

TACT (Tenants and Council Together)
Minutes of meeting held on Wednesday 15th January, 2pm
Godson House, Winchester

Attendance;

Monica Gill	Central
Sue Down	Compton
David Chafe	Stanmore
Michael Fawcitt	Central
Sue Green	Stanmore
Annie Miller	Stanmore
Chris Barton-Briddon	Otterbourne & Compton
June Glass	Stanmore
Mick Collins	Bishops Waltham
Tony White	Hursley
Linda Rogers	Denmead
Chris Bone	Winchester
Valerie Adcock	Stanmore
Mark Rowe	Weeke
Carole Bull	Abbots Barton

Guests;

Michelle Smith	WCC
Gillian Knight	WCC
Richard Burden	WCC
Denise Partleton	WCC
Derek Steele	WCC
Cllr Kelsie Learney	
Cllr Dominic Hiscock	

		Actions
1	<p>Welcome, Introductions and Apologies</p> <p>The chair welcomed all to the meeting and introduced the guests. The Chair explained that many members were unwell and so unable to attend today's meeting.</p> <p>Apologies have been received and accepted from;</p> <ul style="list-style-type: none"> ○ Doug Dobson ○ Ted Shepherd ○ Deanne Adams ○ Ann Noble ○ Joan Stevens ○ David Light ○ Lin Mellish 	

	<ul style="list-style-type: none"> ○ Sandra Salter ○ Cllr Hutchison ○ Cllr Rutter 	
2	Minutes of Meeting on Wednesday 28th August 2019.	
2.1	Corrections None	
2.2	True Record Minutes proposed as being a true and accurate record of the meeting by Sue Green. Seconded by Chris Barton-Bridden.	
Action	2.3 Matters arising / actions from previous meetings	
	<p>Update 15/01/20 – Gilly updated that a Housing email address for these ideas is more feasible than a corporate one. Gilly will investigate who in the department would be best placed to monitor the emails, and look to get this implemented.</p> <p>03/07/19 Investigate setting up generic WCC email address for 'Climate Emergency Ideas' from tenants</p> <p>Update 04/07/19: Gillian Knight has raised this with the Director of the Corporate Team to investigate options.</p>	Action Gilly Knight
	<p>03/07/19 Issue of Scam letters, and also the inappropriate wording of genuine contractor letters to tenants.</p> <p>Update 15/01/20 Andrew Kingston has personally re-drafted works letters from PH Jones to tenants, to ensure they are more sensitively and clearly worded. These templates are now being reviewed by the Property Maintenance SDG and will then be signed off PH Jones. Going forward, these templates will be used as a 'blueprint' for the other contractors including CCS, who will all be required to use a standardised template.</p> <p>Update 15/07/19 CCS Letters - upon receiving further information from tenant who raised this, the issue regarding the CCS letters has been passed to Andrew Kingston to investigate further.</p> <p>Update 03/07/19 Scam Letters - Cllr Read contacted WCC regarding this action on request of the tenant who raised this at TACT. Concerns have been passed onto WCC Sheltered Team to provide a response.</p>	Action Andrew Kingston

