

LINCOLN TENANTS' PANEL

Wednesday, 15 August 2018

10.30 am

Committee Room 1

Lincoln Tenants Panel member(s): Debbie Rousseau (Chair), Mick Barber (Vice Chair), Caroline Coyle-Fox, John Ranshaw, Christine Lamming, Kathy Hill, Sheila Watkinson, Stephanie Lonsdale-Ellis, Steven Bearder, Heber Martin, Brian Marshall and Mandy Harley.

Also in attendance: Rachel Jackson, Emily Craycraft, Sheila Watkinson, Mick Barber, Kathleen Hill, Chris Morton and Rebecca Allen

A G E N D A

SECTION A

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1. Welcome and Apologies

2. Confirmation of Minutes - 18 July 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. Executive Committee Reports

5. HSSC Reports - Meeting 13th August 2018

6. Data protection training for LTP - Becky Scott and Sally Brooks

7. Quarterly service plan update - Chris Morton

8. Garage numbers - Jo Farr

9. Graffiti - Public Protection Team Member.

10. Leasehold matters

11. Scrutiny

(a) Allocations and Tenancy - Caroline Coyle - Fox

(b) ARCH Feedback - John Ranshaw

12. LTP Publicity and Membership - Chris Morton
13. Anti-Social Behaviour update - Debbie Rousseau
14. Garden scrutiny update - Mandy Harley
15. LTP training updates - Chris Morton
16. Universal Credit update - Chris Morton
17. Housing Officer patch update - Chris Morton
18. Birchwood Board update - Stephanie Lonsdale - Ellis
19. Next Gen update - Stephanie Lonsdale - Ellis
20. Communal Areas - Mick Barber
 - (a) Review of the work programme (All)
21. Non agenda items
22. Items for the next meeting

- Present:** Debbie Rousseau. (*in the Chair*)
- Members:** Mick Barber (Vice Chair), Sheila Watkinson Kathleen Hill,, Caroline Coyle-Fox, John Ranshaw, Christine Lamming, Stephanie Lonsdale – Ellis, Steven Bearder, Heber Martin, Brian Marshall.
- Officers:** Emily Craycraft ,Chris Morton, Councillor Nannestad, Simon Walters, David Ward, June Moore, Mark George.
- Apologies for Absence:** Mandy Harley

1. Welcome and Apologies

Members: Debbie Rousseau (Chair), Mick Barber (Vice Chair), Caroline Coyle-Fox, John Ranshaw, Christine Lamming, Kathy Hill, Sheila Watkinson, Stephanie Lonsdale-Ellis, Steven Bearder, Heber Martin, Brian Marshall.

Also In Attendance: Councillor Nannestad, Simon Walters, David Ward, June Moore, Mark George, Chris Morton, and Emily Craycraft.

Apologies for absence: Mandy Harley.

2. Confirmation of Minutes - 23 May 2018

RESOLVED - that the minutes of the meeting held on 23 May 2018 confirmed.

3. Confirmation of new LTP members

CM confirmed Felicity Kelsall has resigned from the LTP, now creating availability for a new leaseholder.

RESOLVED - CM to send out card thanking the LTP member Felicity Kelsall, CM to sign on LTP behalf.
AGREED.

(a) Confirmation of Moorland Area Seat - Heber Martin

DR confirmed the two new LTP members, Heber Martin.

(b) Confirmation of new LTP member Hartsholme - Brian Marshall

DR confirmed the two new LTP members Brian Marshall.

4. Declarations of Interest

None.

5. Feedback from Executive - Meeting 29 May 2018

CM DeWint Court Executive Report passed.

6. HSSC Reports - Meeting 18 June 2018 (HSSC Members)

DR meeting went ahead nothing to bring to LTP attention.
DR Awaiting confirmation to join HSSC with Allocations and Tenancy in one meeting.

7. Quarterly Question Time (Simon Walters and Councillor Donald Nannestad)

SW and Cllr DN introduced themselves to the LTP Panel.
Quarterly Questions were displayed on the projector.

Question 1. How will you work with us as a panel to support resident involvement?
Answer SW the Resident Involvement Team is now fully staffed with a team of three based at Hamilton House. Committed to take serious engagement, review policies to change services or possibly involve those who are affected. Involve LTP Panel in any Housing changes where appropriate. Positive feedback has been given with involvement in the six months review that will continue. Always open door for advice, help or questions.

Cllr DN added if there is anything that's needs assistance or help happy to do so.

Question 2. What do you see as the main priorities for residents?
SW Agreed with David Ward, the priorities are the decent standard of living, the new build programme, modernising homes and estate environment improvements.

Question 3. Is the council looking to recruit a new director for housing? If not, will the post be split between existing directors and how will this provide more of a benefit to tenants compared with having a dedicated Director of Housing?

Answer Cncl DN currently it is temporary to split, but this means people are doing two workloads. We do need a Director of Housing, time will just be needed average three months due to notice periods from pervious employers.

DR 4. How do you plan to improve services for tenants?

Answer SW Key projects will be going ahead, David Wards looking into Anti-Social Behaviours action plan. Caretaker reviews are coming up, this is something LTP Members could be involved in.

MB could we use caretakers on estate clean ups?

