



Chair: Monica Gill
 Vice Chair: Sue Down
 Communications: David Light

TACT (Tenants and Council Together)
Minutes of meeting held on Wednesday 13th January 2021, 2pm
MS Teams

Attendance;

Monica Gill	Central
David Chafe	Stanmore
Sue Green	Stanmore
Sandra Salter	Winnall
David Light	Stanmore
Deanne Adams	Denmead
Ted Shepherd	Denmead
Lin Mellish	Kings Worthy

Guests;

Cllr Kelsey Learney	
Cllr Caroline Horrill	
Richard Botham	
Dick Johnson	
Andrew Kingston	
Denise Partleton	
Sara Rennie	
Amber Russell	
Lucy Spence	
Janette Palmer	

		Actions
1	<p>Welcome, Introductions and Apologies</p> <p>The chair welcomed all to the meeting and introduced the guests. She explained that to ensure everyone who is speaking can be heard all microphones and cameras will be switched off while there is a speaker, and we will turn them on again when we have a question.</p> <p>All members were reminded that everyone has agreed to abide by the code of conduct for the meeting.</p> <p>Apologies have been received and accepted from;</p> <ul style="list-style-type: none"> ○ Tony White ○ Carol Bull ○ Ian Wheeler ○ Joan Stevens ○ Chris Bone ○ Mick Collins ○ Annie Miller ○ Gillian Knight 	

<p>2 2.1 2.2</p>	<p>Minutes of Meeting on Wednesday 14th October 2020.</p> <p>Corrections None</p> <p>True Record Minutes proposed as being a true and accurate record of the meeting agreed by all present.</p>	
<p>2.3</p>	<p>Matters arising / actions from previous meetings</p> <p>An issue was raised regarding the boiler at White Wings. It is believed it is not working, therefore the guest room does not have any hot water. UPDATE: Sarah Turpitt liaised with Property Services and fed back to the tenant who raised the issue directly.</p> <p>What is involved with the housing health and safety checks to sheltered blocks was raised as a concern. An example was given of communal lights that were not working but not reported. UPDATE: Sarah Turpitt checked with the neighbourhood services team why this wasn't picked up during usual checks.</p> <p>All other matters arising from the previous minutes were actioned and updates recorded in the minutes.</p>	
<p>3</p>	<p>Richard Botham – Strategic Director, Services Winchester City Council Committee Structure</p> <p>A copy of the slides supporting Richards Botham's presentation were distributed to tenants prior to the meeting.</p> <p>The presentation aimed to summarise the Council "decision making" processes in relation to Housing issues. Explain the purpose of the main committees and the approach to consultation and TACT involvement in decision making.</p> <p>Richard explained that the 'decision days' are public meetings run much like full cabinet.</p> <p>Previously scrutiny looked at any emerging decisions, these are now covered by the Policy committees.</p> <p>In conclusion of his presentation Richard asked the tenants present at the meeting if there were any new ideas for consultation during lockdown? What works for the tenants, ideas like sending briefing notes by post and having less items on the agenda but meeting more frequently were suggested? If</p>	

	<p>there are any comments on different ways to consult with tenants during lockdown please forward them to the Tenant Involvement Team who will collate ideas.</p>	<p>All tenants</p>
<p>4</p>	<p>Dick Johnson - Finance and Resources Manager & Sara Rennie – Finance Officer Service Charges</p> <p>A copy of the presentation given by Dick and Sara was distributed to tenants prior to the meeting. They explained what is generally covered by rents & Service charges. Rents are generally taken to include all charges associated with the occupation of a dwelling and Service charges usually reflect additional services which may not be provided to every tenant. Examples of Service charges by Winchester were given.</p> <p>Comment was made to the very good record of timely response rates to the Alarm equipment management within the sheltered schemes.</p> <p>If tenants have any queries over their service charges they can contact Sara Rennie direct by email: srennie@Winchester.gov.uk or by phone: 01962 848 370. If they prefer to write letters should be sent to; c/o Finance Officer - Development Winchester City Council Colebrook Street Winchester SO23 9LJ</p>	
	<p>The meeting broke for 10 minutes to allow tenants to discuss questions on agenda items 3 & 4.</p> <p>Questions raised on return to the general session;</p> <ul style="list-style-type: none"> • A query was raised with regard to the refuse disposal service contracts service charges. The variants are due to the different vehicles used. However, Winnall Flats seem to have an extra charge but as far as the tenants can tell they have the same vehicles as the rest of the estate. What is the reason for this? UPDATE: The service charges specific to the Winnall Flats were checked and Sara Rennie reported back that the service costs are for the lift servicing and the cost of the emergency lights and testing not refuse disposal. 	<p>Sara Rennie</p>

- A query was raised with regard to works that should have taken place at White Wings Sheltered Scheme. Why are they taking so long, for example the front door has been broken and propped open? And why are they paying for security and CCTV?

