



**TACT (TENANTS AND COUNCIL TOGETHER)
ANNUAL GENERAL MEETING**

**Hope Church, Winchester
Wednesday 13th November 2019, 2pm – 4pm**

Minutes of meeting

1 Welcome and Apologies

The Chair, Monica Gill, opened the meeting, welcomed everyone present and introduced the guest speakers and officers present. Apologies received in advance and from the floor are appended to these minutes.

2 Minutes of the last AGM – 13th November 2019

Accepted as a true record, no matters arising.

Proposed: Chris Barton-Briddon Seconded: Carol Bull

**3 Guest Speaker: Louise Richards, Sales Director, YBC Services Cleaning
Winchester City Council; Service Provision**

(slides attached). Further notes on the slides

3.1 YBC took over WCC cleaning contract in May 2019.

3.2 There were early teething problems with finding the locations and recruiting the right people.

3.3 In July Diana Freitas was appointed as a YBC Supervisor dedicated to the WCC contract. This officer is supported by the Area Managers.

3.4 Diana oversees both the fortnightly & weekly cleaning and quarterly deep cleaning. When she finds that the spec has not been delivered e.g. cobwebs she retrain the staff to ensure the problem doesn't recur.

3.5 Changes were made to the deep cleaning schedule to improve communication. This clean is now carried out at all sites over a 2 week period. The same schedule is followed each time. The dates are given to Fiona Churcher.

- 3.6 Window cleaning is carried out during the same 2 week period; but using separate vans.

Questions for Louise Richards

Comments were made about poor cleaning service at the beginning of the contract but this was accepted by YBC and WCC and resolved with the change of personnel in July.

D. Chafe– There is no notice board, therefore tenants don't know when cleaners are coming and there's nowhere for cleaners to sign in?

Fiona (& Sarah Lee also noted) – the following arrangement will be made

- add sign in to notice boards in common room
- change cleaning day so don't call during coffee morning

D. Dobson– is it a requirement to clean fittings on walls, as a plastic bag covering a light has remained unmoved for several months at Colson Close.

Fiona – it's a requirement to wipe electrical fittings. Fiona will investigate report of plastic bag. (Sarah Lee also noted)

M Fawcett - there had been an improvement in cleaning at Chester Court and asked whether Diane checks every visit or does random checks?

Kate Gouveia– Diana normally checks after cleaned on same day.

J. Boyes - all crews are expected to adhere to the specification. The cleaning was a shambles , crew only there 3-4 mins, a cursory sweep and mop at Orchard Close.

Louise - will look into this.

V Alcock - do the company use environment friendly products?

Kate Gouveia - the same products are used as are used in schools and yes they are environmentally friendly

T Shepherd - issues with cleaning of outside bin area, book signing and at the time cleaners were expected to arrive at White Wings

Fiona & Louise – decision was made by WCC to delay cleaning of the bins (done as part of the quarterly clean) until any potential issues with the new Biffa waste collection were overcome. This was to ensure bins were empty on the day they were due to be cleaned. Fiona confirmed that cleaners are not required at a particular time on the scheduled day. Fiona had asked for confirmation that cleaners were signing the water books and received photographic evidence that this was taking place. Fiona further stated that positive feedback had been received about the cleaning at White Wings

J Boyes - if quarterly clean not taking place, would there be a refund. And for confirmation the cleaners had the equipment required.

Fiona – the quarterly cleaning is behind schedule in agreement with WCC to accommodate the new waste contract. Kate Gouveia confirmed they had the equipment needed.

D Chafe raised an issue at Valley Court regarding use of water.

Fiona confirmed that this had been addressed immediately at the time and the correct water was used. The issue had not happened since.

C Bull – reported no cleaning for 3 weeks at Simmonds Court

Kate – will check this out.

M Gill - who prepared the schedule, should cleaning be done in pairs, only one calls at Godson house?

Louise asked whether there had been complaints about the cleaning at Godson as a result of one person cleaning.

S Burns – a lot is down to communication and a note on the noticeboard regarding changes would help. Sheila also stated that there had been an improvement in the cleaning (King Harold Court) since YBC had taken over.

