**TACT (Tenants and Council Together)**

**Minutes of meeting held on Wednesday 16th January 2019, 2pm**

**Makins Court Common Room, Windsor Road, Alresford, SO24 9HX**

**Attendance;**

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| Monica Gill | Central |
| David Chafe | Stanmore |
| Tony White | Hursley |
| Michael Fawcitt | Central |
| Lin Mellish | Kings Worthy |
| Deane Adams | Denmead |
| Ted Shepherd | Denmead |
| Chris Pink | Denmead |
| Mick Collins | Bishops Waltham |
| Linda Rogers | Bishops Waltham |
| Chris Bone | Simonds Court |
| Joan Stevens | Kings Worthy |
| Carole Bull | Simonds Court |
| John Bond | Weeke |
| Doug Dobson | Winnall |
| John Boyes | Colden Common |
| Chris Barton-Briddon  | Otterbourne & Compton  |
| Eddie Morgan | Easton |

**Guests;**

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| Janette Palmer | WCC |
| Lucy Spence | WCC |
| Cllr Lisa Griffiths | WCC |
| Cllr Caroline Horrill | WCC |
| Rhiannon Riley | WCC |
| Lindsay Steel | WCC |
| Richard Burden | WCC |
| Michelle Smith | WCC |

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|  |  | **Actions** |
| **1** | **Welcome, Introductions and Apologies**The chair welcomed all to the meeting and introduced the guests. Apologies have been received and accepted from;* Cllr Eileen Berry
* Cllr Jane Rutter
* Linda and David Blyth
* Valerie Adcock
* Cllr Liz Hutchison

The Chair informed that sadly Ruth Harris passed away just before Christmas. She was a previous long term member of TACT. All members passed on their condolences.  |  |
| 22.12.22.3 | **Minutes of Meeting on 12th September 2018****Corrections**No corrections were raised.**True Record**Minutes proposed as being a true and accurate record of the meeting by, Tony WhiteSeconded by, Doug Dobson**Matters arising / actions from previous meetings** |  |

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| Action |  |
| * Investigate issue with the television reception and network coverage in both Whitewings and King Harold Court.

Andrew Kingston reported back to TACT on this matter at the AGM on 13th November 2018. **16.01.19** - Further discussion was held regarding this issue as it has not been resolved. It is believed that tenants of Whitewings have been paying the same as other schemes for more than 10 years while not receiving the service. There has been no response to the tenant regarding this issue. Richard Burden stated that he understood a review took place in 2011 and necessary works were completed at that point. This will be next reviewed in 2021. Janette Palmer apologised to the tenant for lack of communication as it was understood this had been completed. Cllr Horrill stated she will take this action (TV reception and Service Charge at Whitewings) and feedback to TACT members.**Update following meeting** – A letter was sent on 24/01/19 to the tenant explaining the aerial charges and channels received.  | Cllr CH |
| * Raise issue of bins not being returned to the correct house after emptying, or are left a long distance away and being left to obstruct public pathways.

**Update 16.01.19** - The issue of bins was discussed at the AGM on 13th November 2018. Awaiting outcomes from this discussion.  |   |
| * + Speak to Estates about gutters and roofs being checked and cleared in Brookside Close.

 **Update 16.01.19** - This has been checked and dealt with.  |   |
| * Switches for showers fitted in inaccessible places above door frames and in ceilings.

**Update following the meeting** - There are two different isolators. * Fan isolators – which are situated outside of the bathroom. These are not normally intended for use to switch bathroom fans on and off on a daily basis. These should be wired into the adjacent light so they run in conjunction with the bathroom light. Although some fans are wired to run continuously at low speed. This is to prevent the build up of condensation. These fans are also wired into the bathroom / kitchen light and are designed to then speed up when the light is switched on. The low speed running costs are minimum and equate to less than £5 per year per fan.

The fan isolator is so the fan can be disconnected from the electrical supply for maintenance purposes and is not really for use by residents. These isolators are usually fitted in inaccessible places, such as above bathroom door or in a nearby cupboard.* Shower isolators – act in the same way as fan isolators and are not necessary to be switched on and off on a daily basis. These isolators have a small red light fitted on them which act as an indicator to tell you that the shower is ready for use. These use a tiny amount of electricity. It’s difficult to put an exact figure on it but on estimate less than £1 a year.

