

COMMUNITY VOICE MINUTES
Held on Monday 15th December 2025
Holme Hall Golf Club



Present:

Community Voice Members: Tracey Bain, Trevor Davey, Keith Lumbers, Eric Gosling, Sharon Bernard-Earnshaw, Sue Hickling, Eddie Stringer, Stewart Pearson, Rhiannon Jeans, Simon Milner, Mariane Sonksen, Charmaine Mande, Paul Pearson

Ongo Staff: Wendy Wolfe, Mo Mathieson, Kevin Hornsby, Jordan Barr, Becky Johns, John Hughes, Bethany Mathews

1. Welcome, Apologies & Housekeeping

- Wendy welcomed everyone to the meeting and explained that she will be chairing the meeting as the chair and vice chair had sent apologies.
- Apologies have been received from: Jill Millner, Tami Reevell, Dawn Johnson, Tima Omari, Jim Newcombe, Graham Lloyd, Harry Jackson, Judith Tomlinson, Ron Weller, Kirsty Jarren (Observer), Steve Ellard (Ongo),
- Members were reminded that personal issues should not be raised during the meeting. If a previously reported issue has not yet been resolved, they were encouraged to record it in the enquiry log for follow-up.

2. Minutes & Actions from Previous Meeting

- Keith and Eric proposed, and seconded, that the minutes of the October meeting were an accurate record.
- Wendy provided an update on the actions from the previous meeting:
 - PR will work in joint communication with North and Northeast Lincolnshire Council to explore key themes for any joint communication.
 - Confirmation had been provided that not all tenants who complete the Transactional Performance Survey complete the perception surveys.
 - An update on the Neighborhoods Model is on today's agenda.
 - The Tenant Inspectors Schedule will be shared with members in the new year.
 - All tenants receive a copy of their gas safety certificate following the gas service. This information can change monthly, which means issuing 11,500 gas certificates to the Fire Service wouldn't be practical. Gas safety certificates are displayed on the notice boards in the Schemes. Individual tenants may be asked by the Fire Service for their certificates, so are advised to keep them when issued.
 - Kevin shared communication with the operational teams to make them aware of the phone connectivity issues in Crowle.
 - The CV away day was held on the 12th of November, and an update is on today's agenda.

3. Board Observers

Meetings taking place in person or via Microsoft Teams include:

- Ongo Homes Board on 28th January, Board room, Ongo House – 1.30pm to 5.00pm
- Ongo Communities Board on 1st April, time and venue to be confirmed.

- Customer Focus Committee, 13th January, The Arc – 1.00pm to 3.30pm
Three CV members can attend any of the meetings as an observer, and those interested were asked to inform Customer Engagement.

4. Executive Update - Kevin Hornsby

- Kevin explained there have been a lot of operational changes over the past few months and form part of the new delivery model. The new regional way of working is going well, especially for improving customer experience. Customers are providing positive feedback on the new way of working.
- There will be a full review in six months to see how things are working across each region. Customers now have a named contact in each area, and customers are getting more written updates as well as the newsletter.
- A member asked if the contact centre had received calls from customers asking for staff by name. Kevin confirmed this has been happening and it's helped the team as calls can be transferred direct.
- A member asked what happens if a Neighbourhood Officer is on holiday. Kevin confirmed that another officer from a nearby area will cover, and service level standards will stay the same.
- Kevin explained that Neighbourhood plans are being developed using data and feedback from customers, the regional teams, and other agencies.
- Wendy explained that the Neighbourhood Engagement events are being reviewed and will link into the new plans. This will focus on themes from areas that need to take priority working jointly with the Neighbourhood teams.
- A member gave positive feedback about an engineer who covered another area when a van broke down which showed staff are doing their best to help customers.
- Last year's Christmas opening hours were reviewed and received a positive response which means that services will stay open over Christmas and New Year.
- A new partnership has started between sport, health, and housing. Customers are encouraged to take part in sport, with Lincoln City Football Club now involved. The "Football for Free" project is already showing good results and customers have provided feedback on the positive impact attending the free games is having.
- Kevin explained there will be several free tickets available for members to attend the game on the 24th of February 2026 and asked members to let customer engagement know by the end of January if they are interested. The event will celebrate the partnership and will include other housing organisations. He confirmed that there will be disabled access and individual needs will be accommodated.
- **ACTION:** Members to contact Customer Engagement if they would like at attend the match.

5. Customer Data and Consent Procedure – Becky Johns

- Becky explained there has been a full review of Customer data and how the information is collected. The focus was on core tenant details including name, DOB, NI Number, telephone, etc.
- A procedure has always been in place to check customer data at the point of a property being let and at any additional tenant contact with customer service.

