**TACT (Tenants and Council Together)**

**Minutes of meeting held on Wednesday 13th March 2019, 2pm**

**Winnall Community Centre, Garbett Road, Winnall, Winchester, SO23 0NY**

**Attendance;**

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| Monica Gill | Central |
| Mr D Blyth | Stanmore |
| Mrs L Blyth | Stanmore |
| Chris Bone | Simonds Court |
| Carole Bull | Simonds Court |
| Lin Mellish | Kings Worthy |
| David Chafe | Stanmore |
| Michael Fawcitt | Central |
| Tony White | Hursley |
| Deane Adams | Denmead |
| Ted Shepherd | Denmead |
| Chris Barton-Briddon | Otterbourne & Compton |
| Sue Down | Compton |
| Sheila Burns | Stanmore |
| John Bond | Weeke |
| Vicky Smith | City Centre |
| Linda Rogers | Bishops Waltham |
| Chris Pink | Denmead |
| Mick Collins | Bishops Waltham |
| June Glass | Stanmore |
| Clare Hitching | Otterbourne |
| David Light | Stanmore |
| Michelle Savoy | Winnall |
| Tony Sinclair | Winnall |

**Guests;**

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| Lucy Spence | WCC |
| Cllr Caroline Horrill | WCC |
| Richard Burden | WCC |
| Amber Russell | 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 Liz Hutchison * Valerie Adcock * Judith Steventon-Baker * Doug Dobson * Joan Stevenson |  |
| 2  2.1  2.2  2.3 | **Minutes of Meeting on Wednesday 16th January 2019**  **Corrections**  Sue Down is not listed on the attendance list but was in attendance.  **True Record**  Minutes proposed as being a true and accurate record of the meeting by, Lin Mellish  Seconded by, Linda Blyth  **Matters arising / actions from previous meetings** |  |

