

## LINCOLN TENANTS' PANEL

**Wednesday, 11 April 2018**

**10.15 am**

**Committee Room 1**

Lincoln Tenants Panel member(s): Debbie Rousseau (Chair), Caroline Coyle-Fox, Sharron Elsom, Richard Kelly, John Ranshaw, Christine Lamming Felicity Kelsall, Mick Barber (Vice-chair), Kathy Hill, Sheila Watkinson and Mandy Harley.

Also in attendance: Francesca Bell and Chris Morton

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1. Welcome and Apologies

1a. Confirmation of Resignation for the Stamp End Seat.

2. Confirmation of Minutes - 21 March 2018

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3. Declarations of Interest

Please note that, in accordance with the LTP Code of Conduct, when declaring interests LTP members must disclose the existence and nature of the interest and whether it is a disclosable or personal interests.

4. Universal Credit/Welfare Reform Update (Rob Kay)

5. Contents Insurance (Chris Morton)

6. Overview of the Public Protection Team (Francesca Bell)

7. Leasehold Matters (Felicity Kelsall)

8. Scrutiny

(a) Allocations and Tenancy (Caroline Coyle-Fox)

(b) Neighbourhood, Community Involvement and Home (John Ranshaw)

9. Anti-Social Behaviour Monitoring (Debbie Rousseau)

10. ARCH Feedback (John Ranshaw)

11. LTP Publicity and Membership (Chris Morton)

12. LTP Training (Chris Morton)

13. Trafford Hall- Homelessness Training May Arrangements

14. Housing Officer Patch Changes (Chris Morton)
15. Items for the Next Meeting
  - (a) Review of the Work Programme (All)
16. Non Agenda Items

<b>Present:</b>	Debbie Rousseau ( <i>in the Chair</i> ).
<b>Members:</b>	Brian Botham, Caroline Coyle-Fox, John Ranshaw, Felicity Kelsall, Mick Barber (Vice-chair), Kathy Hill, Sheila Watkinson and Mandy Harley
<b>Councillors:</b>	Councillor Peter West.
<b>Officers:</b>	Bob Ledger and Chris Morton.
<b>Apologies for Absence:</b>	Christine Lamming.

**4. Welcome and Apologies**

The chair opened the meeting and welcomed everyone. Apologies were received from Christine Lamming.

The chair explained that the meeting due to be held on 28 February 2018 was cancelled. This was because not enough LTP members attended and the meeting was not quorate. This was due to the snow making it unsafe for some LTP members attend.

**5. Confirmation of LTP member for Ermine East-Mandy Harley**

It was explained that Mandy Harley had been elected unopposed to the vacant seat on the Ermine East.

RESOLVED Mandy Harley was confirmed as an LTP member for the Ermine East.

**6. Confirmation of Resignation for Moorland Seat-John Gooding**

It was explained that John Gooding LTP member for Moorland had resigned from the panel.

RESOLVED the resignation was accepted.

**7. Confirmation of Minutes - 17 Jan 2018**

RESOLVED that the minutes of the meeting held on 17 Jan 2018 be confirmed.

**8. Declarations of Interest**

RESOLVED there were no issues raised.

**9. Draft Revised LTP Communications Protocol (Chair)**

The draft revised LTP communications protocol was presented to the panel. The protocol governs how LTP members should contact the council and timescales for the response. The changes regarded putting in a new requirement for LTP members to contact the chair and vice-chair before contacting the council. A proposal was put

forward that the revised LTP communications protocol should be accepted. LTP members voted on the proposal and the results were:

- Six in favour
- Three abstentions.

Therefore the majority were in favour and the proposal was accepted.

RESOLVED the revised LTP communications protocol be accepted.

The chair reminded panel members that failure to comply for the communications protocol will be classed as a breach of the LTP constitution and action would be taken against LTP members who breach this.

**10. Feedback from Executive - Meeting 26 February 2018**

LTP members were informed that other than the LTP constitution the only other HRA related report at Exec Committee was the new Tenant Involvement Strategy. This was approved by Exec Committee.

RESOLVED the updated be noted.

**11. HSSC Reports - Meeting 19 March 2018**

The chair feedback from HSSC the topics discussed were:

- New builds
- Performance.

RESOLVED the report was noted.

**12. Reports for Executive Committee on 26 March 18 (Bob Ledger)**

**13. De Wint Court Re-development**

Bob Ledger, director of housing explained the report was due to go to Exec in March but will now rescheduled go in May.

RESOLVED the updated be noted.

**14. Land for a LEAP development**

Bob Ledger explained the report was due to go to Exec in March but has now been rescheduled for May.

RESOLVED the update be noted.

**15. Well-being contract**

Bob Ledger explained about the well-being contract and how it works.

RESOLVED the report be noted.

**16. Quarterly Question Time (Portfolio Holder for Housing Cllr. Peter West and Director of Housing and Regeneration Bob Ledger)**

Councillor Peter West and Bob Ledger, director of housing answered questions from the panel. The responses to these questions were:

**Question-regarding the allocations policy what mechanisms are there in place to promote and maintain a balance of tenants in a block of flats?**

Answer-currently we don't try to mix the tenants in a block as we don't always know if a tenant will cause issues and as a council we are not in a position to tell people where to live.