Amber Russell informed the meeting she met with the tenant at White Wings before Christmas and fed back directly regarding the front door. Unfortunately the incorrect contractor attended initially. There is an ongoing issue with the door. Amber is liaising with colleagues in property services to try to find an alternative solution. Amber explained that the CCTV at White Wings has been used successfully in the past. The contractors currently at White Wings will be spoken to about not propping the front door open. Amber will make contact with the tenant directly outside the meeting to discuss these issues further.

UPDATE;

Amber Russell contacted the tenant who raised these concerns directly following the meeting to discuss further.

- David Light – Communications Officer for TACT raised 2 emails received from tenants at Simonds Court unable to attend the meeting. These queried;
 - Whether tenants are still paying a service charge for the electricity etc. for the communal room at Simmonds Court following it being adapted to living accommodation in April 2020?
 - It is understood that at Simonds Court Neighbourhood Services should be visiting to complete health and safety checks. None of the tenants there know when these visits should be taking place. They would like to raise concerns with the Officers when they visit for example to ask about the dustbins being left out resulting in rubbish being blown around.
 - The tenants of Simonds Court have continued issues with the ground maintenance. They have seen no spraying of weeds on paths. The borders at the scheme and new housing at Hillier Way don't appear to have been managed and are now overrun with bindweed and thistles.

UPDATE;

Amber Russell made contact with the Communications Officer and tenants direct to feedback on the issue raised.

- The services charges relating to the former common room at Simonds Court ended from 10th May 2020.
- Confirmation was given that Simmonds Court is inspected on a monthly basis by Neighbourhood Services Officers. Officers do not have a set day or time to undertake these visits. However, Amber will

	<p>ask the inspecting officer to schedule the next visit in after a bin collection day so they can monitor the issues raised around bins. For information the previous dates of inspection at Simonds Court are: 25th September 22nd October 12th November 15th December</p> <p>If residents have any concerns or issues they would like to raise with the neighbourhood services team we would encourage them to report them using My Winchester Tenancy app, email nservices@winchester.gov.uk or call 01962 848 394.</p> <ul style="list-style-type: none"> • Amber reported that there was a reduced grounds maintenance service implemented last year due the governments Covid-19 restrictions. This was to ensure the safety of tenants and grounds maintenance staff and was approved by Council with grass cutting as a priority allowing residents to use the communal areas. The paths have been reported to our contractor and they will attend and ensure they are weed free providing access to the properties. As you are aware there are still restrictions in place and as soon as they are lifted all shrub beds will be brought back to contract standard and return to the normal maintenance schedules. 	
5	<p>Dick Johnson - Finance and Resources Manager HRA Budget 2021/22 & Business Plan 2021/2050</p> <p>A copy of Dick Johnson’s presentation was distributed to tenants prior to this meeting.</p> <p>The financial framework was explained, that it covers the;</p> <ul style="list-style-type: none"> • Annual Budget Setting Process • Annual 30 Year Business Plan review • Cannot Budget for a deficit • Rents set annually based on CPI+1% • Capital investment based upon Asset Investment Plan and Stock Condition Survey • Can only charge eligible costs to HRA (Housing Revenue Account) • HRA debt is separated from General Fund • Requirement to fully resource the maintenance costs of the stock <p>Dick explained that the HRA is ‘ring fenced’ and is separate from the General Fund. He explained that the pie charts used in the presentation are based on this year as the team are currently working on the detailed budgets for the next year.</p> <p>The 30 year business plan is refreshed every year.</p>	

	<p>KEY HRA Business Plan Outputs are;</p> <ul style="list-style-type: none"> • Current HRA 30 year business plan is viable and sustainable • Stock can be maintained at DH+ standard (£345m) • Significant Investment in New Homes (£500m) • Increases gross supply of affordable housing by 1,630 units • Existing Investment in Climate Change £10.7m • HRA outstanding debt increases from £157m to £407m • But remains affordable as %age income between 18%-24% • Minimum balances of £3m-6m maintained over 30 years <p>Andrew Kingston – Service Lead, Property Services on; Housing Term Maintenance Works – Extensions to Osborne Contracts and Packaging and Procurement of Heating Maintenance Contracts</p> <p>Briefing notes were distributed to tenants prior to this meeting that outlined the proposals.</p> <p>That, subject to the agreement of the contractor, the housing term maintenance contracts, currently awarded to Osborne Property Services Ltd., be extended for the third and final tranche of five years (from 1/8/2021 to 31/7/2026), and that officers be charged with negotiating better terms and/or improved VFM/efficiencies wherever possible as part of agreeing to award this final tranche to Osborne.</p> <p>And that;</p> <p>The current contract (with British Gas T/A PH Jones) for heating appliance servicing and responsive repairs not be extended beyond 30/9/2021.</p> <p>Works to be re-procured and awarded asap using a suitable competitive procurement option.</p> <p>The proposed term for the new contract to be just under five years (from 1/10/2021 to 31/7/2026) to coincide with the end date of the Osborne final 5-year tranche so broader procurement re-packaging can be considered for Housing services at that time. For these services, industry feedback suggests three years is generally regarded as the minimum term that is likely to attract most competitive interest.</p> <p>All tenants present agreed with these proposals. Confirmation of this agreement will be sought via email after the meeting.</p>	
6	<p>Denise Partleton, - Senior Housing Development Project Manager New Homes Update</p>	

