**STRATEGIC TENANT AND RESIDENT PANEL MEETING**

Wednesday 6 April 2022

6.30pm-8.30pm

Fellowship Square/Microsoft Teams

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| MINUTES | ACTION |
| Present:  **STAR Panel Members**  Bert Morris (Vice Chair) (BM)  William Wood (WW)  Josie Lewis (JL)  Heather Gardiner (HG)  Juli Ozer (JO)  Stephen Jeffery (SJ)  Ahmed Hussain (AH)  **Officers**  Rumana Akthair – Housing Engagement Officer (RA)  Shahid Mallam – Head of Insight and Engagement (SM)  Claudio Rizzi – Head of Mechanical and Electrical (CR)  Sarah Baptiste - Housing Engagement Officer (SB)  Sumitra Gomer – Divisional Director for Housing Assets (SG)  Richard Tomkinson – Independent Mentor (RT)  Jackie Bowditch – Aston Group Operations Manager (JB)  Michael Cleaver – Director of 4i Solutions Ltd (MC)  Chris Grace – Head of Building Services (CG)  Allan Riches – MSPS Operations Manager (AR)  **Apologies**  Cllr Louise Mitchell – Portfolio Lead Member for Housing  Jane Martin – Divisional Director of Housing Operations  Arsalan Tariq  Iraah Wehner |  |
| 1. WELCOME AND APOLOGIES |  |
| BM opened the meeting and provided apologies from Cllr Mitchell. Cllr Mitchell was unable to attend due to purdah.  Apologies were also provided by Jane Martin, Iraah Wehner and Arsalan Tariq. |  |
| 2. REVIEW OF LAST MEETINGS MINUTES |  |
| RA advised updates had been provided for all actions via basecamp except arrangement of sheltered housing visit. RA to liaise with panel members and agree date.  HG asked if more data would be available regarding the Eco show home. JB confirmed tenants would be moving into the property in July. CR advised that additional data would be dependent on how willing residents are for their usage to be monitored.  SG also advised that the building safety bill is going through amendments and is unlikely to extend to 11m. BM queried whether sprinklers will be installed in high rises. CR confirmed a programme of works is in place and that priority has been given to sheltered blocks.  SM advised Adam Jenner, Head of Place, is keen to recruit members onto the leaseholder improvement panel. Call to action has gone out in Resident News and a further email is due to go out as well.  JO asked why Resident News is not emailed out. RA to follow up and provide update. HG asked how can residents inform WF if they are not receiving if they don’t know when they should be getting it. RA advised team carry out ad-hoc checks. | RA  RA |
| 3. REPAIRS AND MAINTENANCE PERFORMANCE |  |
| SG advised the repairs and maintenance service is a partnership between (Waltham Forest Council (WF), Morgan Sindall (MSPS) and Aston Group. The contract with MSPS was agreed for 2019-2027 with an option to extend, the contract with Aston Group is until 2023 with an option to extend until 2027. SG advised contractors have key performance indicators (KPIs) to monitor performance and a quarterly report goes to the cabinet lead for Housing, Cllr Mitchell.  AR shared performance data for MSPS KPIs. AR advised Brexit and the pandemic had caused challenges in a number of areas including with staffing but they are working with many recruitment agencies to fill the posts.  JB advised Aston KPIs are different to MSPS. Pre-pandemic, residents were asked to complete survey in person but since have moved to telephone surveys. JB acknowledged there were issues with getting repairs right the first time during the pandemic but have recently changed their subcontractors and the data shows they are now meeting target. JB highlighted that gas servicing stayed 100% throughout the pandemic. A big part of Astons work for WF is compliance related so they tried to carry out business as usual during the pandemic. Aston also worked closely with Independent Living Service on sheltered housing to carry out servicing of warden call system and PAT testing. Aston are still experiencing issues with access for stairlift maintenance although this has improved after a change in contractor.  MC advised benchmarking data comes from HouseMark and comparison is made with similar peer organisations. Satisfaction data for WF is collated from the STAR survey.  SG advised upcoming challenges include issues with supply chain and increase in cost of materials. SG also expects situation in Ukraine to impact supply chain as well.  JB advised Aston also have social value KPIs which they meet monthly with CR to monitor. JB provided an overview of some of the social value offers by Aston including employment support, apprenticeships etc. JB emphasised that social value was not just about hitting targets and Aston have gone beyond to support activity like Christmas events at sheltered housing etc. During the pandemic, social value activities were carried out virtually but are beginning to offer more face to face opportunities now.  JB informed STAR that Astons social value lead, Rachel Statter, had received an Employment Business Skills award from Waltham Forest.  BM thanked MSPS and Aston for their hard work throughout the pandemic.  SG reiterated the importance of giving back to the community and helping residents through difficult situations like the cost of living crisis.  AR advised MSPS have 5 KPIs on social value which are on target.  SG asked STAR to suggest areas of focus and acknowledged communication needs improving.  RT suggested the presentation will be useful for resident scrutiny and provides a good overview.  RT suggested an area for STAR to look at would be how contractors communicate to gain access to properties.  WW asked if there was a way to compare KPIs with previous pre-covid KPI performance. WW also asked why comparison was with the median rather than upper quartiles in the performance data. SG advised that additional factors affect performance such as spend. The more you spend, the better your performance will be, so a balance needs to be struck. SG advised it is difficult to compare to pre-covid KPIs as this was the first year of the MSPS contract.  HG asked if the social value offer increases the price of the contract. SG advised it does but that the contractors go above and beyond the requirements agreed. WW also advised that social value was part of the offer from all suppliers who bid for the contract.  WW advised that he had taken the MSPS course list to a food stall on The Drive to inform residents. SM advised that the course info had been included in Resident News and the website. SM agreed more work needs to be done to signpost residents to the courses. SM advised in the most recent STAR survey, 60% of residents felt we kept them informed.  SG asked JO to raise example of situation where it wasn’t done right first time. JO gave example where resident of Stocksfield Road has issue with guttering and water in her property and MSPS operative visited but nothing was done. Scaffolding went up on the other side of the estate and JO believes it may have been for this resident.  AR advised they were aware scaffolding went up but not aware who erected as it wasn’t MSPS and subsequently took it down. AR to follow up Stocksfield road issue. | AR |
| 4. HOUSING WEBSITE |  |
| SM presented on Housing Website. SM advised Emma Smith, Senior Engagement Officer is responsible for housing comms and is part of his team. SM advised the new website was modelled after the .GOV website. Feedback from residents previously was that the old website was difficult to navigate. Content of the pages were also updated as part of the refresh. Team used google analytics to understand which pages were needed.  JO advised she has issues accessing the rent account and there should be an easier way to look up your rent. SM advised the website needs to link with individual accounts and has to be secure.  WW noted there was no information on Positive Places and on tenants’ rights and responsibilities.  SM agreed to feedback comments to Emma and provide update to Panel. | SM |
| 5. AOB |  |
| AH advised there were unoccupied occupants in neighbouring properties and asked how this should be dealt with.  RA advised this would need to be investigated initially by the tenancy officer. RA to liaise with AH regarding issue.  AH asked if ASB can also be added to the forward plan for STAR minutes. RA advised | RA |
| 6. DATE OF NEXT MEETING |  |
| 27 July 2022 via Teams |  |