

**TACT (Tenants and Council Together)**  
**Minutes of meeting held on Wednesday 24<sup>th</sup> November 2021, 10.30am**  
**The Walton Room/MS Teams**

**Attendance;**

David Light (Chair)	Stanmore
David Chafe (Vice Chair)	Stanmore
Monica Gill (Communications)	Central
John Bond	Weeke
Lin Mellish	Kings Worthy
June Glass	Winchester
Chris Bone	Abbotts Barton
Carole Bull	Abbotts Barton
Gillian Gutteridge	HydeCentral
Julian Perkins	Hyde
Linda Blyth	Stanmore
David Blyth	Stanmore
Valerie Adcock	Stanmore
Sue Green	Stanmore
Ted Shepherd	Denmead
Sheila Burns	Stanmore
Lizzie Christian	Stanmore (Virtual)
Josh Christian	Stanmore (Virtual)

**Guests;**

Jo Fletcher	Osborne
Dick Johnson (Virtual)	Finance and Resource Manager
Gilly Knight (Virtual)	Corporate Head of Housing
Chris Pope	Income Services Manager
Lucy Spence	Tenant Involvement Officer
Janette Palmer	HPAP Manager

		Actions
1	<b>Welcome, Introductions and Apologies</b>  Apologies; <ul style="list-style-type: none"> <li>○ Tony White</li> <li>○ Jackie Jones</li> <li>○ Deanne Adams</li> <li>○ Sandra Salter</li> <li>○ Annie Miller</li> <li>○ Cllr Learney</li> <li>○ Cllr Horrill</li> </ul>	

2	<b>Minutes of Meeting on 23<sup>rd</sup> September 2021</b>	
2.1	<b>Corrections</b> None	
2.2	<b>True Record</b> Minutes proposed as being a true and accurate record of the meeting agreed by all present.	
2.3	<b>Matters arising / actions from previous meetings</b>  Item 4 - New Homes Update <ul style="list-style-type: none"> <li>In the past TACT members have been invited to look around new builds before they are occupied. TACT members would appreciate continuing to be able to do this. <b>Comment to be passed back to Andrew Palmer.</b></li> <li>Chesil Lodge extra care scheme - lack of air conditioning was raised by TACT members during the planning stage of Chesil Lodge. TACT were informed it would be too expensive. Residents are now reporting being very hot within their flats in the summer. TACT would like this taken into consideration for future developments.</li> </ul> Item 2.3 - Complaints <ul style="list-style-type: none"> <li>Process update - the procedure is now that all initial complaints go through Customer Services; they will process the complaint. Any follow-up communication then goes through the <a href="mailto:complaints@winchester.gov.uk">complaints@winchester.gov.uk</a> email address.</li> </ul>	Andrew Palmer
3	<b>HRA Budget Options, Dick Johnson – Finance and Resource Manager WCC</b>  A copy of the HRA Business Plan 2022-51 and 2022-23 Budget Options presentation given at the meeting was distributed to all TACT members before the meeting and attached in Appendix 1.  Comments <ul style="list-style-type: none"> <li>Slide 7 - HRA Business plan Projected Borrowing Dick stated this projection is key in displaying how <u>increased</u> borrowing <u>will increase to keep up with to deliver</u> the new homes <u>projection target is affordable and that the HRA business plan is financially sustainable</u></li> <li>Slides 13 and 14 The comparisons between a 3.1% and 4.1% rent increase were discussed. A member of TACT made the statement that at Cabinet on 23.11.21 the decision was passed to recommend a 3.1% increase. Dick confirmed this.</li> </ul>	

	There were no further questions for Dick following his presentation.	
4	<p><b>Customer Experience – What is important to you? Jo Fletcher, Head of Engagement Osborne</b></p> <p><b>Presentation</b></p> <ul style="list-style-type: none"> <li>• Jo's role is to look at how Osborne can improve service delivery across all Osborne contracts. She appreciated being able to come and talk to tenant groups like TACT and thanked members for their support.</li> <li>• To find out what's important to residents - Osborne started by looking at different areas of gaining information; focus groups, complaints, comments, social media and residents groups being the main sources.</li> <li>• Osborne are keen to understand what is meant when someone states they want a 'great service'.</li> <li>• Osborne are aware that 'repairs' can be very intrusive in resident's home environments.</li> <li>• They are looking at four key areas; <ul style="list-style-type: none"> <li>○ Caring for our people</li> <li>○ Customer Experience</li> <li>○ Design</li> <li>○ Celebration</li> </ul> </li> <li>• TACT members were asked to give the top 3 things that are important to them from these two main areas of questions; <ul style="list-style-type: none"> <li>○ What is important in service delivery to customers? How does this make you feel?</li> <li>○ Is there another way you would like to voice your thoughts and opinions? And gave some examples; focus groups, online surveys, meetings etc.</li> </ul> </li> <li>• Responses will be compiled and feedback to TACT when the work is complete.</li> <li>• Jo requested to come back to a future TACT meeting to discuss other topics.</li> </ul> <p><b>TACT Comments &amp; questions</b></p> <ul style="list-style-type: none"> <li>• A TACT member raised their experience of recent repairs using what they felt was sub-standard products. Jo responded to this comment explaining that Osborne has felt the impact of supply issues, as all contractors have,</li> </ul>	

