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Lincoln Tenants' Panel

15 November 2017

- Present:** Debbie Rousseau (*in the Chair*)
- Members:** Mick Barber, Kathleen Hill, Brian Botham, Caroline Coyle-Fox, Sheila Watkinson, Christine Lamming, Felicity Kelsall, John Gooding.
- Officers:** Karen Talbot, Farrah Cornwell and Chris Morton
- Apologies for Absence:** None.

137. Welcome and Apologies

The chair opened the meeting and welcomed everyone. Apologies were received from Richard Kelly and Sharron Elsom.

(a) LTP Member for Moorland, John Gooding - Confirmation of Seat (Chris Morton)

The chair welcomed the new LTP member for Moorland, John Gooding.

(b) Resignation of LTP Member for Newport-Matt Hall

The chair informed the panel that Matt Hall, LTP member for Newport, has resigned from the panel.

138. Resignation of Chair of LTP and Member for Ermine East-Eric Jenkinson

The chair informed the panel that the chair of LTP, Eric Jenkinson, has resigned and therefore there is a seat for Ermine East available.

139. Confirmation of Minutes - 11/10/17

RESOLVED that the minutes of the meeting held on 11 October 2017 be confirmed.

140. LTP Elections

141. Chair of LTP

Chris Morton advised that because Eric Jenkinson resigned as chair of LTP, the vice chair automatically steps up to be the chair until the next election which is the AGM in March 2018.

RESOLVED all agreed to the vice chair stepping up to be chair until the next election in March 2018.

142. Area Elections 2018

Chris Morton explained that there are no occupied LTP seats up for re-election at the AGM in 2018.

143. Declarations of Interest

RESOLVED there were no conflicts of interest raised.

144. Performance Monitoring Report Quarter 2 - 2017/18 (Karen Talbot)

Karen Talbot explained that there are 23 measures, 11 are on or exceeding targets however 12 have not met the targets set. Karen explained them in further detail as noted below.

Arrears as a percentage of rent debit

The target is 2.15% and at Q2 it is 2.58%. Karen Talbot assured the panel that we are following the seasonal trends of summer and Christmas and the trend line is sitting slightly below last year therefore Karen is stated we are due to hit the target in March.

Average re-let period – all dwellings (including major works)

The target is 25 days and at Q2 we are at 29.95 days which is below target. Karen explained that that when we had previous issues it was due to coming out of an asbestos contractor and staffing issues however now we have an asbestos contractor in place and additional resources in repairs so this figure is expected to continue to improve.

Percentage of all emergency repairs carried out within time limits

The target is 99.5% and at Q2 the figure is 100% therefore this is exceeding the target.

Complete repairs right on first visit

The target is 90% and in Q2 it is 88.01% therefore is slightly below target but is improving.

Repair appointments kept against appointments made

The target is 95% and in Q2 it is 96.25% which is above target.

Percentage of homes with valid gas safety certificate

This is slightly below target however this will be because there is 1 that was out of time but it will be in hand for example we were unable to gain access but we are taking action to access now.

Mick Barber asked Karen Talbot when we are going to be increasing electrical checks to every five years.

RESOLVED Karen Talbot to find out when the increased checks will start and inform Mick Barber.

Percentage of complaints replied to within 10 working days

Karen explained that this has slipped and therefore some more detailed work is being undertaken to understand why the performance has slipped compared to previous good performance.

Karen advised that both of the ASB indicators are green which is very positive and has improved greatly from two years ago. We have now officially got the ASB accreditation and there is a plaque up in reception.

145. Repairs policy (Karen Talbot)

Karen Talbot advised that whilst the repairs policy was not on the original agenda she wanted to talk about it whilst she was at the meeting.

The repairs and maintenance policy was seen by LTP in August 2016 and by HSSC in Jan 2017 however since then Councillor Jackie Kirk has asked for more clarification of who is responsible for what in certain situations. Karen explained that the changes to the policy are very minor – Karen read out the minor changes.

Mick Barber enquired about the age of the plaster and whether there is an age limit on it to make it clearer to tenants. Karen advised that it might be difficult as some plaster that has been put on the years 30 years ago may be in a good condition however plaster that was put on 5 years ago is in bad condition however Karen will clarify with Matt Hillman.

RESOLVED Karen to check with Matt Hillman whether an age limit can be put on the plaster and be made clear in the repairs policy.

146. Green Spaces Volunteering (Dave Walker)

147. HSSC Reports - Meeting 6 November 2017 (HSSC Reps)

The chair stated that this refers to the same performance figures that Karen Talbot spoke about under item 5 of the agenda.

