

Leasehold Forum Meeting Minutes

Venue:	Meridian House
Date:	25 th April 2017
Time:	5-7pm
Ongo Homes Attendees:	Lesley Warburton (LW) Beckie Willing (BW) Karen Cowan (KC) Richard Clark (RC) Bethany Smith (BS) Pat Byrne (PB)
Leaseholder Attendees:	10
Apologies:	1

1. Welcome, Introductions and Housekeeping

All parties present at the last meeting agreed that minutes were a true reflection of the meeting. KC welcomed everyone and went over the fire regulations and ground rules.

JT mentioned that there some legislation passed which means we are now exempt from having to comply with OJEU. KC, RC and LW all agreed they were not aware of any changes but confirmed this would be checked.

2. Purpose of the meeting

KC explained that the purpose is if there are any changes to consult, give any information we might need to provide, discuss ways leaseholders can be involved in influencing services received.

3. Leasehold Information

Review Terms of Reference – KC explained we are looking to see if we need to update it or if leaseholders are happy with it how it is.

Everyone agreed that the overall purpose is correct with some small changes agreed.

Objectives

Leasehold Action Plan – KC explained that this is to monitor progress but all of the

actions had been met on the previous one and so currently there isn't one in place. Any Action Plan will be brought to future meetings and if issues are identified they can be included with the plan amended accordingly. We will agree any new action plan with leaseholders.

Communications

JT said that agendas should be sent in advance as people won't know whether or not they wish to attend if they don't know what is being discussed.

It was agreed to avoid unnecessary additional costs, that the agenda would be put on the website a week before the meeting and in the invitation it would refer to the fact that it is on the website.

Terms of Reference will be amended to reflect this. Also to set dates in advance.

The Terms of Reference needs amending from Key News to leaseholder newsletter. It was suggested this be sent out via email to those who have them and with bills to those who haven't, to avoid any additional costs and charges. At least 1 newsletter a year to be sent and make sure everyone has access to that.

Code of Conduct

The Ongo Homes Volunteers Code of Conduct is to be put on the website, we will also send it with the meeting minutes and ask them to bring to the next meeting.

Customer Engagement

BS, Customer Engagement and Information Officer handed around the Customer Engagement handbook.

There is a place on Community Voice which is an umbrella group, open to tenants and leaseholders. They meet on the 2nd Monday of every month.

Space on Maintenance Panel – look at repairs service.

Tenant inspectors – they look at estate services, empty homes etc. They also carry out mystery shopping exercises.

Ordinary Membership – tenants and leaseholders can sign up to become Ordinary Members. This allows them to vote at Ongo Homes AGMs where Ordinary Members get 51% of the whole vote on large organisational decisions.

Scrutiny Panel – involves a job interview. The panel selects a service area to review then carries out a full desk top audit to include current performance data and customer satisfaction. It then researches good practice and puts forward recommendations for improvements where required.

There are lots of different engagement structures and we would really like leaseholders to get on board and have an input. Volunteers get out of pocket expenses but scrutiny panel members also get a laptop or ipad. Leaseholders are encouraged to attend any of the structures as an observer to see if they would like to be involved in the future.

Major works

PB then ran through the current major works we have going on.

Re roofing – Riddings Estate.

Already stated roofing program on tenant properties. Introduced 8 blocks. Drawn tender documents, going out next week.

Works information - specification – it will be responsibility of contractor to notify tenant/leaseholders which addresses communication issue raised earlier.

Leaseholders can be part of tender evaluation – score each bid, part of the group who decides who is awarded the tender. Leaseholders were asked to let us know if want to be a part of it. The tender process is done through the procurement portal, open to any contractors that want to bid, part of scoring relates to quality questions such as what they can give back to the community such as local employment. Once we have done the evaluation we get together and look at scoring, we look at discrepancies and agree who gets the contract.

CN asked why Peacock Street is not being done? Different style roof, cottage flats, different program. Will be next year.

Parapet Walls – Ashbridge won works. Waiting for new project manager, hoping to start soon about 3 weeks, pilot property, make sure understand about access and then roll it

out to the others. Some blocks are 3 stories up. The work is straight forward but the logistics may be an issue.

Service Charge Estimates

LW explained that the service charge estimates went out in the last week of March. There has been an uptake on payments by card over the phone.

The invoices were served for the 1st time is using our online mailing system which is a huge efficiency and cost saving.

In relation to our management fee on service charge estimates, we streamlined our team but pensions went up so management fee increased.

We are currently in the process of sending out account statements, the new template isn't exactly where we want it to be and they can be a bit fiddly but we didn't want to delay sending them anymore.

Major works account statements will also be sent out.

LH wanted to know if leaseholder's internal repairs could be done by the Handyvan service on a commercial basis. LW explained that was passed to the Head of Repairs and Maintenance, we have the plumbing service which people can access. It is being looked at because it was on feedback for the manager's forum. We would have to see how it works with recharge accounts. Won't happen overnight but we are looking at it.

Customer Satisfaction Surveys

BW explained that our research team have started making calls to carry out the Customer Satisfaction Surveys. The survey spans a number of service areas which affect our leasehold customers including estate management, communal cleaning, grounds maintenance, repairs etc. We will collate the information and be able to feedback at the next meeting.

They are also taking the opportunity for data capture. This is to ensure we have up to date information which includes date of birth, secondary telephone numbers, email address, correspondence address, contact preferences, special requirements for communications, e.g Braille. Date of birth is required for security checks so we know that we are talking to the account holder.

Consultation

LW explained that we are making some changes to the website but we wanted to consult on the content. Is there anything that would draw you to it if you knew it was on there? We did a lot with the Right to Buy, we put the forms on there for people to print at home and send to us. The leaseholder handbook is on there. LW asked if people could take a look at the existing format and provide feedback.

With regards to the customer portal – the current system, iHousing is designed around tenants. System gives last 20 transactions. Provides a certain level of service but there is so much more you can get from a portal.

The new portal you will allow managing a repair request from end to end. The idea is it is all online. Pick appointment slot so no need for the customer service team to ring you.

You will have access to full rent statements. There will be direct access to commercial services. Mobile app for smartphones. Do everything from your own account. Feedback for what would be useful.

We are luckily involved from an early stage. More we do online the more cost effective it is. We would be looking for leaseholders to trial it when it is in its testing stage.

Action Points

1. Check with Julie Collins about compliance with OJEU

Having sought legal advice on this matter, there have been no changes which affect our requirement to comply with OJEU.

2. Check if Handyvan service does simple plumbing jobs such as leaking taps
Beckie has spoken with Jeremy Robinson, Community Development Team Leader and this is not something that they can currently do.
3. Amend Terms of Reference accordingly
Amended Terms of Reference attached for perusal
4. Publish agendas on website one week prior to meetings
This will be done for all future meetings.
5. Set dates for future meetings & detail at bottom of meeting minutes
This has been done and will continue with each meeting.
6. Send code of conduct out with meeting minutes
They are included with these minutes.
7. Publish code of conduct on the website
Code of Conduct is now available under the Leasehold section of our website.

Future Meetings

Monday 24th July 2017

Thursday 26th October 2017

Thursday 25th January 2018