

LTP Project Updates

LTP continue to work with tenancy services, fire safety assurance, maintenance, business management and resident involvement on a variety of projects.

I will give you a brief overview of the projects we are covering in these areas:

Within tenancy services we are working with Jason Dobbs from the Voids Team and have agreed to change the format of inspecting voids – All LTP will attend a refresher voids inspection training programme and attend a quarterly working group to review voids process to enhance the process and to put forward recommendations. We understand inspecting a targeted one property a week may be difficult due to property type and availability, we have agreed to inspect as many as possible and take direction from the voids team – our aim is to increase from 5% to 10%.

We continue to review the complaints process and we are due to hold our third meeting in Feb/March – We have requested recommendations shared with relevant officers together with a request for further feedback relating to some complaints.

LTP are working closely with Phil Longhorn, interim maintenance manager on the schedule of repairs project. We are attending monthly meetings to review performance and are focusing on creating a marketing programme to deliver a consistent message and information to tenants on the benefits of the schedule of repairs project. We have posted on our Face Book Page eight schedule repairs post to promote and encourage tenants to make an appointment.

We continue to hold our monthly LTP meetings.

We held our AGM and formally adopted our constitution on Monday 7th November and two members of the public attended and expressed an int interest, resulting in Dorothy Terry becoming a new member of LTP.

The Resident Involvement Manager hosted a celebration event on Wednesday 15th November to acknowledge all the challenging work over the last couple of years in creating the LTP constitution and the Tenant Involvement Strategy. The Mayor, Director of Housing and Portfolio for Housing attended and kindly presented LTP with a Thank You speech.

LTP volunteered and assisted the Resident Involvement Manager at the Jarvis and Shuttleworth House fire safety exercise and engagement event. We found both events successful, in particular, tenants at Jarvis House actively engaged with officer and LFR.

I have stood down from ARCH and please to confirm Debbie Rousseau is my replacement and attended a meeting in January. In November, five LTP members attended a free ARCH Conference – The conference delivered two workshops on decarbonisation and Fuel poverty/cost of living and in addition to this, three guest speakers; Kate Dodsworth – Director of consumer regulation and Fleur Priest-Stephens - tenant engagement manager for the regulator of social housing, presented

information on the proposed tenant satisfaction measures and regulatory changes and Caritas Charles – Policy and Insight Manager addressed resident engagement in building safety.

Three LTP members are working with Keeley Johnson and Area Housing Managers to create an ASB working group reviewing ASB cases on a quarterly cycle and have recently completed their first review. The working group are also in the process of trying to obtain an ASB accreditation.

In November, I attended the Social Housing Quality Register Panel launch event which highlighted how the Resident Panel will run over the next 12 months, providing the panel with opportunities to discuss topics. The SHQR panel will focus on one of the chosen topics, “how complaints are managed by landlords and the Housing Ombudsman” via the online community, this is a platform used to share experiences of social housing and thoughts about related government policies, ensuring and enabling us to have direct communication with DLUHC and help drive change for the future. The online community will involve a mixture of activities, questions and discussions on an aspect of the social housing quality programme.

Thank You!