



Chair: David Light
 Vice Chair: David Chafe
 Communications: Lin Mellish

TACT (Tenants and Council Together)
Minutes of meeting held on Thursday 28th July 2022, 10.30am
Godson House Common Room

Attendance:

David Light (Chair)	Stanmore
David Chafe (Vice Chair)	Stanmore
Lin Mellish (Communications)	Kings Worthy
Julian Perkins	Hyde
Chris Bone	Abbotts Barton
Gillian Gutteridge	Hyde
Valerie Adcock	Stanmore
Linda Blyth	Stanmore
David Blyth	Stanmore
Doug Dobson	Winnall
Victoria Pemberton	Kings Worthy
Sandra Salter	Winnall
Patricia Walker	Micheldever

Guests:

Cllr Paula Ferguson	
Richard Botham	Strategic Director: Services
Gilly Knight	Corporate Head of Housing
Amber Russell	Service Lead - Housing Operations & Community Safety
Sandra Tuddenham	Neighbourhood Services & Community Safety Manager
Richard Lewis	Neighbourhood Services Officer
Janette Palmer	Housing Policy and Projects Manager
Lucy Spence	Tenant Involvement Officer

		Actions
1.	Welcome, introductions and apologies Apologies; <ul style="list-style-type: none"> ▪ Cllr Caroline Horrill ▪ Sue Green ▪ Jackie Jones ▪ Monica Gill ▪ Lizzie & Josh Christian ▪ Carole Bull ▪ Tony White 	
2.	Minutes of meeting on 17 March 2022	

	<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 meeting</p> <p>An updated addendum to the document ‘matters arising from previous minutes not discussed at the March meeting’ was distributed to all present.</p> <p>3.a. A query was raised as to why council tenants are paying twice for the neighbourhood services and community safety team as it is jointly funded by the General Fund and the Housing Revenue Account (HRA). RB answered that the community safety function is paid for by the general fund and the HRA pays for the Health and Safety function in WCC blocks. So, tenants will not be paying twice.</p> <p>3.b. A further question was asked about the Tower Street property. When the property is sold will the HRA receive every penny from the receipt of sale? The tenant raising the query suggested that the Maintenance budget should be replenished first from this sale. RB states that the funds come in as a capital receipt. The idea of putting the funds towards a specific budget hasn’t been considered.</p> <p>5.c. As far as we are aware the new Osborne service standards have not been finalised yet.</p>	
<p>3.</p>	<p>Richard Botham, Strategic Director: Services Presentation of the HRA Outturn Report</p> <p>A copy of the cabinet paper and the briefing paper prepared for TACT were emailed to all members before the meeting and hard copies were available on the day.</p> <p>RB explained that when the financial year is over the accounts are closed down. This is known as the Outturn report. It gives a picture of the total spend from the HRA in the year and the details of the capital funds programme for the year ahead. The summary given today highlights the main points.</p> <p>RB started by saying that the HRA is in a reasonably stable position.</p> <p>The year finished in a better position than was forecast. RB said that an effect of the pandemic has meant it has been difficult to recruit to some job vacancies across the department and some posts have been empty for a</p>	

considerable time. This has meant less was spent on staff due to the vacancies.

The surplus or reserves is what makes the 30 year business plan sustainable. It is anticipated in the plan that the position will look less healthy in the future.

HRA Capital Programme Outturn – RB stated he is comfortable with where we are now. £17m below the forecast budget is too big. The £6.2m underspend on the Winnall New Homes programme has already been spent this year. Clarification was also given on the \$4.2m underspend on unallocated site provisions - this was a deposit so won't show on last year's spend.

Questions

- A query was raised regarding the HRA Capital Programme Outturn item 3. Will the delay on the works on the road junction at Battery Hill to the Valley new homes affect the budget? RB stated that the budget has already been taken, this is just a delay in the works. Therefore, no it shouldn't impact on the budget.

RB explained that the HRA budget is ring-fenced, and any money not spent in one financial year will roll over to the next year. All money stays within the HRA.

- Why is the Winnall New Homes Management Scheme not WCC?
RB explained that part of the development is to include mixed communities. Some of the properties will be let to non-secure tenants, these will effectively be private lets. These properties will still be owned by WCC but leased to the Housing Company. Cllr Ferguson explained that as a local housing provider we are keen to provide affordable housing for key workers to be able to afford to live in Winchester.