	<p>Update 23/07/19: Amber has provided a response from the TV Licensing body received on 19/07 –</p> <p>The Concessionary TV Licence, that covers residents aged over 75, will remain the same up until the end of May 2020. At this time, we are unsure of how the ARC licence will be affected by the change. However, we will ensure that we give sufficient notice to Housing Authorities/Charities/Councils who manage their own concessionary licences, when we have more information.</p>	<p>Action Amber Russell</p>
	<p>15/01/20 10 Airlie Road, Stanmore – Tenant has raised concerns regarding a heavily overgrown garden which is impacting public footpath. Letter already submitted to Estates team but no response received. M Smith to investigate response.</p> <p>Update 29/01/20 - M Smith has spoken to C Robinson from Estates Services. No letter has been received, but they will investigate the issue.</p>	<p>New Action Michelle Smith</p>
	<p>15/01/20 – 10 Mountbatten Place, Kings Worthy – Tenant has reported continued issues with bins not being collected and returned despite stickers being placed on bins.</p>	<p>New Action Cllr Hiscock</p>
	<p>15/01/20 – Tenant would like to know if there is a charge for Democratic Services using the Sheltered Common rooms as polling stations. M Smith to investigate.</p> <p>Update 27/01/20 – Electoral Services have confirmed that there is no internal charging for using the common rooms.</p>	<p>New Action Michelle Smith</p>
	<p>Richard Burden HRA Budget Options and Final Budget Paper</p> <p>Richard outlined that there will be a recommendation to increase rents by CPI + 1% from April 2020. It is also expected that there will be an increase to Service Charges, likely to be a general increase of CPI + 1% but reflecting any identified cost savings. The intention is to increase garage rent by 3%</p> <p>The proposed 2020/21 budget includes a £1 million provision for the Fire Strategy and £1m for Climate Emergency measures. The cabinet paper also reflects an investment of £10.7 million on Climate Change emergency measures over the next 9 years.</p>	

There is also £50k set aside for Universal Credit support, and the Estate Improvements capital budget has been increased to £400k.

Right to Buy Receipts

The Council is able to retain approximately 30% of all Right to Buy sales receipts to part fund the acquisition and construction of replacement 1-4-1 properties. Under the agreement with the Ministry of Housing, Communities and Local Government (MHCLG) the Council has 3 years in which to allocate the receipts, from the date of each individual sale. If the Council does not allocate the receipts within 3 years a potential repayment will need to be made to MHCLG. The Council keeps a close eye on the use of these receipts every quarter, including a forward prediction of capital expenditure. Unfortunately in 2019/20, due to the timing of new build developments and the focus on large schemes, including The Valley, there is a potential repayment to MHCLG of £1.3m at the end of March 2020. In order to minimise the level of repayment, the budget options paper includes a recommendation to approve capital expenditure of £3m up to the end of March 2020 on land and property acquisitions.

1 Mews Lane in Winchester is a high value property that the council are looking to sell and are waiting for approval to proceed.

Questions asked by TACT members;

Q. Can 'Right to Buy' receipts only be used to purchase land, or can they be used to buy property too?

A. They can be used to acquire residential property, including former Right to Buy properties, but the properties can only be let for social or affordable rent.

Q. What type of property is 1 Mews Lane?

A. It is a 2 bedroom townhouse in Romsey Road, slightly quirky in design which requires a different maintenance programme to look after. Its value exceeds £500,00, which could be used to build three 1 bed flats, or two 2 bed houses with the funds.

Q. Is the Universal Credit pot used to provide emergency support to UC claimants?

A. It can be used as a top up support for those claimants who are waiting a long time for their UC payment, who have a good track record but are facing financial hardship. The payments are discretionary and awarded on a case by case basis to help to sustain tenancies.

	<p>Q. Has the introduction of Universal Credit affected the arrears owing by tenants? A. Yes, slightly. The arrears rate has increased from 1% to 1.5%. However, Winchester was ahead of the game in preparing for Universal Credit, and the council employs 2 Welfare and Benefits Officers who are highly trained to assist with the complex paperwork and associated queries which does make a big difference.</p> <p>Q. How much does Housing charge for the Sheltered Common rooms to be used during elections? A. Likely not to be a charge, as would only be internal as WCC own the rooms. MS to check with Democratic Services.</p>	<p>New Action Michelle Smith</p>
<p>- Refreshment Break -</p>		
	<p>Passivhaus Housing Denise Partleton and Derek Steele - WCC</p> <p>Derek began by explaining that the climate emergency is prompting Housing to look at alternative ways of building new homes to be more energy efficient.</p> <p>As the second largest contributor to carbon emissions in the district, reducing the domestic energy consumption and improving the thermal efficiency of a building must be a target. Futureproofing the council's housing stock is essential, for residents wellbeing as well as the environment</p> <p>Passivhaus originates from Germany, and is a different approach to designing housing, and the majority of new builds in that country are now using the design.</p> <p>Passivhaus works by insulating the envelope of a building and by maintaining a consistent and constant temperature throughout the dwelling without the need for any active heating or cooling system. This means there is no need to fit a boiler or HVAC (heating, ventilation and air conditioning) system. Heat that is naturally created within the house, for example the kitchen or the bathroom extracted from the air. Cool air from outside is brought in, the heat from the damp air is applied to the cool fresh air to have a consistent ambient temperature. This is processed by an MVHR (Mechanical Ventilated Heat Recovery System) It also looks to maximise solar energy too through windows and sometimes through the use of solar panels.</p>	