- As part of regulatory services, the service needs to look at how data is kept up to date and accurate.
- It was identified that 12% of data had been updated over the last 2 years and tenants were unable to self-serve and update their data through the My Home App. A new form has been added to the App, and if the tenant's data has not been updated, they will be prompted to do so. Extra fields have been added within the form to ask tenants more information in terms of disability. Tenants who have stated they consider themselves disabled will be offered a call to discuss the reasonable adjustment policy and to make decisions based on this. Tenants will also be asked for their communication preferences.
- The form will be reviewed after Christmas and will be shared with tenants asking them to go onto My Home and update their details. Neighbourhood officers will have the ability to do this on their iPad, and they will be able to assist tenants. It was noted tenants whose data is up to date will not get a reminder.
- A clear Data Standard will be produced to ensure the process is transparent for customers and tenants.
- A member asked about bedbound tenants who are unable to access digital technology. Becky confirmed staff can call the tenant or speak to a carer or a family member to help update their information.
- A member fed back that she updated her details during the meeting and found it easy to complete.
- Members noted that staff are using iPhones that don't display any identification and some customers don't answer calls from numbers they don't recognise.
- A member also noted that some staff who work remotely don't have e-mail signatures added with contact details and if an automated response could be set up.
- A member asked if other household members can be added to the form. Becky explained that within the impairment list, tenants can add a vulnerable adult or child. Although the form is not including all household members into the data, this may be explored during the second phase.
- Updates will be provided at future meetings and will be included in the Key News when the full launch goes ahead.
- **ACTION** – Becky agreed follow up on staff emails to include a signature and automated response.

6. Vulnerable Persons Policy – Bethany Mathews

- Bethany explained that the Vulnerable Persons policy has been reviewed to make sure it follows the Equality Act and the Housing Ombudsman Spotlight report which asks all housing associations to check how they support vulnerable people.
- The policy explains how Ongo supports tenants who may be vulnerable and links in with other work happening around vulnerability.
- A member asked if there would be regular training for staff. Bethany confirmed that there will be training which will help staff understand different tenants' needs and help spot vulnerabilities. This will include training in areas such as Dementia Friends and Mental Health awareness.

- A member asked if Ongo has a formal link with other external groups such as Social Services. Bethany explained that Ongo will link to other external services for additional support if required.
- Members asked about staff training in sign language. Becky confirmed that Ongo has access to AA Global, which has a facility for British sign language. There are also options to write or telephone the tenant.
- Members agreed the policy was clear and easy to understand.

7. Role of Neighbourhood Operative – Kevin Hornsby

- Kevin explained that the scrutiny panel had previously conducted a review of job titles in Landlord Services. As part of the new delivery model, titles have been simplified. The title ‘Neighbourhood Services Operative’ was identified as confusing from customer feedback. Following consultation with colleagues and tenants, it was agreed the title should change to ‘Neighbourhood Caretaker’. This recommendation has now been approved.
- A brief discussion took place about the Neighbourhood Service Operatives’ role and responsibilities.

Additional points discussed related to Neighborhood Officers included:

- A member asked if notice is required before visiting a property where the tenant is considered vulnerable. Kevin clarified that staff may visit a property when out in the area and they can also send letters in advance.
- For any serious issues, such as properties taken over for criminal activity including drug related problems. Ongo work closely with the police to manage risks and ensure customer safety.

8. Maintenance Policy – Jordan Barr

- Jordan explained that following feedback from Customers, the Maintenance Policy has been revised, and a new Customer Journey document produced.
- The updated policy clearly outlines what customers can expect, including clear communication and improved repair processes for customers. The document also includes how Ongo will work with contractors to ensure the services are delivered to the same standard as in house teams.
- Jordan asked for feedback on the revised policy and Customer Journey to be submitted by the 23rd of December.
- **ACTION:** members are asked to provide any feedback to the Customer Engagement Team by the deadline.
- The key changes in the policy include, planned repair category, void re let times and improvements after Awaab’s law.
- A member asked whether the same operative could complete all tasks for a repair to reduce inconvenience. It was confirmed that the service aims to send one maintenance operative whenever possible.
- A member spoke about a tenant that had issues over six months without a working shower. The main issues were that several visits were required before the shower was fixed. The member asked if an initial surveyor could visit properties before work begins to help identify the issue and reduce repeat visits.
- Jordan explained that supervisors are now looking at more complex repairs to ensure the right staff, time allocation and materials are available.

- A member noted that the current app does not provide an option to report shower related issues. As a result, when a tenant explained the issue to the contact centre, the wrong operative was sent out. It was suggested that the app is updated to include an area to report shower problems to ensure correct job allocation.
- **ACTION:** Becky agreed to look into this.
- A member asked if specific time scales could be included in the policy. Jordan explained that all repairs are assigned to a specific code that provides a time scale for work to be carried out. There are some examples provided in the policy, but it would be difficult to include all the details in the policy due to the wide range of repair types.
- A member asked if repairs logged on the My Home app could provide details of an expected time scale for completion. Becky confirmed that you can log a repair, but it doesn't provide the time scale.
- A member suggested that the tenants receive a text to notify them of when repairs are going to happen. Becky confirmed this is already included in the customer journey.
- Members discussed how repairs are categorised (outlined in Appendix one). It was noted that timescales for certain repairs are unclear and may need review. For example, a roof leak should be looked at within 24 hrs to prevent further damage. A temporary fix within this timeframe would resolve the immediate issues. Then a complete roof replacement or major repairs within 12 months.
- A member asked about the call centre procedures and who is responsible when an issue is not resolved. Becky clarified that when a customer contacts the call centre, the call is logged and tenants notified. If the repair is not completed, the system flags it for daily review. Tenants should be informed immediately if a repair cannot be carried out. The planning or performance team would pick this up and ensure tenants are given as much notice as possible.
- A member asked if Ongo initiates compensation when an appointment is missed. It was confirmed in these cases, compensation is provided.
- A member asked about receiving a visit after notifying Ongo that a job had been completed. Jordan explained there are several points that should flag up when an operative has visited and, on this occasion, it was an error.
- A member provided positive feedback around accurate times for logging repairs, noting that the service had worked well when she had needed it.
- A member suggested adding compensation details within the policy and Jordan agreed to take this feedback on board.