148. Scrutiny

149. Allocations and Tenancy (Caroline Coyle-Fox)

Caroline Coyle-Fox advised all that there is a change of date for the allocations meeting, it is now Friday 1 December at 10am at City Hall.

Caroline also explained that on Thursday 16 November at 2pm she is meeting with Marvin Liddle from Alive Church at unit 10 on Allenby Close. This is where all the furniture is stored. Caroline and Marvin are going to speak about the arrangement between the council and the Alive Church and Caroline will pass the information onto the rest of the LTP members when she has it.

150. Neighbourhood, Community Involvement and Home (Chris Morton)

Chris Morton informed all that the group met on 14 November 2017. Some members of the group are going to be shadowing the operatives in order to find out what problems they occur whilst carrying out their day to day duties with the aim to help rectify these.

Chris Morton also suggested that all the groups should meet together with LTP so that everyone can understand what each other's roles are within their groups.

RESOLVED Chris Morton to arrange this for 13 December 2017.

151. Anti-Social Behaviour Monitoring (Debbie Rousseau)

The chair informed all that she is waiting for Karen Talbot to get back to her about the joint meeting. Members of the panel expressed that they would like somebody from the Police to attend the meetings because they are having difficulties in getting through to somebody at the Police in order to report the anti-social behaviour on the estates.

152. Leasehold Matters (Felicity Kelsall)

Felicity Kelsall informed the panel that there is nothing to report.

RESOLVED for Chris Morton and Felicity Kelsall to meet and discuss making the forum more constructive as well as thinking of ways to involve the panel on leasehold matters.

153. LTP Training (Chris Morton)

Chris Morton advised that that the East Midlands Conference doesn't start until 10am on this occasion and therefore it won't be finished until 5-5.30pm.

RESOLVED Chris Morton to check whether Sharron Elsom can still attend the conference and Felicity Kelsall to inform Chris Morton whether she can attend as Brian Botham can no longer attend the conference.

154. Tenant Inspector Results (Chris Morton)

Chris Morton explained that for the period between 1 April 2017 and 31 October 2017, 21 properties were inspected and 19 were scored green, 2 were scored as amber and 0 were scored as red.

RESOLVED the panel noted the reported.

155. LTP Elections - AGM (Chris Morton)

Chris Morton stated that this has already been discussed under item 3 on the agenda, the AGM will be taking place on 21 March 2018.

156. Review of the Work Programme (All)

Chris Morton informed the panel that Bob Ledger can't make quarterly question time next time.

RESOLVED for quarterly question time to be taken off the agenda for the December meeting and put on the January agenda if Bob Ledger and Councillor West are available.

157. Non Agenda Items

Notes from the special meeting held on 8 November 2017

Chris Morton went through the notes of the meeting held on 8 November 2017 regarding various issues including meeting times and vice chair and chair of LTP.

RESOLVED all agreed to the notes from the meeting held on 8 November 2017.

RESOLVED all to inform the chair of LTP, Debbie Rousseau, if they can't attend the meeting.

East Midlands Conference

RESOLVED Chris Morton to email all the letter from the housing minister regarding the topics that are going to be discussed at the East Midlands Conference.

Expenses form

RESOLVED Shelia Watkinson needs to sign her expenses form.

Housing research project

Chris Morton showed the panel an email regarding looking for volunteers to take part in the research project, all were interested to take part.

RESOLVED Chris Morton to pass on everyone's details except for Felicity Kelsall.

Budget

Chris Morton explained that the contribution of £150 on the budget was for the fun day.

Moorland – local people's project

Chris Morton advised the panel that there is a project in Moorland starting and it might be of interest to members of the panel from that area.

Big Local questions and answers

Chris Morton circulated the question and answers from Big Local to interested members of the panel.

Meet your neighbour event

Chris Morton advised all that meet your neighbour event is taking place on 22 November at St Catherines Church 6pm – 8pm.

Assistant Director of Housing – resignation

The chair informed the panel that the Assistant Director Housing, Karen Talbot, is resigning from post due to ill health. Karen will be leaving the authority in early February 2018.

RESOLVED panel members expressed an interest in being involved in the interview process again like they did previously.

158. Update on Voids Scrutiny Report (Farrah Cornwell)

Farrah Cornwell provided an update on the voids scrutiny report recommendations. The article on spring cleaning has been written and will be published in the January 2018 edition of Home! Magazine. Research on back to back lettings has been done and will be sent to Karen Talbot to look into and there has been a meeting set up to work on the moving out booklet with the voids team.

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