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Lincoln Tenants' Panel

21 November 2018

- Present:** Debbie Rousseau (*in the Chair*)
- LTP Members:** Mick Barber (Vice-Chair), Christine Lamming, Steven Bearder, Caroline Coyle-Fox, John Ranshaw, Mandy Harley, Sheila Watkinson, Kathy Hill and Susie Parry.
- Officers:** Daren Turner, Yvonne Fox and Chris Morton and Rachel Jackson.
- Apologies for Absence:** Brian Marshall, Stephanie Lonsdale-Ellis.

1. Welcome and Apologies

The chair opened the meeting and welcomed everyone. Apologies were received from Brian Marshall, Stephanie Lonsdale-Ellis and Kathy Hill.

Attendance; Debbie Rousseau (Chair), Mick Barber (Vice-Chair), Christine Lamming, Steven Bearder, Caroline Coyle-Fox, John Ranshaw, Mandy Harley, Sheila Watkinson, Susie Perry, Chris Morton, Rachel Jackson, Yvonne Fox and Daren Turner.

2. Confirmation of Minutes - 24 October 2018

RESOLVED that the minutes of the meeting held on 24 Oct 2018 be confirmed.

3. Declarations of Interest

RESOLVED - There were no declarations of interest.

4. Reports for Executive - Meeting 26 November 2018

Chris Morton explained the background to the annual report is to show tenants how we have performed as their landlord. Chris then showed and explained this year's edition of the report. The report contained several topics, these included:

- LTP report
- Performance on key housing functions
- Community investment report
- Community articles focusing on residents.

Chris asked if any of the tenants had any additional comments, the tenants were impressed with the layout of the magazine and no additional comments were made.

RESOLVED – The report was approved by Lincoln Tenants Panel.

5. Quarterly Performance and Service Plan Update (Yvonne Fox)

Yvonne Fox, Assistant Director for Housing, attended to present the quarter two performance report. She stated that there were several areas below target and these included:

- Void re-let times. This is caused by some hard to let properties and residents refusing properties after viewing them.
- Complaints. This will be reviewed at management level in terms of communication to ensure an increase in performance.

There were also several areas on or above target and these included:

- Repairs. All of the repair performance indicators are on or above target including % of repairs carried out within time limits, average time taken to complete repairs and complete repairs right on first visit.
- Ant-social behaviour. All indicators for ASB are above target, these are a % of cases closed that were resolved and average days to resolve ASB cases.
- Rent. Both indicators for rent are above target. However, UC has affected collection and 37% of the total arrears were down to UC. However, staff are working hard to bring these down and there is also the two week free rent period coming up over Christmas. This should also help to decrease the arrears.

The LTP members discussed the report and several actions were agreed relating to performance these were:

- LTP members will look to carry out a review of the complaints process from a customer point of view. Resident Involvement Team to assist on this.
- John Ranshaw would like a copy of the performance report to take the next ARCH meeting. Resident Involvement Team to provide this report.
- LTP members would like an update on the programme to carry out electrical safety tests every five years. Mick Barber to raise this at the Core Group meeting on 3 Dec 18.
- Yvonne Fox to provide an update in January on the waiting time to process housing applications.

RESOLVED – the actions were agreed and will be put into place.

6. Introduction to the New Director of Housing (Chris Morton)

The new Director of Housing, Daren Turner, came to the LTP meeting to introduce himself and the future plans for Housing. He spoke about what he wants to accomplish as director. This included to:

- Encourage positive, efficient and effective communication internally and externally
- Ensure that resident involvement is secure due to the Green Paper and encourage it to expand in new ways
- Reviewing the various services including sheltered housing
- Focus on the 100th year celebration of council housing in Lincoln and encouraging tenants to be proud of being council tenants.

RESOLVED – The panel welcomed Daren and noted his report.

7. HSSC Reports - Meeting 5 November 2018 (Mick Barber)

Mick Barber gave an update from the HSSC held in November. He stated that:

- At the meeting he had given an update on the work of LTP and the elected members were happy with the progress made
- He had circulated a copy of LTP's response to the housing green paper.

RESOLVED – the update was noted.

8. LTP Nominations for Area Seats (Chris Morton)

Chris explained that Debbie will be up for re-election as of next year, this will be advertised in the Home! Magazine.

RESOLVED – The update was noted.