9. Customer Engagement Activity updates -Tenant Reps

Tenant representatives from the following groups provided updates:

- **CV Away Day** – Wendy explained the day was successful, with members contributing and participating in discussions. As a result of the away day a focus group meeting will be held in January and follow up on some action points raised.
- **Property Services Panel** –the panel received an update on performance data which shows improvements have been made. Members approved the terms of reference and Jordan had reviewed how the panel is going to work in the future and adjustments to the agenda setting have been made.

- **Complaints panel** – the panel reviewed complaints performance and case studies in line with the Housing Ombudsman Code. One case highlighted that vulnerabilities had not been considered or recorded: this has been addressed, and response letters have been updated. The panel also examined complaint extension letters and discussed on going work following scrutiny of the Housing Ombudsman report.
- **Scrutiny Group** – the group are reviewing aids and adaptations. They had a meeting with the Head of Assets who provided members with some background information on the process. Their next meeting will be with staff who deal operationally with aids and adaptations. A final report will be prepared and presented to Community Voice when the review has been completed.
- **Resident Building Safety** – at the last meeting they reviewed key safety topics, performance information and how to improve tenant communication regarding lifts and security. Legionella prevention methods were reviewed, including tenant responsibilities for running water when they return from being away from the property. The annual impact assessment was completed with an action plan to help make improvements to the group.
- **Tenant Inspectors** – 39 inspections have been completed, non were rated red and there was two rated Gold. The main issues included fly tipping, cleaning and tile staining. Inspection sheets have been updated to include window restrictors that will now be checked during inspections.
- **Publication Panel** – the panel are responsible for checking and agreeing content in the Key News. They are involved in reviewing customer letters to improve communication across the organisation, ensuring they are written in plain English.
- **Sustainability Panel**– The panel have reviewed the Net Zero action plan, which is now live after amendments. The plan has been revised into three categories, and work on fleet improvements is ongoing. The group discussed gas and electricity consumption, and a working group has been established to look at heat consumption. Current homes all have an EPC rating of B or A. Ongo has increased its Shift accreditation from Silver to the Gold standard. Planned environmental projects are ongoing.
- A member raised concerns about the Sustainability and Environmental policy noting a lack of in-house expertise and no list of recommended plants to use in different areas. Members agreed that individual areas may require different plants and the policy can't include all the various types. The manager responsible will conduct research with the Neighbourhood team and contractors.

10. Customer Engagement update - Wendy Wolfe

Wendy provided an update from Customer Engagement and full details are included in the written report.

- 513 tenants have been engaged through tenant involvement, meetings, and surveys from the Key News.
- Targets on engaging with tenants aged 30 and under have been achieved at 10.4%.
- The first meeting with the new Anti-Social Behaviour monitoring group was held and they agreed the terms of references and frequency of meetings with 4 meetings taking place next year. There will be a core group of involved tenants and 6 other tenants from each area will be invited to future meetings. Each

meeting will be held in a different region and those who've experience ASB will be invited to attend a meeting and share their experience.

- Updates were also given on:
 - Digital Tenants
 - Key News
 - Retirement Scheme meetings held at Chesleigh House (Gainsborough) and Martins Close (Barrow).
 - Neighborhood engagement events
 - Community groups
- The last event of the year was the annual Dine and Dance event which received positive comments from those who attended.

11. Future Agenda Item / Focus Group ideas- Wendy Wolfe

- The first Community Voice Focus Group will take place on 20th January from 1.00pm to 3.00pm at The Arc.
- This item will be a standard agenda item at future meetings to enable members to suggest topics they would like to see covered for upcoming meetings.

12. Any Other Business

- Wendy informed members that the Tenancy Management policy is due for review, and the consultation needs to be completed by the end of January. There are a few other meetings already taking place in January and the agenda for the focus group meeting is full. Members agreed on this occasion to hold a Teams meeting to go through the policy as it was noted that only minor amendments have been made.

13. Date and Time of Next Meeting

- Focus group meeting – 20th January 1.00pm to 3.00pm (The Arc)
- Full meeting - Tuesday 3rd February 2026 at the Arc or on Teams, 1pm-4pm.