



Chair: David Light
 Vice Chair: David Chafe
 Communications: Monica Gill

TACT (Tenants and Council Together)
Minutes of meeting held on Thursday 23rd September 2021, 2pm
The Walton Room/MS Teams

Attendance;

David Light	Stanmore
David Chafe	Stanmore
Sandra Salter	Winnall
John Bond	Weeke
Lin Mellish	Kings Worthy
June Glass	Winchester
Chris Bone	Abbotts Barton
Carole Bull	Abbotts Barton
Gillian Gutteridge	Central
Julian Perkins	Hyde
Linda Blyth	Stanmore
David Blyth	Stanmore
Valerie Adcock	Stanmore

Guests;

Cllr Caroline Horrill	
Amber Russell (Virtual)	
Gilly Knight	
Michelle Smith	
Lucy Spence	
Janette Palmer	
Andrew Palmer	
Rebecca Hallett	

		Actions
1	<p>Welcome, Introductions and Apologies All were welcomed to the meeting and the housekeeping rules explained, then handed over to the new TACT Chair – David Light.</p> <p>Apologies have been received and accepted from;</p> <ul style="list-style-type: none"> ○ Doug Dobson ○ Lizzie and Joshua Christian ○ Monica Gill ○ Sue Green ○ Jackie Jones 	

<p>2 2.1 2.2</p>	<p>Minutes of Meeting on 22nd July 2021</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>New Complaints Process – feedback was read out from Communications Officer, M Gill in her absence:</p> <p>I submitted an official complaint which had been raised with me from a tenant in Bishops Waltham. I received an immediate response followed by a more detailed request for more information which has resulted in the department dealing with the tenant direct. Since then I have used the complaints system three times and each of my complaints have been dealt with satisfactory.</p> <p>I also advised a tenant who had been contacting the council for 9 months regarding a repair issue but was getting nowhere to put in an official complaint. She did this on the Monday and two days later received a call from a surveyor who has since visited her and the work is now scheduled in, that has taken only two weeks.</p> <p>I would recommend any tenant who has an ongoing issue which they can't get resolved to use the complaints system, but do not use to report a new repair or follow up one, this is simply for issues you can't get resolved. The department may not consider it an official complaint but will pass on details to the appropriate department but once it's in the system there will be a record of it. It couldn't be easier just e mail - the address is: complaints@winchester.gov.uk.</p> <p>Previous Actions Outstanding:</p> <ol style="list-style-type: none"> 1. Amber agreed to ask Neighbourhood Services to increase their visits to the Hyde Gate area, and will see if they have received any incident reports. Update: Request made to R Hallett by A Russell 23/07/21 Complete: R Hallett confirmed at meeting that extra patrols have taken place. 2. A tenant gave some feedback on Chesil Lodge, stating that they have close family living there who are very happy with it. However, they are very concerned by the heating system installed and the lack of 	

	<p>ventilation in the building, as the temperature is often far too high. They referenced an individual tenant who is experiencing problems with the high temperature in their apartment, and it is stated on their Carer notes that their body temperature is too high to be healthy for them. The heating system has been checked in their room, and is ok, but the overall building is made of glass. Tenant very concerned that there is not adequate cooling systems in place to counter this choice of building material. Janette agreed to pass this feedback Housing Teams. Action. Raised with Amber Russell 23.07.21. Amber will also contact Sandra to discuss. Update 30.10.21: Amber confirmed that further information has been gathered from staff at Chesil House, and the Property Services Team have been asked to send a surveyor to check out the issues.</p> <p>All other matters arising from the previous minutes were actioned and updates recorded in the minutes.</p>	
3	<p>Introduction to Neighbourhood Services Rebecca Hallett – Neighbourhood Services Supervisor</p> <p><i>A presentation had been sent to all TACT members with the invite.</i></p> <p>Rebecca began by explaining that the Neighbourhood Services & Community Safety Team is made up of one overall manager (Sandra Tuddenham) and two Team leads (Rebecca Hallett and Fiona Churcher</p> <p>Rebecca Hallett manages 6 uniformed neighbourhood officers, who oversee:</p> <ul style="list-style-type: none"> • Fly tipping – community safety • Anti-social behaviour – community safety • Health and safety inspections at Winchester City Council housing sites. • Neighbourhood and community support <p>Rebecca gave a detailed presentation of statistical information relating to fly tipping and anti-social behaviour cases, outlining which cases had resulted in fixed penalties and further court action.</p> <p>Rebecca also explained the volume of Health and Safety Inspections that the team carries out routinely, which totals 2854 in 2020/21. These checks may be weekly, quarterly or annually. The frequency is determined by the risk factor involved, and can be increased or decreased accordingly.</p>	