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| Action |  |

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| 24/01/19  & previous meetings  13/03/19 | | 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.  The tenant has received the correspondence but is not happy. He would like to see specification as to what was completed. He does not believe the finances add up correctly. Richard Burden commented that he would be able to provide this information. | Cllr Horrill  ACTION COMPLETED  New Action;  Richard Burden | |
| 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  ACTION COMPLETED | |
| 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  ACTION COMPLETED | |
| 3 | **Parking Enforcement: Update**  Amber Russell thanked TACT for the invitation to come and give an update.  Cabinet gave approval to commence resident consultation on permit parking on housing land in 2018. Since then WCC Housing have been working alongside the parking department, Legal, Engineering and Transport toward identifying the 16 locations to undergo permit parking in this first phase. Resident consultations will now commence in all locations with new parking enforcement.  Cllr Horrill confirmed that WCC have agreed with HCC to maintain the existing parking agreement. The Movement Strategy is a current ongoing process taking place alongside HCC looking at how to make the city cleaner and less vehicles entering the city.  **Questions asked by TACT members;**   1. Why is the scheme limited to these 16 areas and it is not all? 2. Initially the city areas have been predominantly looked at. This is a pilot involving a lot of work from the legal team to physically getting the sites ready with line painting and signage. If it is successful it will likely be rolled out further.   A tenant stated that if the scheme follows the way in which parking enforcement has been successful in Teg Down, Weeke and Harestock, buses can now run smoothly, there are no student vehicles parking and only residents, it will be very successful.   1. Simond’s Court was raised as an area of concern for parking. Since the new houses have been built there are lots of issues. There is no signage stating residents only. 2. Amber clarified that this will likely be on the second phase of implementation. 3. The new Valley housing scheme in Stanmore was raised. The question was asked whether perspective tenants would be made aware of the parking scheme prior to moving in? 4. Amber confirmed that discussions on parking enforcement have already taken place. Any new builds are advertised along the lines that tenants cannot apply for any more on street parking.   Q. A tenant of Winnall raised the issue of there being no visitor parking without a permit from a resident, except for outside the shops.  A. Amber explained to the resident that she will pass the residents details onto colleagues in parking.  Q. Further comment was made about the parking in Winnall. There has been a huge negative impact on the community centre. The community are at risk of losing the centre as they are losing bookings due to the parking problems.  A. Amber stated she will help facilitate a community meeting with the parking department.  Cllr Horrill stated it is known there is not enough parking in Winnall for both businesses and residents. An attempt has been made to protect residents parking, but this has created an imbalance and subsequent impact on the community. There is not enough parking full stop.  Q. King Harold Court was raised as another area where parking restrictions would be useful.  A. Amber stated she will feed this back and check to see if it is already on the second phase list.  Q. Greens Close / Blanchard Road, Bishops Waltham. There are a lot of works vans that belong to residents taking up more than one space.  A. Amber clarified that while there are no restrictions on the number of vehicles per household, there are restrictions on the size of vehicles permitted to park. If anyone knows the details of the owners of the vehicles to pass this on to housing and it will be looked into.  Q. Will disabled Blue Badges be taken into consideration?  A. Amber stated that as part of the review blue badge holders will be looked into.  Q. A question was raised about passing on or selling parking permits and being used by someone other than the named person. Examples were given in different areas on Winchester were it is believed this is taking place.  A. Amber stated this needs to be reported to WCC. This is a fraudulent use of a parking permit and will be looked into.  Cllr Horrill reassured all tenants that if people are cheating the system and using or selling parking permits on the black market WCC will look into any reports. The system is fair for those who live in the area a very dim view is taken on cheating the system.  Q. Are the council aware of the parking issue in St Johns Close / Magdalen Hill? The new HMO’s in St Johns Close are displacing residents parking onto Magdalen Hill causing a lot of obstruction.  A. The tenant passed his details onto Amber for this to be looked into further.  UPDATE – Contact was made with the tenant on 15/03/19. | | | Amber Russell  Amber Russell |
|  | ----Refreshment Break ------ | | |  |
| 4 | **Housing Cabinet Papers:**  **Housing Company**  Richard Burden introduced the paper. There have been previous papers considering a number of different options. This has now been through a final review with the last paper in November ’17.  The idea of the Housing Company is to rent out properties at a sub market rent of 90%.  The ‘Partnered Home Purchase Scheme’ was launched in 2018.  Under the HRA WCC cannot let short term flexible tenancies. However, with the Housing Company this will be possible. This then gives opportunities for the council to offer different tenures.  The company will be 100% owned by the council with a board of directors and Shareholder Advisory Group. Legal advice has been provided on how to fund the Housing company. A combination of loan and equity shareholding is recommended.  If approved the next process is to set up all the relevant agreements. The paper sets out the structure for the coming months. A further paper will be going to cabinet in July setting out what has been achieved so far for the Housing company to commence trading from October 2019.  **Questions asked by TACT members;**   1. Will the Company include pre-planned new builds? 2. Richard stated that yes, it will.   Q. Why has a Limited Company been chosen as apposed to a trust or charity?  A. All options have been looked at and considered through a series of papers. Operating a Limited Company is seen as the safest of the different options to operate. It will be managed and controlled well and not allowed to get into difficulties.  Q. If Council employees are taken as directors, will they have to leave WCC to remove any conflicts of interest that could occur?  A. Richard stated that this will be looked at within Housing procedures and delegated authority within WCC.  Q. What happens with any profit made? Does this stay within the company?  A. The company is not designed to make a huge profit. A small return to build up a reserve is expected. The aim is to pay off the shareholding equity over 20 years.  Q. Will there be a separate audit to WCC?  A. Yes, the accounts for the company and group accounts will be separate to main council.  Cllr Horrill informed TACT members that not all homes will be built under the company. The company may purchase existing properties or new builds. Winchester is a very expensive location to rent as well as being difficult to get on the housing ladder. This is another way of helping residents. WCC are the biggest builder of Local Authority houses within Hampshire with 1000 new homes in 10 years planned.  All members in favour of the paper.  Q. A further question was asked regarding the funding that the likes of Portsmouth has received from central government to complete safety works on blocks of flats. Will WCC be receiving this as well?  A. WCC doesn’t have the high rise flats like some other authorities do. We have mid rise flats in Winnall. WCC are not likely to get this funding but have put £1million aside in the budget for any works that may need completing. | | |  |
