



CUSTOMER PANEL MEETING

Monday 22nd May 2023

Meeting:- Customer Panel Meeting

Date / Time:- 4.00pm, 22nd May 2023

Location:- Minto Centre – Large meeting room

Present:- Debbie Fox (WHA), Susan Duxbury (WHA), Andrea Sharp (WHA), Marilyn Allison, Andrew Hardcastle, Cheryl McGraffin, Lynne Hodgson, Amanda Cook, David Robinson, Bill Reville,

Apologies:- None received.
Not present at meeting – John Burrow, Colin Tooley, Olive Timney

Note Taker:- Andrea Sharp

<u>ITEM</u>	<u>NOTES</u>	<u>ACTIONS</u>
1	<u>Apologies</u> No formal apologies received. Not present at meeting – John Burrow. Colin Tooley, Olive Timney	
2	<u>Minutes of previous meeting</u> Minutes of previous meeting agreed as a true record. <u>Matters arising</u> Training Plan – this is being progressed by Heather Wilson. Cheryl asked for this to be sent to her again. Business Plan Review – Andrew attended this meeting which looked at the financial information for the business. Andrew fed back that the association is in a strong position financially. There is a 5 year business place. The review carries out a number of	DF

stress testing scenario's on the business plan to ensure that it remains viable.

Service Standards – these have been signed off and will be publicised in the next couple of weeks.

Lettings Panel – Andrew Hardcastle and Cheryl McGraffin volunteered to be members of the lettings panel for the allocation of the new bungalows.

Repairs and Maintenance – A company called ARC have sent over a specification for the service review of repairs and maintenance. Debbie will be speaking to them over the next week or so.

3 Performance info and tenant satisfaction

Report provided to panel for performance up to the end of March 2023 (year end).

In the report you can see last year's performance, this year's target and current performance.

Arrears at the year end were 3.61% not quite at target but they are now reducing.

Voids rent loss increased last year was 0.91% - target is 0.5%. This is down to two properties at Tallentire however these have now been let. It has been quieter with voids recently.

We have now appointed Michael Winthrop as technical services officer – his main role is getting the void works specification drawn up quickly and the work carried out on time. Relet days at the end of March were 13 days.

Repairs and Maintenance – there was a reduction in the number of repairs completed on time but this was due to the end of the contract with Sure Maintenance. The contract with AFM is going very well. There are weekly meetings with them. One thing they have raised is an issue with access – information regarding this is going into the June newsletter. This is not just an issue for AFM but for other contractors as well.

Voids – 77% of voids have been post inspected and they are 100% satisfied with work done.

Value for Money – 100% of new tenants thought that the rent and service charge were value for money.

Stock condition surveys – all done apart from 55 properties at the end of March.

Anti-social behaviour – this shows the number of new and closed cases.

A discussion took place about the parking on the estate and construction traffic.

Customer satisfaction is shown on the report – always have good satisfaction levels.

4 Board Agenda

The board agenda was circulated to members of the panel.

The board meeting is on 25th May 2023 (they meet quarterly).

The minutes from this panel go to the board and updates are given on any actions / work undertaken at this meeting.

Debbie will feedback on anything from the board meeting to the panel. **DF**

The July board meeting will sign off the year end accounts.

The customer involvement report that was sent to board was provided to the panel. This listed everything the panel had been involved in.

The same happens with the resident group meetings.

Complaints – received 8 overall in the year with 7 being upheld.

The regulator expects us to analyse the complaints received and what are the lessons learned from each complaint.

4 of the complaints received related to grass cutting so the lesson learnt from this was to start the contract earlier this year.

The issue with weeds on the estate – Debbie is contacting County regarding the weeds around the walled areas that they are supposed to do. We have done this for the last two years but we can't keep doing this as it is County responsibility.

Some of the complaints related to Sure Maintenance as the contract came to an end.

Damp and Mould – the regulators are scrutinizing damp and mould issues. We have revisited all tenants who have complained about damp and mould over the last two years. A letter was sent out with the rent statement and we are checking at the annual

tenancy visits for any issues. We are also pulling together an advice leaflet.

We are looking to introduce a contractor portal which will enable contractors to log in when they leave a property and the job is completed. This will give us real time data for job completions / no access etc.

We do also receive compliments – there has been 16 recorded compliments in the last year.

We have had 127 responses from the STAR survey so far – we really need 200 for an appropriate sample. Generally comments really positive. A full analysis will be brought to the next meeting.

5 Social Value

We currently use HACT which is a social value calculator. During the pre tenancy we ask a set of questions and then after 12 months of being a tenant we ask the same set of questions- we can then compare the responses. They look at things such as Health, Wellbeing, Financial Status etc. From this we can assess whether as a direct result from us housing someone it has increased their wellbeing etc. This is then calculated into a monetary value.

The system we currently use does not capture everything we do i.e.) clean up days, ½ price childcare, energy efficiency work which all helps to increase the social value.

Debbie is currently looking at another system that will hopefully capture all of this. Debbie will provide an update.

DF

6 SHDF

AS previously discussed we were successful in our bid for the SHDF work.

Debbie and Helen meet every week with the consortium and the internal Westfield Group meet fortnightly.

Everwarm are currently carrying out the retrofit assessments for the work and they have a list of 60 of our properties which are the lowest in energy efficiency.

Everwarm can also access ECO4 funding so they are looking to see which is the better value for money i.e.) SHDF or Eco4.

They have accessed 22 properties in the first week. Debbie will provide an update at the next meeting.

DF

7 Emergency Our of Hours

PPM have been carrying out our out of hours repairs. They are scaling back on the work they do and have now advised that it is no longer viable for them to carry on with our Out of Hours.

Debbie advised she has spoken to Castles and Coasts and they are keen to take on our Out of Hours which has now been approved by the Castles & Coasts Executive Group.

Tenants will still call Orbis who will have up to date contact numbers for AFM or Castles and Coasts.

8 Local Offer Outcomes

This was discussed with the panel with outcomes provided up to the end of March 23.

Community Clean Up event is on 2nd August 2023.

Estate walkabout was on 16th May 2023 – issues raised with gardens and weeds.

Anti-Social Behaviour cases – we have a 2 day timescale to acknowledge new cases and these have all be acknowledged in time.

Dog fouling must be reported to the local authority. The extra bins provided are not currently being emptied. Susan will chase this up.

SD

We provide monthly returns to the local authority on fly tipping and dog fouling.

Neighbourhood Investment Fund – we continue to invite applications. Any applications received will come to this group for approval.

Customer Engagement – we will continue to monitor this and feedback any outcomes.

9 AOB

Westfield Housing Membership Application forms were handed out at the meeting. The majority are tenant members but we do have increasing numbers of non tenant members.

13 Date of next meeting

24th July 2023 at 4pm