DW this is a future proposal, the caretakers do an adverse job role, the take on varied tasks such as collecting fly tipping, help moving tenants and general DIY. Part of the review is to widen into other tasks such as gardening assistance with vulnerable tenants.

8. Update on Voids and Under Occupation.(Yvonne Fox)

CM LTP member to take part in allocations review. LTP want answers to questions and commitment.

SW Yvonne fox is reviewing the allocations policy, Chris Moron send over information from void average turn over time and we want to asses why properties aren't being taken

9. Next Gen 1st report for Yvonne to answer questions on.

LTP Members where given copies of the Next Gen Report.

SLE explain LTP Members where given copies of the Next Gen Report.

SLE explained that the group will focus on informal events and activities to get younger residents involved, rather than have meetings. Part of this will be producing video guides on DIY and gardening

SLE added that the aim is to build confidence, knowledge and education. It will also informally build relationships with tenants and help to maintain tenancies. She also mentioned that Purple Robot a company in Lincoln designed the logo for free. d that the group will focus on informal events and activities to get younger residents involved, rather than have meetings. Part of this will be producing video guides on DIY and gardening

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10. Quarterly performance update (Yvonne Fox)

DW circulated the performance

SLE Police priorities have changed do you think that has affected the outcome of ASB results?

DW Joint response may have bought in a quicker response.

CM 150 days was the average 2 years ago target has highly improved.

CM Home! Magazine will advise tenants to make sure they are ticking the relevant boxes for Universal Credit.

DW DHP applications are still available House Officers advice tenants to apply.

SLE do we publish this positive performance to the public?

CM not currently but something we want to do in the future especially Anti-Social Behaviour related results.

Home! Magazine, Reception screens and Facebook – housing repair and Anti-Social Behaviour.

11. Car parking in the north (Chris Morton)

CM requested feedback from the North LTP Members to bring back to the next meeting on the issues of car parking.

12. Graffiti (Christine Lamming)

CM it's been voiced there is a high volume of graffiti in CL area is there anywhere else?

JR all over the city.

CL proposed to invite the police to the next meeting.

RESOLVED - CM to contact police to invite to next meeting.

13. Window restrictors update (Chris Morton)

CM spoken to Occupational Therapists there isn't enough time, it is rated a low level. It's not appropriate for City of Lincoln Council as there are not any staff members who are qualified to make the assessments.

MB Could we not use Housing Officers discretions? Or all family homes have fittings?

CM Look into how we can approach the issue and the health and safety issues behind it.

RESOLVED – CM to find out more about window restrictors and who would be eligible within health and safety regulations.

14. Estate Inspection results and schedule (Emily Craycraft)

EC Results and schedule will be given in the Garden Meeting Thursday 19th July 2018.

15. LTP ideas on how the amount of refusals on properties can be reduced (Mick Barber)

MB Feedback from the empty properties.

EC 15 properties are allocated to P3

Birchwood property has been assigned to P3

Ermine property, Cabourn Avenue has been let and the tenancy has been signed as long as their rent is paid they have the right to move in at their own pace.

108 Sincil Bank is still in discussion with Yvonne Fox.

Voids would always recommend to report any concern of empty properties as some tenants do not making their Housing Officer aware they are leaving and there is no termination.

16. Kier Services - Customer Performance (Mark George and June More)

MG circulated the performance figures for Kier Services. Figures given by Mark George are available at request.

MG Introduced himself and his role.

MG gave out results from surveys.

b) June More and Mark George – June and Mark to discuss with LTP how they can be further involved in securitising Kier Services.

JM welcome involvement with renewals, materials and properties. Want to refresh the customer journey. Promote positive feedback. A coffee morning was suggested to reach out to the communities.

17. Scrutiny

18. Allocations and Tenancy (Caroline Coyle-Fox)

CCF aim is to combine Allocation and Tenancy with Gardens awaiting MH to agree to proceed. Date and Time still to be confirmed.

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

JR Negative feedback was given with the material test for the shower cubicles, limited response with surveys from tenants and no show of staff.

20. ARCH Feedback (John Ranshaw)

Deferred to the next meeting due to time constraints.

21. Training Updates(Chris Morton)

CM training still to be confirmed.

EC will send out a letter with the upcoming training dates.

22. Universal Credit Update (Chris Morton)

Deferred to the next meeting due to time constraints.

23. Housing Officer Patch Updates (Chris Morton)

Deferred to the next meeting due to time constraints.

24. Birchwood Board Update (Stephanie Lonsdale - Ellis)

Deferred to the next meeting due to time constraints.

25. Next Gen Update (Stephanie Lonsdale - Ellis)

Deferred to the next meeting due to time constraints.

26. Communal Areas (Mick Barber)

Deferred to the next meeting due to time constraints.

27. Anti-Social Behaviour Monitoring (Debbie Rousseau)

Deferred to the next meeting due to time constraints.

28. LTP Publicity and Membership (Chris Morton)

Deferred to the next meeting due to time constraints.

29. Leasehold Matters (Chris Morton)

Deferred to the next meeting due to time constraints.

30. Items for the Next Meeting

CM anything that hasn't been discussed today due to lack of time.
AGREED.

31. Review of the Work Programme (All)

RESOLVED – will be brought to next meeting

32. Non Agenda Items

RESOLVED – no items.