Shower isolators can either be in the form of a pull switch or a large switch mounted outside at high level outside of the bathroom. The large externally mounted switches are normally used when bathrooms are too small to allow a pull cord to be installed.  | JP |

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| 2.4 | **Format of TACT minutes**The chair informed the meeting that the way in which the minutes are produced is being reviewed. A discussion was held around the format of the minutes and it was agreed by all members that they need to be a true and full record of the meeting. However this can be presented in different ways, for example bullet points. The Chair stated that members of the TACT support group have taken on different roles and responsibilities to follow up on actions raised. They will then forward the action to the appropriate group for follow up.Chris Barton-Briddon and Sue Down – Repairs and MaintenanceJoan Stevens – FinanceMichael Fawcitt and David Light – New BuildsMonica Gill – Housing OptionsMick Collins and Tony White - Garages |  |
| 3 | **Introduction to the Handy Person Service**Lindsey Steel, WCC Occupational Therapist, Private Sector Housing and Rhiannon Riley, WCC Caseworker, introduced themselves and the Handy Person scheme,* The service is being piloted for a year.
* To qualify to use this service you must be either 60 years or over and/or living with a disability.
* The issue has been identified by central government to enable people to remain living in their own homes or return home from a hospital stay.
* This is subsidised through the ‘Better Care Funding’ which enables the service to be available to all residents of Winchester City Council district no matter what their housing tenure.
* The service is aimed at minor adaptations, for example; putting up rails and shelving. It does not include pluming or electrical, but will include help with installing a new washing machine and unblocking sinks.
* The Handy person is an approved contractor who has been used by WCC.
* The charges per hour are £9.60 if you are in receipt of a mean’s tested benefit or £18 if you are not in receipt of a mean’s tested benefit. In comparison to hiring a private DIY contractor this is very competitive.
* The appointments will last a maximum of two hours per job.
* All calls to the enquiry number; 01962 848 455 are taken by Rhiannon.
* The service started at the end of October 2018 and so far requests have been fairly even between tenants and private.
* If a request comes into Rhiannon from a tenant and she believes the landlord has responsibility for the repair she will either suggest they contact the landlord or refer onto WCC.
* Experience has shown that people who have used the handyperson service have then used the contractor to get a quote for further work.
* This is not designed to be a weekly service. It is anticipated to be used 2 or 3 times a year per tenant.

**Questions asked by TACT members;**1. Can home decorations be completed by handyperson?
2. Although at the meeting it was clarified that only minor, not whole room decorations come under the scheme – since TACT the scheme has been revised and minor decorations are no longer included. For information, minor paving works have also been removed. The reason for the removal is that the pilot scheme has found that these jobs always take longer than 2 hours and so fall outside of the scope of the scheme.

 1. Will the handyperson have ID?
2. Yes, this was a condition of signing up to the scheme.
3. What process does a tenant have to go through to make sure they are not paying for something WCC should be as landlord?
4. If in doubt any request should go through the repairs and maintenance service initially. If they do not cover the request they should suggest the handyperson service.
5. Previously a similar service was not well received and tenants would often not receive a response to a request. Has this issue been overcome?
6. A previous service was run by Family Mosaic. This is now an internal WCC service so we would hope requests will not be ignored.
7. A tenant stated that they thought the service has been used to put steps and handrails into a tenant’s property which took more than two hours.
8. Lindsey clarified that her ‘main’ role in WCC is as an occupational therapist within the private sector. However, she also supports the occupational therapist within WCC tenants. She may have visited tenants but this would be as an occupational therapist and not as part of the handyperson service.
9. Some properties have different features, for example concreate lintels, that make DIY difficult.
10. The handy people are professional contractors so should be able to identify difficulties.
11. Winchester hospital radio is expanding in May 2019 to cover the whole city. Could this be a good way of spreading the word?
12. Yes, Lindsay said she is in touch with the hospital radio and will potentially be working with them.

The service will also be added to the next Tenant Voice due to go out in May. 1. Wouldn’t it be a good idea to spread the word within the sheltered schemes?
2. Lindsay and Rhiannon would like to be invited to the sheltered schemes and coffee mornings to inform tenants of service. Tenants were also asked to spread the word regarding the existence of the scheme.
 | JP |
|  | ----Refreshment Break ------ |  |
| 44.1 | **Housing Cabinet Papers:****2019/20 Budget and Business Plan**Richard Burden introduced the 2019/20 HRA budget and 10 year business plan which closely followed the paper that went to cabinet last year. * The HRA debt cap has now been removed which means WCC are able to borrow money. In order to fund the extra planned units the council are looking to borrow £39million. This is slightly more than was discussed with the TACT support group. The rise is due to an increase in overall aim.
* A working group will be set up. This will be made up of involved tenants and members to look at tenure, housing stock, construction and what’s cost effective. As a council the aim is to increase the number of units.
* This is the last year of the 1% rent reduction. Looking at the year ahead can WCC afford to take an extra reduction?
* Sprinklers and fire safety provision will be covered.
* A final paper is due the end of this week (18/01/19).

