

LINCOLN TENANTS' PANEL

Wednesday, 23 May 2018, 10.15 am, Committee Room 1

Lincoln Tenants Panel

member(s): Debbie Rousseau (Chair), Caroline Coyle-Fox, John Ranshaw, Christine Lamming, Felicity Kelsall, Mick Barber (Vice-chair), Kathy Hill, Sheila Watkinson, Mandy Harley, Stephanie Lonsdale-Ellis and Steven Bearder.

Page(s)

Also in attendance: Chris Morton, Emily Craycraft and Rachel Jackson.

Items

1. Welcome and Apologies
2. Confirmation of Resignations
 - (a) Brian Botham-Stamp End Area Seat
 - (b) Sharron Elsom-Tower Area Seat
 - (c) Richard Kelly-Hartsholme Area Seat
3. Confirmation of LTP Stamp End Area Seat-Sтивен Bearder
4. Confirmation of Minutes - 11 April 2018
5. Declarations of Interest

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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.

6. Leasehold Matters (Felicity Kelsall)
7. Scrutiny
 - (a) Allocations and Tenancy (Caroline Coyle-Fox)
 - (b) Neighbourhood, Community Involvement and Home (John Ranshaw)
8. Anti-Social Behaviour Monitoring (Debbie Rousseau)
9. ARCH Feedback (John Ranshaw)
10. Feedback from the Shuttleworth House Residents' Group Meeting (Emily Craycraft)

11. LTP Publicity and Membership (Chris Morton)
12. Housing Social Media (Chris Morton)
13. Feedback from East Midlands Tenant Participation Forum (Rachel Jackson)
14. LTP Training
 - (a) Feedback from Training (LTP members)
 - (b) Upcoming Training Dates (Chris Morton)
15. Universal Credit Update (Chris Morton)
16. Housing Officer Patch Update (Chris Morton)
17. Items for the Next Meeting
 - (a) Review of the Work Programme (All)
18. Non Agenda Items

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| Present: | Debbie Rousseau (Chair) |
| Members: | Caroline Coyle-Fox, John Ranshaw, Christine Lamming, Felicity Kelsall, Mick Barber (Vice-chair), Kathy Hill, Sheila Watkinson and Stephanie Lonsdale-Ellis. |
| Officers: | Yvonne Fox, Francesca Bell, Chris Morton, Emily Craycraft and Rachel Jackson. |
| Apologies for Absence: | None. |

43. Welcome and Apologies

The chair opened the meeting and welcomed everyone. Apologies were received from Mandy Harley.

The chair explained that the Stamp End Seat was vacant. Steven Bearder was present to watch the panel and has applied for the seat.

44. Confirmation of Minutes - 21 March 2018

RESOLVED that the minutes of the meeting held on 21 March 2018 be confirmed.

45. Declarations of Interest

RESOLVED no issues raised.

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

Rob Kay, Welfare Reform and Project Officer, was unable to attend the meeting. It was agreed that he would provide a training session for LTP members at a later date.

RESOLVED CM to arrange a training session with Rob Kay about Universal Credit.

47. Contents Insurance (Chris Morton)

It was explained that there was a survey conducted on whether the council should remain with the current provider for tenants' home contents insurance.

The panel reviewed the survey and viewed the differences in providers. The panel recommended that the council should remain with the current provider.

RESOLVED LTP recommends that the council should remain with the current provider.

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

Francesca Bell, Public Protection Team, ASB and Licensing Manager attended the meeting to give an overview of her role and that of her team. She also answered questions from members of the tenants panel.

Question-if it relates to a tenancy breach does your team or the housing officer deal with it?

Answer-the housing officer should investigate the initial complaint and then contact the team should they need assistance.

Francesca also informed the LTP members they can report any non-housing related ASB issues directly to the team. The contact details are: PPASB@Lincoln.gov.uk

RESOLVED the report be noted.

49. Leasehold Matters (Felicity Kelsall)

Felicity Kelsall gave an update from the recent leaseholder meeting. The main issue was the repairs to leaseholder buildings. The timings of notice on repairs was considered insufficient. There was a difficulty with the communication the residents received as it was complicated and could not be understood. There was a disparity in cost of work that was carried out. It was agreed that CM would speak to Kier Services and then report back on how the issues could be dealt with.

RESOLVED the update to be noted.

50. Scrutiny

51. Allocations and Tenancy (Caroline Coyle-Fox)

Marvin Liddle is wishing to join the allocations and tenancy panel but needs to gain answers on storage prior to joining.

The next meeting is arranged for the 11 May.

RESOLVED CM and panel to check what space he needs and whether units are owned

52. Neighbourhood, Community Involvement and Home (John Ranshaw)

RESOLVED no issues raised under this meeting.

53. Anti-Social Behaviour Monitoring (Debbie Rousseau)

RESOLVED-No issues raised under this item.

54. ARCH Feedback (John Ranshaw)

John Ranshaw gave an update from the ARCH meeting held in March. He stated that:

- Dame Judy Hackett has currently said building regulations not fit for purpose and that the Government should reinstate grants for councils regarding thermal cladding
- 9 April 18 Chief Exec of ARCH meeting with Local Government Association (LGA). This is to put forward views from ARCH on housing issues. Tenant group will have an input. Asking for tenant panels to come up with what they believe to be the main issues and this will be submitted at the LGA meeting. Hoping this feedback will be used to make a case for better funding
- Sinking fund for leaseholders for improvement works on properties to be introduced
- People who become homeless due to domestic abuse have to be given a secure tenancy
- Fixed term tenancy is still being consulted upon by the government
- The forced sale of higher levy council homes won't apply for this financial year
- Meeting with ombudsman-ARCH tenants group have requested a meeting with the ombudsman. This is to get a better understanding of the complaints system and the ombudsman's role. Need questions from LTP
- Benefit to society website. ARCH would like all councils and tenants panels to support the 'Benefit to Society Campaign.' Also Lincoln can submit good news stories and this will be put on ARCH's website
- UC managed payments to councils. Still going ahead. Where a tenant or council can ask for it to be paid direct for rent
- Conference planned for 25 September this year. However, not confirmed. ARCH rep plus five others go free
- Community champion- LTP can nominate a community champion for the conference.

RESOLVED the update be noted.

55. LTP Publicity and Membership (Chris Morton)

RESOLVED no issues raised under this item.

56. LTP Training (Chris Morton)

RESOLVED the upcoming training dates were circulated.

57. Trafford Hall- Homelessness Training May Arrangements

RESOLVED the arrangements for Trafford Hall were confirmed.

58. Housing Officer Patch Changes (Chris Morton)

RESOLVED there were no issues raised under this item.

- 59. Items for the Next Meeting**
60. Review of the Work Programme (All)

RESOLVED the agenda for the next meeting was noted.

- 61. Non Agenda Items**

RESOLVED no issues were raised under this item.