Louise and Kate – noted the importance of improved communication and arrange for the supervisor to let tenants know through a note on the noticeboard of any changes to schedule.

Fiona added that now the bin emptying schedule has settled and the bin cleaning programme has been arranged that this can also be added to the noticeboard.

DDobson - if they priced the contract on 2 people and if miss a quarter clean – do WCC get a credit?

Louise – Contract price is based on achieving the expected standard – not how long cleaners are on site.

4 Guest Speaker: Janette Palmer, Housing Policy & Projects, Tenant Annual Report

(slides attached)

4.2 The Annual Report was a progress update of the priorities set out in the 2017 – 2019 Tenant Engagement Strategy.

4.3 The following objectives of the Strategy had been achieved

- Engagement is representative - The views of all tenant groups are known and contribute to shaping and improving their services
- Engagement works to support the governance framework - There is clear evidence to support business decisions. Appendix 1 of the report which presents how the work of involved tenants has resulted in service improvements would be appended to the TACT AGM Minutes
- Effective challenging scrutiny

4.4 A chart was presented which showed that before the introduction of digital survey the involved structure included no-one from under the age of 34 and now WCC was talking to tenants not previously engaged with housing and with a profile that matched age and district profile of all tenants.

4.5 Progress was still needed on - Effective feedback - All tenants are aware that their views have been listened to and acted upon despite above median performance on Tenant Satisfaction Survey and that this would be the one of the focus of the team going forward.

Questions for Janette Palmer

D. Chafe suggested that the performance of other Council's functions has implications for the housing results

JPalmer – agreed, but said all local authorities are in the same boat and even some registered social housing providers who don't have district functions tenants mistakenly think they do.

TShepherd – stated that if ask for a call back from a mobile phone it doesn't work. This was confirmed by MFawcitt.

RBotham will check the technology to confirm.

TShepherd – performance of front of house can let down those who do a good job.

JPalmer – Scrutiny recommendations identified some of these issues.

MFawcitt – is WCC performance compared with other providers.

JPalmer – comparisons are made nationally with LAs and regionally with all housing providers who submit results.

----- Refreshment break -----

5 Guest Speaker: Gillian Knight, Corporate Head of Housing (Interim) – Fire Safety (slides attached)

5.1 The background was provided of the current Housing Project to review Fire Safety and how this links with the national agenda.

5.2 Dame Hackitt's recommendations from the Grenfell investigations were presented and explained.

5.3 There had been good take up from TACT to be involved in the project sub groups.

Questions for Gillian Knight

MFawcitt – tenant left a tap – whose responsibility, whose insurance should cover claim

GKnight – Tenants responsible for insurance and topic of one of later Fire safety strategy groups

LBlythe – what should tenants do if stay put, no extinguisher or alarm provision, she has in past helped alert other residents when there's been a fire incident.

RBotham - Fire extinguishers were removed on advice on HF&RS, WCC don't want residents fighting fires or using equipment not trained to use. Tenants should follow the evacuation strategy of the block whether stay put or if get out and meet at muster points. Buildings are designed to contain fires.

TShepherd – At White Wings are the fire door 30mins or 60mins?

RBotham will confirm.

TShepherd – there's provision for alarms with flashing lights for fire alarms for those with hearing impairment but not for CO2 detectors.

PWalker – front door is the only exit from property in the event of a fire, but if cause of fire is the electric panel in front of the door this couldn't be used and no other exit. Area Property Surveyor many years ago suggested putting in a back door as not possible to use the window.

JPalmer – confirms concerns raised in digital survey about windows and exits

MFawcitt – will Phase 2 bring more legal requirements?

GK – Phase 1 covered the concerns and Phase 2 will cover the background to the Tragedy.

VAlcott – take into consideration the impact of climate change when building properties too close to the railway line and the fire risk associated with raised temperatures

6 Guest Speaker: Neal Allison, Community Investment Manager, Osborne – 2019 Community Projects – Partnership Working in the District (slides attached)

6.1 The presentation gave an overview of the range of community activities and projects that Osborne are involved in providing support and sponsorship including:

- Employability skills building
- Work with schools
- Community gardening projects
- Community small space projects
- Half term football competitions
- Older persons housing handyperson scheme

6.2 Osbornes work with other partner organisations for the benefit of the community such as Trinity Centre, Winchester Young Carers etc.