9. Universal Credit Update (Rob Kay)

Rob Kay explained the latest updates and guidance published by the government to LTP on welfare reform and UC, giving an overview of the main points. These included:

- **Extra help for households moving onto Universal Credit** – The government has listened to representations made by stakeholders on Universal Credit, and the Budget announces an extensive package of extra support for claimants as they make the transition to Universal Credit.
- **Universal Credit Work Allowance increase** – The Budget announces that the amount that households with children, and people with disabilities can earn before their Universal Credit award begins to be withdrawn – the Work

Allowance – will be increased by £1,000 from April 2019. This means that 2.4 million households will keep an extra £630 of income each year.

RESOLVED – the update was noted.

10. Review Groups

11. Allocations and Tenancy (Caroline Coyle-Fox)

Caroline Coyle-Fox, Chair of Allocations and Tenancy group gave an update on their work and how in the future this would be separate from gardens meeting. At the next meeting they would be looking at the previously created checklist prior for tenants leaving their property.

RESOLVED – The update was noted.

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

John Ranshaw, Chair of Neighbourhood, Community Involvement and Home gave an update on their work. He stated that they were looking into the increase in the amount of repairs during the last year and would keep LTP updated on progress.

RESOLVED – The update was noted.

13. Anti-Social Behaviour Monitoring (Debbie Rousseau)

Chris stated that the group is due to hold a customer focus group on 28 November to find out tenants' views on the service. Chris updated the panel that Victim Support are wishing to provide training for tenants beginning the 6th February, all panel members agreed they were interested. This would be to enable LTP to set up a victim support group.

RESOLVED – The update was noted.

14. Garden Group Update (Mandy Harley)

Mandy Harley gave an update on the garden scrutiny meetings. She explained that she will be working with her neighbourhood board to carry out a pilot to help tackle untidy gardens in the area. If this is successful the model could be copied in other areas. To progress the pilot, Chris and Mandy need to meet to discuss the logistics of carrying it out.

RESOLVED – Chris and Mandy to meet to discuss the logistics of carrying out a pilot for gardens on the Ermine.

15. Neighbourhood Boards Update (All)

The Board of Boards has; changed their name to Lincoln Boards Together and are trying to get charity status. They updated the panel that there will be monthly meetings and volunteers available on future events that the boards create.

RESOLVED – No further updates.

16. Next Gen Update (Stephanie Lonsdale-Ellis)

Stephanie Lonsdale-Ellis was not in attendance and had not submitted an update.

RESOLVED – No further updates.

17. ARCH Update (John Ranshaw)

John Ranshaw informed LTP that he had passed their feedback onto ARCH regarding the conference. This was regarding how LTP felt ignored by the workshop facilitator and how they didn't get chance to have a say in the discussion. ARCH have apologised for this. John brought in a copy of the ARCH response to the Green Paper and asked that it be circulated to LTP.

RESOLVED – Chris Morton to circulate the ARCH green paper response to all members of the tenants panel.

18. LTP Publicity and Membership (Chris Morton)

The members discussed about going on radio and social media to advertise the panel and Resident Involvement. John Ranshaw said he would arrange a slot with Lincs FM.

RESOLVED – John Ranshaw to contact Lincs FM and feedback on the next LTP meeting.

19. Leasehold Matters (Chris Morton)

There was no update under this item. Members suggested that it would be positive to do more advertising through social media for a leaseholder.

RESOLVED – Chris to advertise through social media.

20. LTP Training

Feedback from Trafford Hall on Resident Involvement. The training was useful and gave confidence in project planning when carrying out community projects.

Upcoming Training. It was explained that there were two further training sessions coming up at Trafford Hall, in January and March 2019. LTP members are to notify the Resident Involvement Team if they wish to attend.

RESOLVED – The update was noted.

21. Budget Update (Chris Morton)

Chris covered the total spending for LTP so far for this financial year and how much budget was left.

RESOLVED – the update was noted.

22. Housing Officer Patch Update (Chris Morton)

Katie Esberger is now covering Kerry Curtis' patch and is no longer a job share with Julie King.

RESOLVED – the update was noted.

23. Community Investment Projects (Julian Fisk)

Julian was unable to attend and therefore Chris gave an update on behalf of Julian and checked that LTP were happy for us to carry on with community investment projects which include the following:

- Green Synergy – laying paths
- Samaritans – refurbishments to the property
- Mansions of the future – refurbishments to the property

RESOLVED – LTP agreed they were happy for us to carry on in these projects

24. Review of the Work Programme (All)

25. a) Items for the Next Meeting

The agenda for the next meeting was discussed and agreed.

RESOLVED –The update be noted.

26. Non Agenda Items

There was no update under this item.

RESOLVED – No further updates.