- Could climate / carbon issues be added to the report?

RB replied that all reports to cabinet have a carbon impact section. Tenants present agreed that it would be useful to see these sections.

- Has the dramatic rise in inflation been factored into the 30 year business plan?

RB stated that the contracts are tied to inflationary increases. We are confident this can be absorbed in the next year. However, things like service charges are likely to see an increase next year to factor in external costs such as energy increase.

	<ul style="list-style-type: none"> • Does the council borrow money as part of the HRA business plan? RB said that yes, £150m was borrowed when housing became self-funding. Money has also been borrowed from the General Fund as this is cheaper than from banks. This is a manageable debt, borrowing made in 2012 was on a fixed rate. • How far into the 30 year business plan are we? RB explained that this gets reset every year, so it will be ongoing. <p>RB stated that TACT will be consulted on any future changes and suggested that Andrew Kingston and Preshanta Burbidge could possibly come and speak to TACT at a future meeting.</p> <p>A tenant raised issues they had put in a letter to the council but hadn't received a response. These include a rail that is required, they have had 3 visits but nothing has been put in place. A problem with rats. Fences and trees in a neighbouring property. RB apologised to the tenant for not receiving a response to their letter. <u>AR took details of issues raised and will look into them.</u></p> <p>UPDATE Awaiting responses from Officers regarding the concerns raised.</p>	Amber Russell
4.	<p>Sandra Tuddenham, Neighbourhood Services and Community Safety Manager & Richard Lewis, Neighbourhood Services Officer Update on queries raised regarding Grounds Maintenance and information regarding health and safety checks.</p> <p>ST gave a brief update on some changes in her team. Fly tip enforcement has been passed to the Environmental Health Team, but the Neighbourhood Services officers are still responsible for all WCC communal areas.</p> <ul style="list-style-type: none"> • Hyde Gate – last few weeks residents of the area have noted an increase in drug taking in public places, disgusting language being used and yesterday afternoon 7 police cars were present. They would like to know if there are any control of the activities from West View House. When residents have previously phoned and spoken to staff at West View they have been told they can't control what residents of the house do when they leave the property. It doesn't seem to be managed at all. ST replied explaining that it is her team's job to work in partnership with the police and support agencies. The next Anti-social behaviour support panel is next week. This is a multi-agency panel that discusses individual cases and tasks organisations to support agreed actions, making everyone accountable in delivering a resolution to the issue. Hyde Gate has been on the agenda for the past 10 months. It is already a priority area, but the 	