	<p>and in order to fulfil some existing jobs, they have had to use existing stock.</p> <ul style="list-style-type: none"> <li>• A TACT member suggested that it would be better if repair jobs could be reported directly to Osborne rather than via the council.</li> <li>• A TACT member had two contractors visit their home last week. Both electrician and carpenter were professional and completed the job well.</li> </ul>	
5	<p><b>Income Services Overview - Chris Pope, Income Services Manager, WCC</b></p> <p><b>Presentation</b></p> <ul style="list-style-type: none"> <li>• One of the key roles is contacting tenants who are in rent arrears.</li> <li>• These can be very challenging conversations with tenants - there may be many different reasons for being in rent arrears.</li> <li>• They have seen an increase in debts due to gambling addictions increase over the pandemic period.</li> <li>• The approach of the team is now more proactive. The previous approach was to send out hundreds of letters. Now conversations are targeted - either on the phone or in person. The outcome has been better results.</li> <li>• Targeting is possible because of a new analytics computer system which tells the team which tenants are likely to enter arrears.</li> <li>• The council's rent arrears are currently 1.9%, in comparison with other regional housing providers the council's rates are favourable. One local provider has nearly 10% arrears. This is mainly due to not making any contact at all during the pandemic.</li> <li>• Referrals are made to outside organisations such as Citizen Advice for debt counselling &amp; money advice.</li> <li>• All letters that are sent out have been reviewed by a mental health specialist. They will also be reviewed by an autism and Asperger's specialist to ensure letters are suitable for everyone.</li> <li>• Responses to a text message are much higher than letters.</li> <li>• The team are starting to work with the tenants who are currently claiming housing benefit and will be moved over to universal credit by 2025. As</li> </ul>	

	<p>universal credit is paid in arrears if small extra payments are made now, when the move is made there will be less debt.</p> <ul style="list-style-type: none"> <li>• Healthy Start Vouchers. <a href="https://www.gov.uk/healthy-start">https://www.gov.uk/healthy-start</a> - anyone who is 10 weeks pregnant or have a child under 4 they can claim for these vouchers.</li> </ul> <p><b>TACT Comments and questions</b></p> <ul style="list-style-type: none"> <li>• The 'Hardship fund' – <ul style="list-style-type: none"> <li>○ <b>What it has been used for?</b> TACT members were involved in the consultation; updates haven't been received. <u>Response</u> - known within Housing as the 'assist fund' it is not for rent arrears, it's for one off investment in a crisis situations e.g. to fund food bank vouchers and electric key meters for universal credit claimants</li> <li>○ <b>Could it be used to pay electricity bills?</b> <u>Response</u> (from Gilly Knight) - there are policy and procedures in place with clear criteria. These will be shared with TACT members</li> <li>○ TACT members agreed it would be useful if Sarah Wallis, who manages the fund, could come and talk to TACT.</li> </ul> </li> <li>• <b>How are people's vulnerabilities recorded on their tenant record?</b> <u>Response</u> – an alert is set up on the account that pops up whenever the account is accessed.</li> <li>• <b>How are vulnerabilities identified?</b> <u>Response</u> - vulnerabilities could be anything from communication difficulties to physical disabilities.</li> <li>• <b>How can a tenant let you know they need a vulnerability flagged on their record?</b> <u>Response</u> - if a tenant feels they need 'vulnerability' on their record, talk to the team.</li> </ul>	<p>Gilly Knight</p> <p>Sarah Wallis</p>
6	<p><b>Service Delivery Group Updates</b> - Lin Mellish (Vice Chair of the Repairs and Maintenance Service Delivery Group)</p> <ul style="list-style-type: none"> <li>• The two groups remain combined due to reduced numbers.</li> <li>• They continue to monitor and review KPI's and question anything unusual.</li> <li>• Andrew Kingston continues to update on the carbon efficient housing agenda</li> <li>• Performance of the new gas contractor is on the next meeting's agenda.</li> <li>• Any new members are welcome.</li> </ul> <p><b>TACT Comment</b> The new gas contractors were parked in the disabled bay at Godson House all day. This will be fed back to Andrew Kingston.</p>	<p>Andrew Kingston</p>
7	<p><b>Any Other Business</b></p>	

	<ul style="list-style-type: none"> <li>• <b>Signage at The Valley</b>, Stanmore (new development) – issue raised at the last meeting. <u>Response</u> -Gilly Knight thanked the TACT member for the excellent feedback. This will be passed onto the new homes team.</li> <li>• The issue was raised again as tenants are still seeing delivery drivers going round trying to find the correct address. The Vice Chair commented that he had recently had a discussion with the Neighbourhood Services Officer who informed him the signage had been ordered.</li> <li>• <b>What is the pet policy?</b> – at Lisle Court there has been an increase in the number of dogs. Several issues were raised in relation to the question asked that required investigation. A discussion between the TACT member and housing officer to take place outside of the meeting to get more details.</li> <li>• <b>Charging points for mobility scooters</b> - New legislation around the provision of electric charging point at new builds sites an. Does this include electrical charging points for disabled vehicles including buggies?</li> </ul>	Andrew Palmer
8	<b>Forthcoming Meetings</b> <del>Wednesday</del> <del>Thursday</del> 20th January 10.30am – 12.30pm <del>Thursday</del> <del>Wednesday</del> 17 <sup>th</sup> March 10.30am – 12.30pm <del>Thursday</del> <del>Wednesday</del> 26th May 10.30am – 12.30pm	