

TACT (Tenants and Council Together)
Minutes of meeting held on Thursday 22nd September 2022, 10.30am
Walton Room, the Guildhall, Winchester

Attendance:

David Light (Chair)	Stanmore
David Chafe (Vice Chair)	Stanmore
Lin Mellish (Communications)	Kings Worthy
Sue Green	Stanmore
Carole Bull	Abbotts Barton
Gillian Gutteridge	Hyde
Pat Haste	Chesil
Sandra Salter	Winnall
Peter Beard	Hyde
Victoria Pemberton	Kings Worthy
Karen Alexander	Stanmore
Monica Gill	Central

Guests:

Cllr Paula Ferguson	Deputy Leader and Cabinet Member for Community and Housing
Cllr Caroline Horrill	
Gilly Knight	Corporate Head of Housing
Amber Russell	Service Lead - Housing Operations & Community Safety
Dee Jenkins	Performance and Projects Manager
Dick Johnson (virtual)	Finance manager - Housing
Fiona Churcher	Neighbourhood Services/Estates Compliance Officer
Charlotte Bailey	Wellbeing and Inclusion Officer
Sarah Wallis	Housing and Social Inclusion Manager
Lucy Spence	Tenant Involvement Officer

		Actions
1.	<p>Welcome, introductions and apologies</p> <p>Apologies;</p> <ul style="list-style-type: none"> ▪ Chris Bone ▪ David and Linda Blyth ▪ Doug Dobson ▪ Jackie Jones ▪ Janette Palmer ▪ John Bond 	

	<ul style="list-style-type: none"> ▪ Julian Perkins ▪ Lizzie & Josh Christian ▪ Tony White ▪ Valerie Adcock 	
2.	<p>Minutes of meeting on 28 July 2022</p> <p>True record Minutes proposed as being a true and accurate record of the meeting agreed by all present.</p>	
2.3	<p>Matters arising - actions from previous meeting</p> <p>An addendum to the minutes with some of the action updates was distributed to all present.</p> <p>A query regarding the Tower Street property was asked. <u>Clarification that any spend on the property will definitely go back to the HRA – resulting on a zero spend from the HRA?</u></p> <p>Winnall Scheme – in the July minutes it states ‘non-secure tenants’ will be housed under the housing management scheme. What does this mean? Gilly clarified that at the end of October The Housing Company paper is due to go to cabinet. The paper looks at questions around how we can retain professional young people living in the area. One of these is offering Assured Short Hold tenancies (as opposed to non-secure tenants) as if a private landlord. This would be through The Housing Company.</p>	GK to clarify
3.	<p>Dick Johnson, Finance Manager - Housing HRA budget options</p> <p>Dick presented on The HRA business planning process 2023 – 2052 and 2023 – 2024 Budget. A copy of this presentation is available on request.</p> <p>Questions raised</p> <ul style="list-style-type: none"> • When do decisions have to be made? GK explained that there is a government consultation on the proposed rent cap which WCC will respond to corporately, anyone is able to respond as individuals. The closing date for this is 12th October. We may look to hold a separate meeting to discuss this subject. If this happens all TACT members will be invited. • What are these figures based on? 	

	<p>Dick explained that they are based on an average make up for WCC housing stock.</p>	
<p>4.</p>	<p>Sarah Wallis, Housing and Social Inclusion Manager & Charlotte Bailey, Wellbeing and Inclusion Officer How the Assist Fund has been used</p> <p>A copy of the report and presentation was handed out to all present. <u>These will be sent out via email</u> – hard copies are available on request. A brief introduction was given and an explanation of the role of the team.</p> <p>Since the cost of living crisis has really taken hold the team have been directing customers to charities who have been able to help, but they have been finding themselves inundated with referrals as well. There has been a marked increase in requests for white goods.</p> <p>The team have been organising a Fare Share (https://fareshare.org.uk/) emergency food provision service. This will mean WCC keep a stock of emergency dry food. They are currently looking to see if there is a space in a sheltered scheme for storage in both the city and southern parishes.</p> <p>Charlotte has been working with the sheltered schemes on a project around what ‘wellbeing’ means. This has also been working to rebuild relationships between the council and sheltered tenants post Covid. On the basis of conversations around wellbeing, when asked what activities tenants would like to be seen the answers were different to what has been received previously. Things like opportunities to share meals were discussed.</p> <p>The full programme of activities will be delivered to sheltered schemes in the coming weeks. The plan is to continue with some of the doorstep outreach that has been undertaken as well.</p> <p>Questions</p> <ul style="list-style-type: none"> • Why is this only sheltered schemes? Charlotte explained that it is sheltered to start with as this was identified as key post Covid. The plan is to run a range of projects over two years for all tenants. • What about the de-commissioned schemes? There are still a lot of older people who used to be sheltered tenants living in these. AR explained that the consultation with sheltered and the activities will be expanded to all tenants. This is merely a starting point. The 	<p>Lucy Spence</p>