Questions for Neal Allison

LBlythe wished to pass on her thanks to Osborne for prompt service when they were unable to get into the toilet. She also commented on the green card.

ANoble asked for plans to the bottle Greenhouse.

The TACT committee thanked Osborne for all their sponsorship and time given to the projects in the area and especially for those involving tenant groups and volunteers. Thanks were also given to Neal for his continued commitment and enthusiasm to the area.

7. TACT Committee Report and update on SDGs

The above Reports were circulated to TACT members and those present prior to the meeting. The Chair thanked the Committee and her support group, the local Councillors, Officers and the representatives from contractors present for their assistance and support throughout the year. There were no questions from the floor regarding the reports.

The Chair thanked the TACT Committee, TACT Support Group and TACT members, and also WCC Officers, including Michelle Smith and Lucy Spence for their regular support to TACT.

- 8 Hyde Gate** – a query was raised at the previous year's AGM regarding antisocial behaviour linked with residents of West View House near Hyde Gate. M Gill wished to pass on her thanks to Gilly Knight, Laura Doyle and Neighbourhood Services for working to try and resolve and reported that there has been some improvement. The Chair reported that following the issues being raised, meetings have been held with tenants, local residents, council officers and West View Management. This has helped to improve the situation, and further meetings are planned for 2020.

- 10. Abbots Barton** – Following a matter raised at TACT in 2019 regarding the deterioration of Simons Court and Hillier Way, the Chair thanked Amber Russell for instigating a number of actions which have improved the area.

9 Dates for Future TACT Meetings and AGM

The next meeting will take place on 15th January at Godson House. Future meeting dates will be announced in February 2020.

Attendance

NAME	AREA
Sheila Burns	<i>Winchester</i>
David Chafe	<i>Stanmore</i>
Michael Fawcitt	<i>Winchester</i>
Monica Gill	<i>Winchester</i>
David Light	<i>Stanmore</i>
David Blyth	<i>Stanmore</i>
Linda Blyth	<i>Stanmore</i>
Gillian Gutteridge	<i>Winchester</i>
June Glass	<i>Winchester</i>
Lin Mellish	<i>Kings Worthy</i>
Deanne Adams	<i>Denmead</i>
Ted Shepherd	<i>Denmead</i>
Doug Dobson	<i>Winnall</i>
A P White	<i>Hursley</i>
Chris Bone	<i>Winchester</i>
C Bull	<i>Winchester</i>
Mark Rowe	<i>Weeke</i>
Sue Down	<i>Compton</i>
John Boys	<i>Colden Common</i>
Ann Noble	<i>West Meon</i>
Sally Heywood	<i>Stanmore</i>
Valerie Adcock	<i>Stanmore</i>
P Walker	<i>Micheldever</i>
Chris Barton-Briddon	<i>Otterbourne (although not signed in on attendance sheet)</i>
Guests	
Cllr Learney	<i>WCC Cllr & Cabinet Member for Housing and Asset Management</i>
Cllr Hiscock	<i>WCC Cllr</i>
Cllr Caroline Horrill	<i>WCC Cllr</i>
Gilly Knight	<i>WCC, Corporate Head of Housing, (Interim)</i>
Janette Palmer	<i>WCC, Housing Policy and Projects Manager</i>
Richard Botham	<i>WCC, Strategic Director, (Interim)</i>
Fiona Churcher	<i>WCC, Estates Compliance Officer</i>
Neal Allison	<i>Osborne</i>
Kate Gouveia	<i>YBC, Area Manager</i>
Louise Richards	<i>YBC, Sales Director</i>
Sarah Lee	<i>YBC, Area Manager</i>

Apologies

Apologies have been received in advance of the meeting from

- Cllr Porter
- Cllr Rutter
- Linda Rogers
- Joan Stevens