<p>more reporting that is done (either by calling 101 or online https://www.hampshire.police.uk/ro/report/) It will become more of a priority for multi-agency action, involving all relevant partner agencies</p> <p><u>ST stated she will report back to TACT after she has attended the ASB panel and update the group with any outcomes.</u></p> <ul style="list-style-type: none"> Another resident of Hyde Gate said that years ago they had asked whether it would be feasible to have CCTV in the area and was told that it was not possible. However, they have since been informed the ancient gate will be getting CCTV. The resident questioned why the gate is more important than the residents? ST was not able to comment as she is not aware of the CCTV planned. <u>RB will look into why CCTV is not being considered for the area.</u> <p><u>Contact will also be made with Two Saints as it is our opinion that any activity within the vicinity of West View is their area.</u></p> <p>UPDATE Davina Domone-Hollands tasked to arrange a partnership meeting with representatives from WCC, Police, West View/Two Saints and Hyde Gate residents to discuss concerns. Waiting confirmation of meeting date.</p> <ul style="list-style-type: none"> Why are the dealers not being targeted as opposed to those using the drugs? ST replied that there is another multi-agency group that looks specifically at county lines drug intelligence. This is a regular meeting and lots of work is done. The tenant commented that they had witnessed mopeds driving into housing estates clearly delivering drugs. ST said that all that intelligence should be reported as well. Colson Close was raised as an example by a resident of a tenant being moved from one area to cause problems in the new area. Colson Close has a largely aged population and doesn't feel the tenant should have been moved there. AR commented that she is aware of the situation and will make sure she gets an update as to what is happening. <p>UPDATE Action is being taken by the Tenancy Team with respect to this case.</p> <ul style="list-style-type: none"> Are there statistics as to how many addicts there are in Winchester? ST said that she doesn't know that information. <p>A comment was made about how county lines drug dealers work, and that they employ cuckooing techniques whereby they prey on a vulnerable member of the community and basically take over their property. ST agreed</p>	<p>Sandra Tuddenham</p> <p>Richard Botham</p> <p>Amber Russell</p>
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<p>with this and reiterated the point that if anyone has any intelligence, no matter how trivial they think it is, they should report it.</p> <p>ST said that she is happy to come again if TACT have more questions about anti-social behaviour. Or if they would rather the ASB officer can come and talk to them. Unfortunately they have two vacant posts at the moment they have not been able to recruit to.</p> <p>RL explained that he is one of the 4 Neighbourhood Services Officers responsible for the health and safety checks on all communal blocks and outside areas. This includes, cleaning, corridors, fire alarms, lifts and stair lifts among other things. A lead officer is responsible for each block and these are rotated every three months.</p> <p>The thought behind the rotation was queried and whether this was useful. ST explained that the local councillors are always informed when there has been a change. They will look into putting a notice up or leaflet drop where there are no noticeboards. It was clarified that there are only 4 officers, so within a year each block will see each officer.</p> <p>RL explained that they try to do the checks at the same time of day, but this is not always possible. This is why they do not advertise a time. The only exception to this is sheltered schemes. They do have a set time when alarms are tested.</p> <p>Anything that is seen that requires reporting can be photographed and reported straight away.</p> <ul style="list-style-type: none"> • What would happen if a neighbourhood services officer came across a mat in the corridor that shouldn't be there? RL responded by saying we wouldn't take personal items away straight away. We would always try to speak to the resident first. It would be the last resort to actually remove items. ST stated that officers would always do a door knock first. If there is no answer then a note will be put through the door. • What would you do if you came across a door that has been propped open? RL explained it would depend where they were. They are aware some people might prop a door open to put washing out for example. So would check first. It is only at the Winnall flats where the doors always be closed. • An issue was raised with a new alarm system going off continuously when they have had a power cut was raised. <u>AR stated she will look into this.</u> <p>UPDATE Request made to Sheltered Housing Team to call Mrs Walker regarding her concern about the alarm system.</p>	<p>Amber Russell</p>
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<p>5.</p>	<p>SDG update</p> <p>Lin Mellish (vice chair of Repairs & Maintenance Service Delivery Group) gave an explanation as to what service areas each group cover and why they are meeting as a combined group at present.</p> <p>An overview of two key areas of discussion from the last meeting was given. Grounds Maintenance – Concerns have been raised and shortcomings have been acknowledged by Idverde (Grounds maintenance contractor). This has been mainly due to staff shortages. There was a 28 day delay to the programme. Jubilee trees, the contractor taken on to water the trees was spoken to following complaints received about trees dying. This should now have improved. Caroline Robinson expressed her thanks to residents who have been watering the trees themselves.</p> <p>The new draft compensation policy – This is still in draft form but has been through housing committees. Sometimes all that is needed is an apology but sometimes compensation may be applicable.</p> <p>Cllr Ferguson commented that she is keen to have a proper compensation policy for tenants, although the focus should be about getting it right first time. When agreed the policy will be looked at and presented in a more user friendly format.</p>	
<p>6.</p>	<p>AOB</p> <ul style="list-style-type: none"> • A query was raised regarding the Out Of Hours service. A tenant's mother who lives in Chesil Lodge had a leak in her property. This was phoned in on Friday evening and wasn't properly fixed until Monday. The contractor on Monday was presumed to be the routine Osborne contractor, not an out of hour's contractor. <u>RB stated he will look into what is happening with the out of hour's service.</u> <p><u>AR will arrange to get the tenant's mother's carpet cleaned.</u></p> <p>UPDATE Request to Claire Carroll, Extra Care Officer to make arrangements for carpet to be cleaned.</p> <ul style="list-style-type: none"> • Could surplus HRA money be used to put in driveways? RB commented that they have looked into putting in driveways in the past. Although estate improvements are normally something that benefits the full estate. 	<p>Richard Botham</p> <p>Amber Russell</p>