	<p>Pros</p> <ul style="list-style-type: none"> • Significant savings on energy bills - save on average 90% of energy compared with conventional houses • Comfortable living – consistent temperature throughout the whole house • High quality construction – builders will be closely monitored to make sure the properties meet appropriate airtightness • Reduced noise – with a layer of thick efficient insulation around the building, it reduces heat transfer and also noise transfer from outside • Better air quality – the air is filtered through an efficient ventilation system which exchanges moist, polluted inside air for fresh filtered outside air • Minimal maintenance – the airtight construction prevents any moist or humid air seeping into building’s construction and causing mould and structural damage • Reduced insurance cost: your insurance company should be aware of the benefits of passive house design and the potential lower risk profile of your passive building. <p>Cons</p> <ul style="list-style-type: none"> • Increased cost: higher quality construction and design • Requires manual or mechanical ventilation: MVHR air filters will need regular changing • No cat flap or letterbox allowed <p>New Homes has explored different options and decided that Passivhaus is the best approach. Exeter Council has been using Passivhaus successfully for 9 years. Winchester is now looking to build 6 new homes in the Passivhaus design to pilot the approach. Micheldever has been identified as a possible site.</p> <p>Questions asked by TACT members:</p> <p>Q. Can you moderate the temperature manually? A There is a ‘booster’ button that can be used to increase the amount of air flow coming into the property.</p> <p>Q. What is the return on investment period for the new style of building? It must cost more to build these types of homes? A. The Housing Team are currently evaluating this. Exeter Council found that initially it took 20% more money to build a Passivhaus home, but this figure has now dropped to 4% due to continued education of the building companies used. Also, gas</p>	
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	<p>maintenance costs are hugely reduced meaning money is saved here. Equally, tenant fuel costs go down too.</p> <p>Q. What about sunny windows, if you want to shut the sunlight out? A. New Homes are currently looking at shading options which will work. One option is 'Brise Soleil' shading which has already been used in Chesil Lodge.</p> <p>Q. What about low income tenants, will they have to pay for the unit to be replaced? A. The council would replace the MVHR unit. The filter is similar to replacing a vacuum cleaner filter, and is straightforward to replace and fairly low cost. It would be anticipated that the tenant replace the filter themselves.</p> <p>Q. The system seems to rely on tenants cooking or showering/bathing regularly to provide the right level of moisture. Some tenants who are unwell may not do either of these things on a daily basis. What would happen to the temperature in this instance? A. The MVHR maintains an ambient temperature of around 22 degrees. Appliances in properties generate heat (tv, microwave etc) The same can be said for our bodies.</p> <p>Q. Why can you not have a letterbox or cat flap, but you can open a window? A. A window would be opened to cool the temperature down, and then closed again. However, a letterbox or cat flap would provide a constant draught of air which would disrupt the overall system efficiency.</p> <p>Q. What type of windows are usually installed? A. Double glazing as a minimum, but potentially triple glazing could be used.</p> <p>Q In order to make the best use of solar power, where will the batteries be stored? A. Potentially in the roof space or internal cupboards. These are the type of questions that the team are investigating at the moment for the best solutions.</p>	
6	Any Other Business	
	1. Bins	