<p>Rebecca additionally stated that in 2019 when the team merged with Housing Estates, the number of inspections and checks increased considerably.</p> <p>The new merged team also has been working to monitor and uphold Covid guidelines for tenants and the public during the pandemic, and assisting with supporting those tenants who were shielding.</p> <p>Questions</p> <p>Q. An issue was raised by a TACT member regarding the cleaning in Godson House. Tenants are noticing that the products used are leaving a sticky residue behind. Glass bins were not emptied and black sacks not removed during Dec to Feb.</p> <p>A. Rebecca responded that the cleaning contract is not part of her own remit, but she will pass this to Fiona Churcher who looks after it. Regarding the glass collection - if these issues occur again please contact the council waste team to make them aware. You can also contact Neighbourhood Services Team who can raise this on your behalf. Update 13/10 the cleaning has been raised with Estates Compliance Officer who has spoken to YBC regarding this. YBC are looking to address this issues.</p> <p>Q. A tenant raise that the communal bins in Belvoir House have been full of flies, which has been reported. Has this been addressed?</p> <p>A. Rebecca responded that maggots and flies are a seasonal issue every year. But an additional deep clean was requested for these bins, and any residual debris cleared from them. Rebecca was happy to check this had been completed. Update 13/10 Neighbourhood Services have continued to monitor the bins and not noted any further issues.</p> <p>Q. A tenant raised that there are still issues with bins being left out in Abbotts Barton. Mainly the second row back on Hillier Way. Those in the first row received a letter to remind them to remove their bins recently. Can this be repeated for the other road?</p> <p>A. Rebecca agreed to take this as an action.</p> <p>Q. A tenant from Hyde Gate commented that they had seen the increased visits from the team recently, in response to the last TACT meeting regarding anti-social behaviour in the area. However, he reported that the incidents of ASB are occurring in the early hours, when the team are not present. Loud swearing and shouting is often around 2am, and the tunnel walkway next to Westview has become a busier place for congregating and drug use.</p>	<p>Action Rebecca Hallett</p> <p>Action Rebecca Hallett</p> <p>Action Rebecca Hallett</p>
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<p>A. Rebecca acknowledged that this tunnel has become a more problematic area since the ancient wall collapsed, as it is used more frequently now as an access route. Rebecca encouraged any tenant experiencing or observing anti-social behaviour during the night to call the police on 101 or 101 or online with Hampshire police or Winchester City Council https://www.winchester.gov.uk/apply</p> <p>Rebecca continued that the local police build a picture of where they need to patrol more frequently, in response to the call data received – so it does make a difference if you report an incident. If reported incidents increase in Hyde Gate, they will direct their resources to the area. Rebecca also confirmed that she will raise the issue with Davina Damone-Hollands who is the WCC Anti-Social Behaviour Officer and has a very good relationship with Westview Management.</p> <p>Gilly Knight added that CCTV was still being considered and various options appraised.</p> <p>Q. A tenant asked about the new flats in The Valley and the parking arrangements for them. Are the parking spaces outside for UOW students to use? They have observed that students are parking in several spaces all day. Should this be tenant only parking?</p> <p>A. Rebecca confirmed that the spaces are for tenants only, and students should not be using them. As the new builds are not all occupied yet, it is likely that the parking is not being used to capacity by tenants. Action: Neighbourhood Services will monitor the area and review signage at this location.</p> <p>Q. A tenant asked if a vehicle can be confiscated when it is being used for fly tipping?</p> <p>A. Rebecca replied that the action or penalty enforced is at the discretion of a magistrate, and not the council. One of the penalties available is confiscation of the vehicle. Evidence is essential, and each case is reviewed individually. Beyond a £400 fine, the council have no ability to define the action taken.</p> <p>Q. Can the tenants of Simmons Court receive an updated leaflet to tell them who is who in the team, with photographs? Can you let tenants know when you are visiting?</p> <p>A. The leaflet was recently delivered to residents at Simmonds Court, this has a team photo which we hope to update. However, the team cannot guarantee which officer will visit each time. Due to the number of inspections</p>	<p>Action Rebecca Hallett</p> <p>Action Rebecca Hallett</p>