**Questions asked by TACT members;**1. Previously the borrowing rate varied quite considerably, will this be negotiated again?
2. The rate is slightly lower than previous borrowing. We are looking at a rate between 2.8% and 3.2%.
3. How will the money from the sale of garages be used?
4. Although the garages will be moving from WCC Housing they will remain owned by WCC. The income will transfer to the general fund over a 4 year period. The HRA (Housing Revenue Account) will receive a capital injection from the sale. But ownership will remain within WCC.

Cllr Horrill stated that the council are very proud of the HRA and homes owned by WCC. We are able to build more due to the removal of the debt cap. Thank you to TACT and Involved tenants for the support shown towards the new homes. 5 new homes in Bailey Close, Stanmore have recently been completed and tenants are currently in the process of moving in. Victoria Court by the railway station are also in the process of being allocated. The focus is on new builds alongside maintaining good quality homes. The importance of the common rooms in sheltered schemes has been recognised and they have all been upgraded. 1. As tenants the work completed by the council is commended. But it is questioned, why, when building such a large scale scheme like Chesil Lodge air conditioning wasn’t installed?
2. Cllr Horrill replied to this question stating that a review of the Chesil Lodge project has been completed and feedback is always appreciated. Balancing the books is important as well. A list of working sites is published each year, but things change and over time aspirations have to be altered.

Michael Fawcitt stated that he would like to look into the future new builds and whether air conditioning should be considered. All members in favour of the paper.  | MF |
| 4.2 | **Tenant Involvement Appreciation and Incentive Scheme**Lucy Spence introduced the proposed incentive scheme for online involvement. * Open to WCC current tenants only. There will be an Opt in box in each online survey. It is a pilot scheme for a year and will be reviewed in autumn 2019.
* Each time a tenant completes a WCC Tenant Involvement Service digital survey open to all tenants they will be entered into the annual prize draw. There will be only one annual prize draw winner who will receive one prize.
* One entry per tenant (not per-tenancy – to respect that joint tenants may have different views) for each survey return. Duplicate returns will be identified and only one permitted.
* When a digital survey is topic specific, for example sent to a certain group of tenants only, there will be one prize of a £50 shopping voucher only. They will not be entered into the annual prize draw.
* The annual prize will be to the value of a maximum of £200 to choose one or mix and match from the following:
	+ Family ticket to Paultons Park
	+ Netflix subscription
	+ Dinner vouchers for a local restaurant
	+ Love2Shop Shopping vouchers

Or* + Donation to Spare Change for real change

Or* + 2 x 2 hour slots with the Handyperson

Or* + Residents of a sheltered scheme a bespoke social event for them and their fellow residents – tea party, film afternoon, arts and crafts session, cake decorating. Please note – this will be dependant on the scope of the event and the capacity of the team to facilitate.
* Other suggestions will be considered as prize options in the future.

Janette Palmer outlined how the scheme also formalises the existing arrangements used to encourage involvement and show the appreciation of time and commitment given by involved tenants. * Incentives will be considered as a way of maximising responses for other activities where tenant views are collected. Especially when it is recognised that significant barriers exist to encourage people to take the time to tell us what they think. An example of this is the Tenant Satisfaction Survey and the Tenancy Sustainment (Money and Benefit Advice) satisfaction survey.

**Questions asked by TACT members;**1. How is this representative of all tenants when not all tenants are online?
2. This is only adding to what is already in place. And aims at encouraging more involvement from the groups of tenants who are not currently represented. Nothing is being taken away and the traditional methods of involvement will remain. This scheme also aims to formalise the existing arrangements. We are very aware that not all tenants are online and have recognised that in the equality and impact assessment. However, things like the Wi-Fi installed into sheltered schemes are one way of addressing this.

Q. Why do you have to give your name and families details when completing the online surveys?A. There are very few mandatory questions within the surveys. If you don’t want to leave your name you don’t have to. The only thing, if you want to be added to the incentive draw you will have to leave your email address.  |  |
| 5 | **Updates and Briefings*** Sue - No update
* Michael – Housing Services Management Service Delivery Group.