	<p>activities may also change over time depending on the take up and feedback.</p> <ul style="list-style-type: none"> • Is the Assist Fund for all tenants, or just those on benefits? The work of the tenancy sustainment team is for all tenants. • Its knowing how to access this support that is key, 'general' tenants don't always know it's there. The team have found that a lot of people are very proud and wouldn't contact the team, but if approached they might be more likely to accept the support. It's working out how best do this that is key. 	
<p>5.</p>	<p>Amber Russell, Service Lead - Housing Operations and Community Safety & Fiona Churcher, Neighbourhood Services/Estates Compliance Officer Cleaning Procurement paper</p> <p>Copies of the cabinet report were distributed to TACT members before the meeting.</p> <p>AR explained that the consultation was sent via email, but sheltered schemes also received hard copies.</p> <p>Questions</p> <ul style="list-style-type: none"> • Is it correct that we can't exclude the existing contractor? AR explained that this is correct – all contractors can submit a tender. <p>Cllr Horrill stated that it is delivering a quality service that is important to tenants.</p>	
<p>6.</p>	<p>Andrew Kingston, Property Services Manager Question and Answer session – repairs</p> <p>Questions</p> <ul style="list-style-type: none"> • A tenant of Godson House explained that they have had issues with works in their flat. They received an appointment letter for half a day. They know it will take much longer than the appointment given. <p>AK stated that the surveyors should know how long a job should take. There is no excuse and apologised for the poor service. He explained the team have had staffing issues in the past couple of years and have been reliant on agency staff who have not always been reliable. <u>AK will look into the case and</u></p>	<p>Andrew Kingston</p>

why it has been set at half days work. The nature of plastering is messy work and they should know it will take longer.

- The phone operators are not respectful.

AK said it is important that we are aware of any issues with the way in which you have been spoken to. If you are able to, please report them with the times of the calls so that it can be properly investigated.

- By way of balance a tenant wanted to raise their case and the great work of the surveyor who visited. The job has been completed and happy with the service.
- A tenant at Valley Court raised their flat door that they have been told has warped and needs replacing.

AK explained that there is a programme of door replacements currently underway, so the likelihood is that it will be replaced as part of that programme.

- A family member of a TACT member received a letter from CCS threatening to take them to court for refusing access to the property. They know this is not the case, and some tenants could find this letter very intimidating.

AK asked for any letters like this that are factually incorrect to be forwarded for further investigation.

- Why has scaffolding been left up on properties for far longer than is needed?

AK explained that they are aware of some cases whereby scaffolding has been put up early or left up too long. They are aware that contractors may be moving scaffolding from one property to another and it is more cost effective to do this as one job rather than taking down and storing before being put up again. Steve White's team are looking into this practice.

- Is there a programme for window replacements at Winnall Flats?

AK answered that only in the case of a fault or issue, there is no current replacement programme. The fittings of the windows should be able to be replaced.

- The temperature at Chesil lodge. On an average day the heat is 5 / 6 degrees warmer than outside.

AK explained that they have been making changes to the system and trying to look at other sources of heating to reduce the temperature of the building.

	<ul style="list-style-type: none"> • Out of Hours – phoned on a Friday evening – attended on Monday afternoon. AK said that Steve White will follow this up. • Another Out of Hours issue. After 38 minutes the tenant was told to not put the phone down as they will lose their place in the queue. This is too long to be waiting. AK explained that there are very few complaints raised about the Out Of Hours service so they have not been aware of the issues tenants are raising. If there are issues we will look into them. Any updates or feedback will come back to TACT. • New handles were put on windows but they still don't work. AK said it sounds like the job hasn't been done properly. He will take details from the tenant after the meeting and look into it. 	
7.	<p>Any Other Business</p> <p>Lin Mellish stated that if anyone is interested in being part of a sub meeting to discuss the HRA budget please let Lucy Spence know.</p>	
8.	<p>Forthcoming meetings</p> <p>17 November 2022 – Walton Room – The Guildhall 19 January 2023 - <i>Walton Room – The Guildhall (provisional)</i> 23 March 2023 - <i>Walton Room – The Guildhall (provisional)</i> 25 May 2023 – AGM – Hope Church</p>	