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<p>the team complete it is not possible to provide a specific time when officers will be on site undertaking inspections. Officers may be required to attend an emergency, cover another site or be held up at a previous inspection. We are investigating how we can communicate with residents and the possibility of texting to inform the day we are intending to visit. Therefore, please ensure that the Housing Team has your up to date contact information. If residents have any particular concerns they would like to speak to the team about we would be happy to arrange a time to meet on site or please call or email us to discuss your concerns.</p> <p>Q. What is the role of Neighbourhood Services - what exactly are they supposed to check on their visits, for instance are they supposed to report when rubbish is dumped on site, overflowing litter bins, glass recycling, ground maintenance issue etc?</p> <p>A. As part of inspections the team will monitor and report back to Estate Compliance Officer concerns around the quality of clean and additional inspections will be completed on scheduled cleaning days. The team also monitor bin capacity and would report any issues to the waste team.</p> <p>Q. Testing of fire alarms in communal area - if there is more than one alarm should they test both?</p> <p>A. We test smoke alarms and fire call points on a rotation so not all points are tested every time.</p> <p>Q. The new flats in Stanmore are not clearly signposted for individual block numbers, making it hard for deliveries, and for post staff to find the right addresses. Could additional boards be put up in sensible locations?</p> <p>A. Gilly Knight responded thanking the tenant for this excellent feedback, and will pass on to the correct team. Update 13/10 Passed to New Homes Team. Update 14/10 from A Palmer – this will be actioned and new boards ordered.</p> <p>Lawn House – a complaint received from a tenant to TACT Committee:</p> <p>Issues with cleaning - paintwork not being wiped down, cobwebs and dead insects not being removed. Update 13/10 this has been raised with the Estates Compliance Officer</p> <p>Grounds maintenance - edges of shrub beds not being strimmed or edged, not litter picking prior to grass cutting, leaves and debris being blown into doorways when blower used and operators spending long periods in vehicles. Update 13/10 this has been raised with the Estates Services Officer – response below:</p>	<p>Action Michelle Smith</p> <p>Action Rebecca Hallett</p> <p>Action Rebecca Hallett</p>
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	<ol style="list-style-type: none"> 1) Shrub beds are only edged during winter months 2) Leaves clearance is completed October to December. If there are issues with leaves on footpaths outside this time please let us know and we can arrange ad hoc clearance 3) Operatives can take their tea and lunch breaks in their vehicles. 	
4	<p>New Homes Update Andrew Palmer – Head of New Builds</p> <p>Andrew began by confirming that 372 new properties were built or acquired since the creation of the New Homes Team in 2012 – more than had been sold under the Right to Buy Scheme during this period.</p> <p>The new homes at The Valley have been completed. There was some concerns originally about the green space being impacted, but the resulting build has been complementary to its surroundings. The homes are a strong, modern design and Andrew confirmed that they will be entered for an industry award. Equally, the new homes in Hookpit have been sympathetically designed and built as well.</p> <p>With regard to the impending work on the new development at Winnall Flats, it is hoped that the contract will be signed soon and the works commenced before Christmas this year. A consultation event will take place with the local tenants, to discuss any concerns as Housing fully appreciate that there will be some disruption for them. Points of contact will be provided so existing tenants know who to call if they experience any issues.</p> <p>All new homes are built with the provision to adapt the interior for disabled tenants.</p> <p>54 new houses have consent to be built in Whitely, and it is hoped that deal can be finalised in 2-3 weeks.</p> <p>There are 130 new homes in the pipeline to be built, with a completion date of 1-2 years until occupancy. This will be over a phased implementation.</p> <p>A tender is also live to build 6 flats at Micheldever in the eco-friendly Passivhaus design. It will be interesting to see who comes forward, as the specification for these types of dwelling is very specific and niche, and the contractor will have to meet extensive criteria for the builds.</p> <p>Smaller projects have also been approved by Members at Dyson Drive and Witherbed Lane.</p>	