<p>A copy of the project completion worksheet was distributed to tenants prior to the meeting.</p> <p>An error was highlighted under the 'In Design' projects, Woodman Close, is Sparsholt, not Micheldever as stated. Denise corrected this on the presentation to the meeting.</p> <p>Denise stated that the contractors delivering The Valley scheme have tackled the challenges faced (Covid and building conditions) well.</p> <p>The Hookpit Farm Lane development is unusual for WCC as the construction is not managed by contractors procured by WCC. We are waiting for completion before WCC can purchase.</p> <p>The Southbrook Cottages, Micheldever development has not yet been submitted due to initial concerns around parking. These concerns have been taken on board and changes made to add parking on drive ways.</p> <p>Denise stated that prior to 2016 WCC hadn't built any housing for a number of years. We are doing well so far. However, land is the most important resource for new builds. Everyone wants the good sites. New homes prefer to build on WCC land where possible.</p>	
<p>The meeting broke for 10 minutes to allow tenants to discuss questions on agenda items 5 & 6.</p> <p>Questions raised;</p> <ul style="list-style-type: none"> • Bar End was raised by a tenant and questioned why it is not being used to build housing on? Denise stated that a feasibility study has been completed, but it is not WCC Housing Land, and in terms of market value it has been assessed as better used other than housing. • The example of Winnall was given as a site that is believed to have been 'gifted' from the HRA to the General Fund about 10 / 15 years ago. Could any of these sites be 'gifted' back to the HRA for housing? <p>Cllr Learney was able to look at historic files and found that in 2005 Winnall was transferred from HRA to General Fund. The HRA had a cut in cost of £90,000. The reason being that at the time the government had a policy of taking 75% of capital. This ensured the money wasn't lost from Winchester.</p> <ul style="list-style-type: none"> • When a property is sold does all the money from the sale go back into the HRA? Dick explained that when there is a voluntary disposal of an 	

	<p>asset it is generally at the market price and the net receipt goes into the HRA. However, when a property is bought under the right to buy scheme there is a sharing arrangement between WCC and central government and a proportion of the sale is paid over to the Government with the Council retaining the net receipt for reinvestment.</p> <ul style="list-style-type: none"> • A question was raised via email regarding the Passivhaus builds. How do the Covid recommendations that windows should be opened and air encouraged through the property fit in with the Passivhaus way of living? Denise responded by stating that opening windows is actively encouraged in a Passivhaus, no different from a standardly built house. The air breathed in has been filtered through a filter system called Mechanical Ventilation Heat recovery system (MVHR) so in fact the Covid recommendations don't impact living in a Passivhaus and the filters could potentially keep the covid virus from entering the accommodation, although this is in the process of being substantiated formerly. 	
7	<p>TACT Constitution Vote on Amendments</p> <p>All tenants at the meeting were happy to accept the changes made to the Constitution. The Chair had also received communication from Joan Stevens stating she was happy to accept.</p>	
8	<p>Any Other Business</p> <ul style="list-style-type: none"> • A query was raised regarding the new green waste system. While the tenant raising the query has seen the promotion on social media channels she has not seen it anywhere else. Are people not online being advised how to sign up? Cllr Learney stated that anyone can just phone the council to sign up. She will also talk to the officers responsible to ensure there continues to be good publicity in all areas of the district. • Tenants at White Wings struggled with the internet connection during the meeting. They were using the Council provided Wi-Fi. UPDATE; The officer in charge of the Sheltered Wi-Fi system logged a call with Social Telecoms and they have spoken with the tenant who was having connection issues. A speed test was run and it doesn't appear to be a network problem. The tenant is going to try and use another device to see if that helps. 	



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	<ul style="list-style-type: none">• Feedback on the format of this meeting was given. Tenants stated they were happy with having breaks to discuss the presentations. They would like 5 – 10minutes after each presentation to discuss and bring questions back to the meeting directed to what they have just listened to.	
9	<p>Forthcoming Meetings</p> <p>All forthcoming meetings will be virtual via MS Teams until Government advises it is safe to resume face to face meetings.</p> <p>Wednesday 24th February 2021 Wednesday 24th March 2021 Wednesday 26th May 2021 – TACT AGM</p>	