	<ul style="list-style-type: none"> An update was given on an issue raised at the March meeting by a tenant asking for advice about heat settings on their combi boiler. A request for a second bike store at Lisle Court was made. <u>ST said she would take this back and the team will look into it.</u> An issue with dogs at Lisle Court has been raised previously. This has partially been resolved. The dogs are still allowed by their owners to run around freely. The tenant would like dogs to be on leads before exiting their properties. A report has been written and given to housing officer. <u>AR will look into the report submitted.</u> She said that quotas of pets in an area is not possible, but a pet policy is in place. <p>UPDATE Housing Officer spoke with tenant on 14/7 and confirmed dogs would not be walked off lead in the communal area. No further reports received. If this continues to be a problem, please contact the Tenancy Team to discuss the matter.</p> <ul style="list-style-type: none"> A complaint was made that meeting dates keep changing and it doesn't seem like the council see tenant engagement as a priority. RB wanted to reassure tenants that engagement is still very much a priority. Cllr Ferguson stated that she wants to look at the Engagement Strategy. The location of future meetings was discussed. Two members were not able to attend today because there was no virtual option. Hope Church was given as a suggested location. 	<p>Sandra Tuddenham</p> <p>Amber Russell</p>
<p>7.</p>	<p>Forthcoming meetings</p> <p>22 September 2022 – Walton Room, The Guildhall</p> <p>17 November 2022 – Venue TBC</p> <p>19 January 2023 - Venue TBC</p> <p>23 March 2023 - Venue TBC</p> <p>25 May 2023 – AGM – Hope Church</p>	

Addendum to minutes.

Matter relating to minutes not discussed at meeting.

- Link to the Business and Housing Policy Committee webpage and the published draft compensation policy document.

<https://democracy.winchester.gov.uk/ieListDocuments.aspx?CIId=349&MID=2962#AI9194>

<https://democracy.winchester.gov.uk/documents/s21901/Housing%20Services%20Compensation%20Policy.pdf>

- **Caroline Robinson** - Estate Services Officer
Provided an update on specific issues raised with her.

Grass Cutting

There was an issue with grass cutting due to manpower and equipment, Idverde are getting back on schedule working evenings and weekends to get back to normal service. An update was put on the WCC website explaining the circumstances. There have been missed grass cutting and staffing levels are now stable and have caught up with the majority of areas.

Weeds/Moss

Weeds and moss are growing at a rapid rate with the rain and sunshine over the last few months. When Officers are on site they are reporting and Idverde are attending. Please note that they treat (weather permitting) and if not effective will retreat in 2-3 weeks and once dead they are scrapped and removed.

Shrub Beds

The high maintenance beds (sheltered sites) have been attended but any issues please let me know.
Standard shrub beds (general sites) should all have had their first visit.

Hedge Cutting

Hedge cutting was delayed and has resulted in a delay as unable to cut during bird nesting season. If a hedge is causing an obstruction to windows, doors, paths or sightlines then Idverde will attend. The hedge will be checked for nesting birds and if not present the hedge will be cut back removing the obstruction. If there are nest present but can remove the section obstructing they will carry this out and return at a later date to cut the remaining hedge.

Jubilee Trees

This resulted in a delay in grass cutting and with new teams some areas were missed.



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Vice Chair: David Chafe
Communications: Lin Mellish

A few of the trees were suffering due to the current weather conditions and contractor was not completing the watering programme. The contractor has been told that if they do not water the trees once a week as per the schedules they would be removed from the contract and all WCC work. All trees are now being watered weekly (photographic evidence provided) with 20 Litres on each occasion in addition to our Tree Officer watering. A big Thank you to our tenants who have been watering the trees at some of our sites which is very much appreciated. All trees are now looking much better and if any are lost they will be replaced at the cost of the contractor.

Issues

If there are any issues or concerns about the Grounds Maintenance service tenants need to report them by calling or email call or email NServices@winchester.gov.uk . If we are unaware of the issue we cannot resolve it and unfortunately we do not have the staff to visit all our sites on a regular basis.