2 new extra care homes in the style of Chesil Lodge are planned for 2024, in Winchester and Whitely.

Challenges

There is currently a considerable supply issue with materials including bricks, roofs and fire doors. This is industry wide, and the prices can rise rapidly for such items which inflates estimated build costs. Some materials have a 6-9 month wait at the moment. Covid and Brexit has resulted in an ongoing labour shortage in the building trade, with many skilled European's leaving the UK. Bricklayers can now command far higher wages than before, and are inundated with work.

Also, the availability of land to build on is becoming harder, and will mean that Housing will need to be more involved with the general land market than before.

Questions

Q. Are you under pressure right now due to a lack of new homes staff?

A. Yes, several experienced people have left recently, which has had an impact. The market is particularly attractive at the moment, and high calibre staff are easily targeted by private companies. We are currently recruiting for a new Technical Manager.

Q. Regarding the development in Sun Lane in Alresford, Wimpey Homes are developing this area. Is there any chance of working with them and other large developers?

A. WCC have approached them, and are looking to see if we can make it work. However, the specification's for our social housing builds are higher than for private sector builds, which is perhaps a surprise. This is because we build for longevity, and higher specs are more cost effective in the long run for council housing.

Q. Are there any development plans for Harestock Lane?

A. Potentially, yes. Other developments in the area such as the current Eastacre sheltered scheme is no longer truly fit for purpose. In time, the new Kings Barton care home could potentially house these tenants, and the Eastacre accommodation could be reviewed and revised.

	<p>Q. It has been observed that lots of bricks have been damaged and dumped on site while The Valley development was in progress. Does the council receive a refund for these materials? Given the cost of bricks is high at the moment?</p> <p>A. No, the way our build contracts are structured means the contractor gives us a fixed price for the construction of the scheme and any waste or damage is his responsibility. The building industry is wasteful by nature, unfortunately. The build quote will already factor in a cost for wastage, and the risk is then with the contractor if this is exceeded.</p>	
5	<p>Property Services Gilly Knight – Head of Housing</p> <p><i>Gilly read out the following statement:</i></p> <p>Richard Botham has previously advised TACT members of the corporate proposed internal management arrangements that affect housing teams made to align and strengthen links between council teams. Explaining that the proposed changes are to help support efficiencies of services and underpin council resources.</p> <p>I am here at your invitation to talk about the suggestion of merging Property Services with the corporate Asset Management Team. This decision remains deferred and likely to be reviewed next year.</p> <p>I want to assure you that the team will remain fully funded through the HRA budget. And as such the Property service, Andrew and his team will continue to focus on maintaining your homes and attend to responsive repairs. Remaining a housing top priority area for me. I can give you my assurance that this will not change.</p> <p>I am only to aware of how important it is to tenants that theirs homes are well maintained, keeping you safe in your home through a planned maintenance work programmes and a responsive repairs service dealing with issues as they arise.</p> <p>A top tenant satisfaction area, paid for by you through rental income and service chargers and so the focus on this service area can't afford to change.</p> <p>I give you my word with the overall responsibility for the housing service that you will not see any changes to service delivery due to proposed internal management changes that are yet to be confirmed.</p>	

	<p>Questions</p> <p>Q. Are the Repairs and Maintenance teams suffering from staff shortages?</p> <p>A. Gilly confirmed that there are some resource issues at the moment, and that some high calibre and experienced staff have recently departed. The pandemic period has caused people to reflect and re-evaluate their lives and some are seeking a different work/life balance now or alternative opportunities. Therefore, WCC are trying to make the job offers more attractive. Surveyor and Housing Hub vacancies are currently available, which will hopefully be filled soon.</p>	
6	<p>Asset Management Strategy Recommendations Janette Palmer – Housing Policy and Projects Manager</p> <p><i>A briefing and draft policy had been sent to all TACT members prior to the meeting.</i></p> <p>Janette began by explaining that this briefing of the Strategy looked to debate the recommendations ahead of Business and Housing Committee and Cabinet. The Strategy has been prepared based on consultation and research. It sets out the emerging issues to achieve the aim of providing housing which meets current and future needs and is sustainable and affordable. Janette expanded that the Asset Management Strategy will be taken to the Business and Housing Committee in November, and full cabinet in December. Therefore, the draft sent to TACT may still change slightly through further review and consultation.</p> <p>The recommendations currently set out in the draft Committee report are as follows:</p> <ol style="list-style-type: none"> 1. Approve the updated HRA Asset Management Strategy. 2. Approve the criteria for disposals and acquisition. Where an asset is identified in the first instance as being surplus to requirements that it be appraised through an options appraisal and an asset is assessed for purchase using the acquisition eligibility criteria. 3. Approve the proposal to fund the provision of fire door sets to leasehold properties in the medium rise flats at Winnall. 	

