messaging service does not process this as a command, which means the message gets diverted to a different destination. PT showed RB the little green card with the instruction and it was suggested that in future RB either just text REPAIR to 07398 377388 or if she wanted to explain what the problem was to use the repairs reporting form on the website.</p>	

	<p>All members said that they had got confused slightly about the new log in screen for MyTenancy as it implied that passwords HAD to be changed each time. NS said that CHS had had a lot of questions about this as residents were getting locked out. NS to speak to Omniledger to see if the “setup” page did not have to the first landing page for MyTenancy.</p> <p>NS confirmed that she had sent a card to Helen from the CFG congratulating her on passing her GASSAFE exams. And whilst we omitted to discuss this at the meeting, NS and KMcN knew that all group members were extremely saddened at the death of Chris Murrell who was a great and well respected friend of Co-op Homes and all its residents.</p>	NS
3.	<p><b>Complaints</b> The meeting received a report on all complaints closed since the beginning of April 2018. Nothing of note raised.</p>	
4	<p><b>Contractor Monitoring</b> NS produced and explained data for satisfaction received following completed repairs since February. Although the paperwork was incomplete the overall satisfaction remained very high and there was nothing further to report.</p> <p>KMcN explained that the R&amp;M contract would be re-tendered soon and it was an opportunity again for CFG members to take part in a variety of ways, including site visits, to ensure that services centered on customers’ needs as well as giving CHS value for money. NS hoped that Vista would still be interested as Darryl in particular knew the properties and delivered great customer services. KMcN explained that because CHS was spending on major works and improving the quality of our homes, there was less demand for reactive repairs which meant it might not be such a financially attractive contract. PT and KM were happy to be involved and NS suggested that BL might like to look at the specification to give her comments. NS reiterated that this process helped prove the worth of the CFG to CHS and demonstrated how CHS really did value our customers’ opinion in areas that matter most to them – so thank you! KMcN to progress this and keep key members informed.</p>	KMcN
5	<p><b>Q3 Performance and Tier 2 KPIs</b> NS gave the group performance summaries at the end of May and highlighted the end of previous year’s performance.</p> <p>With Tier 2s, NS pointed out that these were additional targets set by the MD to check that fire risk assessments were being carried out as well as to monitor digital contact. NS explained that one way to do this was to see a reduction in telephone calls in to report repairs and this was demonstrated by 69% of repairs reported by phone in June 2017 compared to 37.7% in May 2018!</p>	

6	<p><b>Digital / self-service update</b></p> <p>NS produced a graphical view of the number of customers signed-up to MyTenancy, the number of hits and the league table of co-ops. She explained that the drive to encourage digital interaction was to improve services available to residents, enable people to self-serve and to reduce CHS' costs in dealing with customer enquiries by telephone. This would help mitigate the 1% annual rent reduction imposed by the government on all housing associations. AS remained concerned that she was amongst others who did NOT choose to interact digitally and wanted to speak to someone. She was reassured that CHS had no plans to remove "human" interaction.</p> <p>NS said that she had designed a new leaflet for new customers, and those who had forgotten or were having trouble to explain how to get into MyTenancy, and she would send one to AS.</p> <p>Further work to improve the process, including quick links to payment portals as well as document repositories for key documents would be progressed by our new IT consultant, Adam when he starts.</p>	NS
7	<p><b>Annual Customer Engagement Report to Board</b></p> <p>The group was issued the report they had helped contribute to. This would be going to the Board on 28<sup>th</sup> June.</p> <p>NS explained that one purpose of the group was to ensure that we were meeting the points we set out in the Resident Involvement Action Plan, and she would making this a future agenda item at every meeting as she would like CFG to scrutinize our performance to make sure we carry out all the objectives.</p> <p>NS offered to advise KM and RB on wording to use when adding their roles on the CFG on their CV or job applications.</p>	NS
8	<p><b>GDPR</b></p> <p>NS explained the report and the work she and the RHP Group had done towards compliance with GDPR. There was discussion about how personal data was kept secure at CHS and archiving was in a secure environment.</p> <p>NS advised that because of tighter data protection legislation CHS planned to remove all committee minutes from the website as it was difficult to redact and anonymize these, and also it was a time intensive task especially for historical minutes. There was also concern about information being contained within them for persons no longer on the committee or resident at a co-op. NS explained that the solution would be to remove them, and AS agreed that minutes were issued for each meeting, so members already had them. Authorised members could also always ask our Governance Team for copies on demand.</p>	NS LW
9	<p><b>Audit Outcomes</b></p> <p>The group were told of the programme of inspections by external auditors who came to check internal processes. They were reassured that there no recommendations outstanding.</p>	
10	<p><b>Downsizing policy</b></p> <p>NS thanked the group for their opinions on this which had helped form the report to Board on 28<sup>th</sup> June. The report was discussed and KMcN gave an overview of the issues of overcrowding, under-occupying and the restrictions of the nominations policies with the different boroughs we worked in.</p> <p>If approved, a £12000 budget would be set aside to help KMcN facilitate transfers with the overriding aim for CHS to make best use of its housing stock.</p>	

11	<p><b>Environmental Improvement Bids</b></p> <p>KM wondered if the issues being experienced at Ferny Mead Way would need covering from this fund. KMcN said they were standard repairs issues and KM should report these to Repairs. KMcN would raise repairs to mend the broken low fence to help prevent parking on the grass.</p> <p>There were no other imminent issues that needed funding.</p> <p>AS asked about a problem with Japanese Knot Weed coming through a pub car park into Andersons Place. NS felt that the local authority might have responsibility and after the meeting emailed AS with the info she'd found on LBH website</p>	
12	<p><b>AGM and Customer dinner – Tuesday 4<sup>th</sup> September</b></p> <p>This was a date for the diary although a couple of members thought that they may not be able to attend. Members also wanted to say that they did not like the seating arrangements at the last customer dinner as one long table was restrictive and they could not mingle well and it was awkward for those with mobility issues. NS would pass this on again.</p>	NS
13	<p><b>Training</b></p> <p>KMcN reiterated as she did at every meeting that training for resident involvement for all tenants was available. CHS would be happy to support any application should a member wish especially e-learning .</p>	
15	<p><b>Any other business</b></p> <p>AS had concerns about a recent repair where she had received a quote from a company who was not on Cross Lances' approved contractors list, and was over the authorization limit of £250. NS apologized and explained that we had a new member of the repairs team who was learning what was expected from all our co-op clients. AS was disappointed that despite her requests she had still not received further quotes. KMcN would follow up on this issue to get the matter resolved.</p> <p>AS also said that although she could not recall the exact details she had read CHS had reported that Cross Lances had no Rent Arrears Policy. This was untrue and they had the standard one from the start. NS would talk to LW about where AS may have read this and try and solve the problem.</p> <p>KM asked when the next tenant newsletter would be sent out. NS advised that she was in the progress of producing the Annual Report (which would be online, save for those printed for the AGM and a few for prospective clients). We had previously agreed that we would only send one printed WOTS to residents for Christmas.</p> <p>KM also asked about a revision of the Tenants Handbook. NS agreed and apologized that because she had been involved in all the GDPR work and only worked part time she had been unable to spend much time on this. NS would discuss topics with KM as they were completed for her input.</p>	<p>KMcN</p> <p>NS</p>
16	<p><b>Dates of next meeting Wednesday 17<sup>th</sup> October 2018</b></p>	