| 5 | **Updates and Briefings**   * Michael – Housing Services Management Service Delivery Group. All members of TACT received a summary report prior to the meeting.   The group will be looking the following areas in the coming meetings;  Universal credit and supporting claims  The STAR tenants survey results  City Cleaners contract  Rent arrears  Improving garage performance / rental.  16/05/19 – Next Housing Management SDG meeting.   * Sue – Repairs and Maintenance Service Delivery Group.   Been looking at;  PH Jones performance levels  Discretionary works | | |  |
| 6 | **Any Other Business** | | |  |
|  | Contractors’ using the toilet facilities within sheltered accommodation was raised. Are they allowed? When challenged as to who they were a contractor informed the tenant their ID was in the van.  Amber Russell confirmed that, yes, contractors are allowed to use the toilet facilities, just as housing officers are. They should however always be wearing their ID badge and if challenged they should get it if they are not wearing it. This will be raised with Andrew Kingston. | | | Amber Russell |
|  | Discretionary works. Why has this been cancelled?  Cllr Horrill explained that two years ago the HRA budgeted for a 1% reduction in rents by the government. In this budget enough money was budgeted for to keep homes to a decent standard, frequency of works (e.g. new kitchens and bathrooms). Money has been kept in parking and estate improvements. At this time TACT were consulted and it was taken to housing cabinet. The discretionary payment was something that was removed from the budget.  As a council we won’t say this is something that will never be looked at again but at the current time felt we had to forgo it for the benefit of other things.  Does the handyperson service cover discretionary payment? No, the handyperson service is completely separate from what was the discretionary payment. | | |  |
|  | If you have work completely in your council property by a WCC contractor is there a system of follow-up to check the work?  Amber Russell informed TACT that there is a system of post inspection work but this may only be for works completed over a certain value. Evening calls to tenants do take place, and all tenants should be able to return the green card.  This is something that may be worth looking at through the Repairs and Maintenance SDG, how many post inspection follow-ups take place? | | | Trevor Lynas / Sue Down |
|  | A tenant raised a poster he had received implying the Wi-Fi in sheltered schemes is a free service. It is the tenants understanding that any changes to rent will be discussed prior to changes being made. Is the Wi-Fi charge classed as rent?  Cllr Horrill asked to see the poster and keep for reference. It is clear it is confusing. Clarity will be sought as to what the poster is referring to and what tenants will be getting.  Tenants have been told there is an issue with BT putting the line in for the Wi-Fi at White Wings. It is not in place yet.  Cllr Horrill reassured tenants that these issues will be looked into and clarity sought.  Will a contact number be provided for Sheltered tenants to contact direct if there are any issues with the Wi-Fi? This should be a 7 day a week service.  Richard Burden said he will add this to his list of actions to follow up on.  If there are any issues with the Wi-Fi installation project these should be raised with Dee Jenkins who is the lead officer. | | | Cllr Horrill  Cllr Horrill / Dee Jenkins  Richard Burden |
|  | Are direct debits provided weekly or just monthly?  At the moment they are monthly. This is something that may be looked into in the future. | | |  |
|  | If you moved into Sheltered Accommodation prior to 2012 you didn’t pay for your TV licence. What is going to happen in the future? Will each individual tenant have to pay for a licence?  Amber Russell said she would look into this and report back to TACT. | | | Amber Russell |
|  | Reminder for all tenants that the biennial tenant ‘STAR survey’ is currently being undertaken. This is not sent to every tenant, rather a focused random selection. If you have received it please do complete and return and please encourage your friends and neighbours to return if they have received it as well. The results of this survey go towards the service priorities to look at in the coming years. | | |  |
|  | Amber Russell explained that the annual rent letter has been sent out to tenants. This also includes the updated tenant information form. Please do return and encourage others to return this form. It is of great importance that this information is up to date. | | |  |
|  | A situation was raised whereby a neighbour has had a deaf fire alarm fitted into their property. However, it became apparent the CO2 alarm was not linked to it.  Amber Russell commented that this could be arranged by choice on an individual basis. It would have to be discussed with HCC to complete the works. The tenant needs to raise this if they would like it looked into. | | |  |
|  | Reminder that there is a consultation event for residents to give their views on the North Walls / River Park area.  Friday 22nd March, 3pm – 7pm and Saturday 23rd March 10am – 4pm.  This will be held in a marquee on North Walls Recreation Ground (behind the tennis courts). Pop in anytime during the event. | | |  |
| 7 | **Forthcoming meetings**  Wednesday 22nd May 2019 – Informal Meeting, Chesil Lodge. If you would like a tour of Chesil Lodge before the meeting please be there by 1.30pm. You can also buy lunch at the restaurant on site if you wanted to get there early. | | |  |
| 8 | **Actions** | | |  |
| 13/03/19 | | TV reception and Service Charge at White Wings.  Richard Burden will send further information to the tenant as to the work completed, when it was completed and when it was added to the service charge. | | Richard Burden |
| 13/03/19 | | Parking  A tenant of Winnall raised the issue of there being no visitor parking without a permit from a resident, except for outside the shops.  Amber explained to the resident that she will pass the residents details onto colleagues in parking.  UPDATE – Contact has been made with the tenant and dialogue between tenant and WCC parking has taken place.  Further comment was made about the negative impact on Winnall community centre. The community are at risk of losing the centre as they are losing bookings due to the parking problems.  Amber stated she will help facilitate a meeting with the parking department.  Bere Road, Denmead was raised an area of concern where by there are a lot of cars parking on the verges.  UPDATE - All of Bere Road is highway’s responsibility, if there is an issue residents need to report this to HCC Highways. | | Amber Russell  Amber Russell |
| 13/03/19 | | Contractors’ not wearing ID or having on them when challenged when using facilities within sheltered schemes. This will be raised with Andrew Kingston. | | Amber Russell |
| 13/03/19 | | Possibly look at the number of follow-up checks are completed on contractors work? Something for Repairs and Maintenance to consider. | | Trevor Lynas / Sue Down |
| 13/03/19 | | Wi-Fi in sheltered schemes project  Clarity will be sought as to what the poster is referring to and what tenants will be getting.  Issue with BT putting line in for Wi-Fi at White Wings?  Will tenants be given a direct number to call if any issues with Wi-Fi service? | | Cllr Horrill / Dee Jenkins  Richard Burden |
| 13/03/19 | | Will tenants of sheltered accommodation have to pay for their TV licence in the future? | | Amber Russell |