However, there is the option to introduce a local lettings policy that allows us to have some control. For example we could implement a local lettings policy that states in specific block that none of the flats will be let to anyone under the age of 35 for the next three years. To do so there would need to be a particular issue at the flats and there would have to be a weight of evidence to support this. The disadvantage to doing so is that other blocks might end up with a disproportionate number of under 35 year olds.

**Question-when will all of the roofs on the flats at Cannon Street be renewed?**

Answer-we are currently under taking a survey of the roofs and will have a works programme completed by the end of the summer. LTP members should be aware that this programme will take a number of years to complete.

RESOLVED the answers be noted.

**17. Quarterly Performance**

Yvonne Fox, assistant director of housing attended the meeting and presented the performance report for quarter three (October-Dec 17).

- a) Advised that rent figures did not meet target but were showing as meeting the target at the end of January. Therefore it is expected the target will be met by the end of the year.
- b) Stated that we are expecting most of the rent targets to be met by the end of the year
- c) Informed that the void target of 25 days will not be met but this is partly because there have been lots of extra properties to let because of the new builds
- d) Explained that accepting properties first time will not be met but we are planning to carry out work to improve this

RESOLVED the performance report be noted.

**18. Leasehold Matters**

It was explained the leaseholder meeting is due to take place on 4 April 18.

RESOLVED the report be noted.

**19. Community Investment Applications**

LTP members were advised the community investment panel had recently assessed and approved the following community investment applications. These were:

- Sincil Bank. The application requested assistance to refurbish the new community hub on Portland Street
- Moorland Local People Project. The application requested for a bench to be supplied and a fit notice board to be supplied.

LTP members accepted and ratified the community investment panel's decision to approve both applications.

RESOLVED both applications were ratified by the LTP.

**20. Quarterly Service Plan Update**

To ensure that housing deliver on all projects a service plan is used. This records all projects, the expected outcomes, manager responsible and deadline. LTP is responsible for helping to monitor the delivery of the service plan.

The updated service plan was circulated to panel members. There were no questions asked or comments made about the projects.

RESOLVED the service plan update be noted.

**21. Homelessness Think Tank 15-16 May at Trafford Hall**

The chair explained that a think tank for homelessness was being held on 15 and 16 May 18 and asked which LTP members wanted to attend.

RESOLVED CM to book places for LTP.

**22. Review Groups**

**23. Allocations and Tenancy (Caroline Coyle-Fox)**

Caroline Coyle-Fox gave an update on the progress of the review into providing furniture for tenants. She also wished that the group's frustration on the lack of progress on implementing recommendations from the two previous reports be recorded and that an update on these must be provided at the next meeting.

RESOLVED the update be noted.

**24. Neighbourhood, Community Involvement and Home (John Ranshaw)**

LTP members were updated on the work of the NCIH Group. It was explained that job shadowing of operatives had been carried out and a customer satisfaction surveys on repairs is being carried out. LTP members requested the results of this survey at the next meeting.

RESOLVED the results of the repairs survey be carried out at the next meeting.

**25. Anti-Social Behaviour Monitoring (Debbie Rousseau)**

RESOLVED no further update was available.

**26. LTP Publicity and Membership (Chris Morton)**

RESOLVED there was no further update available.

**27. Training**

RESOLVED there was no further update.

**28. Feedback from Training at Trafford Hall Feb 18**

The chair advised the LTP members who attend the community consultation training at Trafford Hall had all found it to be useful. The main information learnt was how to carry out consultations with the community and these skills will be used in the future.

RESOLVED the update be noted.

**29. Housing Officer Patch Updates (Chris Morton)**

RESOLVED there have not been any changes to housing officer patches.

**30. Universal Credit Update (Chris Morton)**

It was explained that people switching from housing benefit to universal credit will receive a two week 'run on' payment and people in temporary housing will continue to receive housing benefit.

LTP members requested that Rob Kay be invited to the next meeting to give an update.

RESOLVED CM to invite Rob Kay to the next meeting.

**31. LTP Review Day Notes and Priorities (Chair)**

The notes from the LTP review day held on 14 February were circulated to LTP. At the review day the past year's achievements were discussed and priorities were agreed. The priorities for the year included:

- Looking into the pets policy
- Investigating action the council can take against untidy gardens
- Monitoring the implementation of the actions from the ASB accreditation
- Viewing void properties before they are handed back.

It was proposed the priorities should be accepted.

RESOLVED LTP members accepted the priorities for the year.

**32. EMTPF Conference 19 April 2018 (Chris Morton)**

The booking form for the EMTPF conference on 19 April was circulated and LTP members were asked put their name on the booking form if they wished to attend.

RESOLVED LTP members to put their name on the booking form if they wished to attend.

**33. Non Agenda Items**

RESOLVED there were no items raised under this item.