	<p>The Chair reported that tenants are still experiencing issues with bin collections. A tenant from Kings Worthy has complained that the ‘Collect and Return’ stickers are not working, as their bin is still being missed. Cllr Hiscock agreed to look into this on behalf of the tenant.</p> <p>Cllr Hiscock stated that the number of reported issues regarding the refuse service has gone down, and that small bin lorries have now been installed to empty bins that have been missed on the main collection round. Tenants need to report this to the council if it happens and their bin will be emptied.</p> <p>Tenants also mentioned that they have seen bin collection staff mixing recycling into general waste and also transferring refuse from bin to bin to speed the emptying process which is not allowed. It often leaves a mess on the ground due to spillages. Bins are still not being returned to bin stores either and being left as obstructions on pathways, Cllr Hiscock took this feedback on board.</p> <p>A tenant also reported that the bins at the top of The Valley gardens keep being forgotten and are often overflowing. Cllr Hiscock advised them to alert their local councillor, which the tenant stated they already had done, but nothing has improved so far.</p> <p>Some tenants stated that they experience no problems with the collection service, and many felt that the crews vary a lot which affects the level of service you receive.</p> <p>Cllr Learney explained that the new lorries will have 360 degree cameras on them, which will record activity. It was also confirmed that there will be a new contractor in place from October.</p> <p>2. Tenant Involvement Update</p> <p>Michelle Smith updated the group on the following:</p> <ul style="list-style-type: none"> • Janette Palmer will be holding a briefing on the draft Fire Strategy paper on 30th January in Godson House at 2.30pm. All TACT members are welcome to attend and ask questions on the content. • The results of the Tenant Training digital survey are being compiled by Lucy Spence, after which Tenant Involvement will be looking to organise a new free Tenant Training programme 	<p>New Action Cllr Hiscock</p>
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in the first half of 2020 based on this. Hopefully, there will be some appealing new courses to try and a more varied choice of offerings for tenants in response to their feedback.

- Please be reminded that TACT minutes are posted onto the WCC website under 'TACT' within 3 weeks of a meeting. There is also a 'Winchester Tenant Involvement' Facebook page for those of you who are online, which is updated regularly with lots of useful tenant information.
- Joint Members and Tenant briefing - All TACT members and Councillor's are invited to an Asset Management session on the 3rd March in the Guildhall. This will be to hear your views regarding Passivhaus Design and Property Services 'retro fitting' with regards to the climate emergency. Andrew Palmer will be there from New Homes. The event starts at 6pm in the Walton Suite.
- There will be a Christmas 'Thank You' event again this year for involved tenant volunteers, based on the success of the 2019 event. The date is booked as 1st December and will be at Weeke Community Centre as before. Please add the date to your diary!

4. TACT AGM Feedback

- All seemed happy with Hope Church as a venue, and it has therefore been booked for the 2020 AGM.
- The Chair reminded TACT members that any issues needing to be raised should be directed to the TACT Committee directly, rather than the Tenant Involvement Officers (Michelle and Lucy). Post AGM, some feedback was given to Michelle regarding a number of things which the Committee needed to be aware of and which they were required to deal with, rather than Michelle.
- A Tenant expressed their disappointment in the quality of some of the items in the 'goody bags' at the AGM, particularly the plastic items which they pointed out are not environmentally friendly. It was explained that these items (e.g. the piggy banks) were old stock that were being used up. However, the committee will ensure that any new items purchased take into account the climate emergency and only buy appropriate items.

	<p>3. TACT Social</p> <ul style="list-style-type: none"> This will be held in Weeke Community Centre during half term in May. Please think of family – friendly activities/speakers etc which might be popular and advise the Chair of ideas. <p>4. 10 Airlie Corner, Stanmore</p> <ul style="list-style-type: none"> A tenant raised concerns regarding a heavily overgrown garden which is impacting a public footpath and causing the ground to become slippery and dangerous. Letter already submitted to Estates team but no response received. Chair explained that the officer the letter was sent to has been on extended sick leave but is now back in the office. M Smith to follow up. 	<p>New Action Michelle Smith</p>
7	<p>Forthcoming meetings</p> <ul style="list-style-type: none"> Weds 18th March – Alresford Community Centre Tues 26th May – TACT Social, Weeke Community Centre Weds 15th July – King Harold Court, Winchester Tues 8th September – Greens Close, Bishops Waltham Weds 11th November – TACT AGM, Hope Church, Winchester. 	