1/11/18 – First meeting, Amber Russell and Chris Pope attended07/02/19 – Next meeting. Rachel Moreau attending to discuss Mutual Exchange Process |  |
| 6 | **Any Other Business*** An issue was raised regarding council policy responding to tenants with no hot water or heating. A tenant living in a bungalow in Denmead reported their heating as not working. The tenant received excuses regarding the reasons for the delay in repairing it. 2 electric heaters were delivered while the repair was pending, one of which broke.

**Update following meeting;**J Palmer contacted the tenant to investigate the complaint.**Outcome of investigation:**Reported to Property Services to consider and include in PH Jones survey report:* The number of technicians available to meet service standards. Clarify weekend working arrangements.
* The adequacy of fan heaters as temporary heating
* Service standards/target times for tenants with disabilities – are these adequate and being followed?
* Heating and hot water repair at White Wings – A tenant called on behalf of a neighbour to report they had no hot water or heating. They were told by WCC that as there were only 20 minutes left of the working day nothing could be done.

**Update following meeting;*** This has been investigated and the call listened to.
* The context of this information is that the operator was letting the customer know the outcome of their call was that - an emergency repair had been booked for the following day (*as the next available booking period applying a 24 hours response to this job*), when queried by the tenant why it wouldn’t be the same day being told that it’s unlikely because there are only 20mins left in the day – more as a clarification of when to expect a visit.
* Housing Policy does allow for a 2 hour visit when risk to life/serious anxiety/medical condition, or an immediate response will prevent serious/major damage to property. The outcome from the query will be to clarify service standards and flexibility around the 24 hour vs 2 hour call outs in view of the vulnerability of a tenant with Customer Service Centre operators.
* A security issue at White Wings was raised whereby a cold caller was let into the building and knocking on doors.

**Update following meeting;*** This has been reported to the Sheltered Team. They will make contact with the company who called at the building.
* They will also make contact with You Trust to see whether it was them who let them in and if it was talk about scheme security.
* They will also get some no cold callers stickers to go on the door to sheltered schemes.
* The issue of security will be raised at the scheme activity sessions.
* For information, the sheltered team have also been trying to organise for Trading Standards to come along to sheltered activity sessions to raise awareness about these types of callers. If these arrangements can be made White Wings will be given priority.
* There has been an issue with WCC staff coming onto site at White Wings and not communicating with tenants who they are and what they are doing. When approached by tenants an ID card was briefly shown but the member of staff just responded with ‘he was working’.

**Update following meeting;*** Property services have sent a warning to all staff as it has not been possible to identify who this member of staff was. It may have been a rogue caller.
* This has also been forwarded to the Sheltered Team to ensure they are aware.
* Discussions held around whether younger tenants want to attend TACT but reasons for not. Could it be a lack of time? Would evening or Saturday meetings help?

Possible idea to complete some Mystery Shopping in WCC reception as to whether tenants are directed to TACT and whether reception is aware of the group. Feedback to be discussed at future TACT meeting. * This is Jennifer Mitchell’s last TACT meeting as her apprenticeship is coming to an end in March. The Chair expressed her thanks for all the work Jenni has contributed to and wishes her well for her future.
* Student Volunteering Week. Tuesday 13th February at The Carroll Centre, Stanmore. It would be great to see some involved tenants there to help with the work towards making the area look good.
 | JPJPJPJP |
| 7 | **Forthcoming meetings**Wednesday 13th March 2019 – Winnall Community Centre 2-4pm.Wednesday 22nd May 2019 – Informal Meeting (Venue TBC) |  |
| 8 | **Actions (carried over from previous meetings and this meeting)** |  |
| 24/01/19& previous meetings | TV reception and Service Charge at White Wings. This is a topic that has been raised previously at TACT and has not had a sufficient reply to resident of White Wings.**Update;** A letter was sent on 24/01/19 to the tenant explaining the aerial charges and channels received. | Cllr Horrill |
| 24/01/19 | Handy Person Service - Lindsay and Rhiannon would like to be invited to the sheltered schemes and coffee mornings to inform tenants of service.  | JP |
| 24/01/19 | Michael Fawcitt stated that he would like to look into the future new builds and whether air conditioning should be considered. **Update:** MF contacted Andrew Palmer and received a comprehensive response. In brief, air conditioning is not present in any WCC housing and will not be built into future builds. The rationale is that it considerably adds to complexity and build and maintenance costs, which would have to be met by tenants through increased rent. It would also considerably add to electricity costs, again which would be paid for by the tenants through the communal electric bills. Sun shades are provided to all windows outside at Chesil Lodge. Additional information can be obtained from MF if required. | MF |