

## **Attendees**

Gerry Crease	Tenant Board Member
Marcus Cooper	Tenant Board Member
Liz Perryman	Tenant Board Member
Tony Cole	Tenant Board Member
David White	Housing Transformation Manager
Georgia Mecoy	Tenant Engagement Co-ordinator
Nick Christo	Public Realm Head of Service

## **Apologies**

Lise Benjamin	Tenant Board Member
Kerry Lecomber	Tenant Engagement Co-ordinator
Cllr Winch	Portfolio Holder for Housing
Cllr Carter	Portfolio Holder for Housing

## **Action(s) from last meeting**

- Share O&S Reports- Sent via email 28/08
- Send TB recommendations from the Tenant Handbook and an update 27/08
- GM to create list of resources to send to board- Not quite ready

## **Public Realm introduction**

Nick Christo shared a presentation which explained the function of the Public Realm Team.

Tony asked about parking clarification – answer is about general car parks rather than on street and estate parking

Marcus asked why is more expensive to cut the long grass areas less – Nick explained about the cut and collect etc. Marcus added about the fact that you should still be saving on staff time – Nick advised we don't save on staff but we should have more resource/time to get round sites quicker.

Marcus also raised about long grass can affect people with hayfever – Nick advised that our Bio diversity manager continually reviews them and they are not permanent fixtures and appreciates the struggle for hay fever suffers but even the shorter cuts still impact on this.

Marcus asked about the weed problem and the fact they cause a trip hazard especially for people with mobility issues. Nick advised that due to the cessation of glyphosate there isn't anything else as effective, so is a challenge, twice a year isn't enough.

**ACT: Marcus to provide areas of concern to Georgia to pass on to the Public Realm Team.**

Gerry asked about his local area Hill Rise, Stowmarket – between 28 – 32 and 44 – 46 and if we have hot spots. Nick advised we do have hot spots and there is some ownership issues

sometimes which makes there are inconsistencies. Advised to report H&S in the usual way. We do cut hedges once a year.

**ACT: Nick to share slide pack with Georgia.**

## **Performance Dashboards**

### **Mid Suffolk**

- Overall repairs Satisfaction has decreased since February, but is on the rise again
- Repairs completed first time is stable between 87%-90%  
Average time to complete repairs reduced significantly
- Complaints responded to on time has had no real pattern- Dropped to its lowest at 13.95% in April- back to 34.37% in May
- Increase in ASB cases but this is usual in the summer months
- Gas safety compliance dropping by 1% since February

### **Babergh**

- Reduction in time taken to close a repair
- Satisfaction with Repairs has been stable between (83%-95%). 95% for May
- Reduction in Fire Safety Compliance- We found that 3 buildings expiry dates were exceeded. These buildings have now been booked in with our Fire Risk Assessment Contractor.
- ASB increased slightly
- Complaints responded to on time- Dropped to its lowest at 16.27% in April- back to 36.36% in May

**ACT: Liz would like to see how much rent arrears has been collected against rent debit.**

Marcus raised about how the dates are arranged from starting from the earliest, Georgia confirmed this is to show the newest dashboard first so tenants don't need to scroll all the way to the bottom.

## **Annual Report Scrutiny**

Tenant Board were sent the report last week.

Liz enjoyed reviewing the report – the emotion to it was that it was talking to us and not at us, easy to understand and adult to adult conversational tone.

Marcus found that there wasn't too much jargon and was good.

### **Greater Places update**

- Project Officer to be recruited in September to help get through the list of projects
- Due to HRA limitations Mid Suffolk will be going ahead with the projects we currently have allocated
- 21 potential Projects
  - 6 Mid Suffolk
  - 15 Babergh

Liz asked about including more villages in estate improvements works- David and Georgia confirmed we are starting to look at smaller villages on the back of her suggestion last year and will continue to look at smaller areas through Community Action Days.

Gerry said about the likelihood of the government listening to the demands of the Southwark reports due to the issues with money.

**ACT: Georgis to share Southwark report.**

### **Housing Officer Query**

Liz raised that her street is finding it difficult to contact the Housing Officer. If the Housing Officer is on leave customer service asks the tenant to wait until they are back, however they have not been getting a response for multiple weeks. Rob Longfoot (Tenancy Services Head of Service) to attend next meeting to discuss.

### **Any Other Business**

- Questions for Arthur- Liz wants to ask what does the future look like for the Councils
- ARCH Tenants Conference-Thursday 3 October, New York Stadium, Rotherham
- TPAS Eastern Members Event- 26th September
- Christmas meet up
- Electing the chair of the board next month – self nominations welcome.