4. Delegate to the Corporate Head of Housing authority to make minor amendments to the strategy in consultation with Cabinet Member for Housing and Asset Management.

Criteria for disposals and acquisition

Janette explained that the Housing Department has a number of assets which can be difficult to manage in terms of finding the most viable approach. A complex asset might be a listed building or a piece of land, for example. A scenario was given to TACT members for evaluation against the criteria within the Asset Management Strategy. The scenario was a vacant rural property which isn't part of standard housing stock, and in need of modernisation to meet carbon efficient EPC standards. It will be difficult to retro fit and is estimated to be of high value. Further key information was supplied, and TACT members were asked how they would approach it - would they hold onto the asset or sell it, based on their justifications.

An interesting and varied debate followed, with some TACT members stating they would retain and re let the asset, while investing in some works to improve carbon efficiency. However, they would not invest the large sum of money required to fully retro fit, as a new tenant could purchase the property under Right to Buy scheme.

Some members felt strongly that social housing is rare in rural areas, and that this influenced their decision to retain the property.

In contrast, one felt it was wiser to sell the asset for profit, and re-invest the money into new builds.

A vote was taken after the debate, and the majority of TACT members were in favour of retaining the dwelling.

Fund the provision of fire door sets to leasehold properties in the medium rise flats at Winnall.

Janette explained that the programme to upgrade the existing entrance door sets to fire doors for flats and maisonettes is already under way for council tenants and due to be completed over the next three years.

The current programme includes entrance doors for tenants but not for leaseholders. This is because the leaseholder own the entrance door to their property. However, it is proposed to offer leaseholders at the higher risk properties (specifically the four medium rise blocks on Winnall - Braxton,

	<p>Craddock, Earle and Dennett Houses) a free replacement fire rated entrance door.</p> <p>This enhanced fire safety offer by the council will ensure the safety of all residents. GK further explained that the council will use this opportunity in exchange to issue an improved and modernised lease. The estimated cost to the HRA fire budget is £60,000 or less depending on take up of the offer and, if approved, will be funded from the existing capital budget for this work.</p> <p>This approach is designed to benefit council tenants as well by providing additional protection and responds to concerns raised by tenants regarding the impact on overall safety as a consequence of the standard to which other residents maintain their property. The initiative also adds value to the overall door replacement programme</p> <p>TACT were invited to discuss this proposal, so their views could be considered and acknowledged</p> <p>Debate ensued, with TACT members commenting that it was definitely worth providing the free doors to ensure that the flats are as safe as possible for all. One TACT member felt it was a ‘no brainer’ – otherwise the cost/benefit invested in providing new doors to tenants, will be diminished and counterproductive. They continued that to gain the full protection benefits, it makes sense for every door to be compliant. Most stated that tenant safety had to be a top priority, even if it meant investing this money for leaseholder doors.</p> <p>A vote was taken with the majority of TACT members in favour of providing free doors to leaseholders, and updating their lease at the same time.</p>	
8	<p>Service Delivery Group Updates</p> <p>Lucy Spence confirmed that a joint SDG meeting had taken place with members of the Housing Management and Repairs & Maintenance groups.</p> <p>Items discussed included:</p> <ul style="list-style-type: none"> • HM – Key Performance Indicators were reviewed. Rent arrears and property re-let times have both been impacted by the pandemic. The group also reviewed the Business Plan. • R&M – Carbon neutral update, new gas contractor, fire safety feedback. 	



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9	Forthcoming Meetings Wednesday 24th November – 10.30am to 12.30pm	