



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

**TACT (Tenants and Council Together)**  
**Minutes of meeting held on Thursday 17<sup>th</sup> November 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
Jackie Jones	Stanmore
Carole Bull	Abbotts Barton
Gillian Gutteridge	Hyde
Chris Bone	Abbotts Barton
Sandra Salter	Winnall
Peter Beard	Hyde
Victoria Pemberton	Kings Worthy
Karen Alexander	Stanmore
Monica Gill	Central
Eddie Morgan	Easton
Julian Perkins	Hyde
Doug Dobson	Winnall
Lizzie Christian (virtual)	Stanmore
Josh Christian (virtual)	Stanmore

**Guests:**

Cllr Paula Ferguson	Deputy Leader and Cabinet Member for Community and Housing
Cllr Caroline Horrill	
Amber Russell	Service Lead - Housing Operations & Community Safety
Dee Jenkins	Performance and Projects Manager
Steve White	Responsive Maintenance Manager
Andrew Turner	Contracts Monitoring Officer
Lucy Spence	Tenant Involvement Officer

		<b>Actions</b>
<b>1.</b>	<p><b>Welcome, introductions and apologies</b></p> <p>Apologies;</p> <ul style="list-style-type: none"> <li>▪ Pat Haste</li> <li>▪ David and Linda Blyth</li> <li>▪ Janette Palmer</li> <li>▪ Valerie Adcock</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Ted Shepherd</li> <li>▪ Gilly Knight</li> </ul>	
<b>2.</b>	<p><b>Minutes of meeting on 22<sup>nd</sup> September 2022</b></p> <p><b>True record</b> Minutes proposed as being a true and accurate record of the meeting agreed by all present.</p>	
<b>2.3</b>	<p><b>Matters arising - actions from previous meeting</b></p> <ul style="list-style-type: none"> <li>• Tower Street Property - Clarification that any spend on the property will definitely go back to the HRA – resulting on a zero spend from the HRA</li> </ul> <p>The property sold at Auction in August for £418,000 and the net receipts after costs represent ring-fenced HRA capital receipts and will be used to fund future HRA investment spend.</p> <ul style="list-style-type: none"> <li>• Godson House plastering query – waiting for an update. Will report back at the next meeting.</li> </ul>	Andrew Kingston
<b>3.</b>	<p><b>Consultation Feedback</b></p> <ul style="list-style-type: none"> <li>• TACT – The chair explained that the views of TACT are sought on various housing related areas. One area that we would like to feedback on is the request for CCTV at Hyde Gate. Amber Russell detailed the work has been ongoing. Following concerns raised, Davina Domone-Hollands (Neighbourhood Services Officer) held a partnership meeting with residents of Hyde in September this year. Following this the council investigated CCTV options. 3 rapid deployment CCTV cameras are due to be installed in and around Hyde Gate sheltered housing scheme, the date of installation is to be confirmed. Residents of the scheme have been informed by letter. Amber requested that if there are any further issues in the area, please report them as soon as possible.</li> <li>• Lucy Spence gave feedback on other tenant involvement activities. <ul style="list-style-type: none"> <li>○ HRA budget paper – Still waiting on outcome from government consultation, no formal decision has been made yet. There will be another presentation to TACT – probably in January ahead of the next committee report on HRA Budget Options.</li> <li>○ Listening to views focus groups – these were held in August and followed up on the tenant involvement work programme survey. All attendees of the focus groups received detailed feedback on the subjects raised. If anyone is interested please speak to Lucy who can forward on this</li> </ul> </li> </ul>	

feedback. As a result of this work, the topic of Anti-Social Behaviour (ASB) has been proposed for the next scrutiny subject.

- Tenant Involvement Plan – At TACT in February 2021 Tenants and the council set the focus for the tenant involvement work programme as finding out what changes were needed to meet the requirements of the White paper.

The draft plan setting out what we have learnt and areas for future focus will be discussed at January TACT. We're aiming to circulate in advance of the meeting. This will then be finalised with the Tenant Involvement Steering Group at the end of January before being presented to Business and Housing Policy Committee at the end of February 2023.

The council have offered tenants the opportunity to invite the Tenant Participation Advisory Service (TPAS) in to carry out a mini review with tenants. We would like to get tenants views on this so will be sending a survey out asking whether you feel this would be worthwhile. Officers are also looking to complete a peer review.

We'd also like to find out what you think the benefit of engagement is or should be. We have asked officers this question and their response was - 'To know our customers and their priorities to shape our business on balanced feedback'

Please keep a look out for a survey in the next couple of weeks that asks for your thoughts.

#### Questions

- There has been concern in the past that TPAS is more involved with Housing Associations. Believe we withdrew membership back in 2006 because of this. Might be worth checking what their current involvement with councils is.
- What are the fee's for the TPAS work?  
Amber responded that any proposals will be in consultation with tenants so you will all be able to see any fee's proposed.
- WCC used to be a member of another organisation that focused more on council housing – what was this called and are we still a member?  
Lucy responded that she thought this might be ARCH – Association of Retained Council Housing. WCC are members. Unsure if they are able to complete a review but will add it to the survey to gather views.
- Should we be asking all tenants rather than just involved?  
Lucy explained that at this time we are just asking involved tenants and you are the people with the most knowledge of how tenant engagement works in the council. We may go out to all tenants in the new year.
- Can we ask local / neighbouring housing providers what they do / who they use?  
Lucy responded that she will ask her colleagues in the South Coast Training group.

	<ul style="list-style-type: none"> <li>• <u>Dee commented that she will look up the costs we are currently paying to be members of these different organisations.</u></li> </ul>	Dee Jenkins
4.	<p><b>Steve White, Responsive Maintenance Manager</b> Out of Hours Service Update</p> <p>Copies of Steve’s presentation were available to everyone who attended the meeting. If you would like a copy of this presentation please contact a member of the tenant involvement team.</p> <ul style="list-style-type: none"> <li>• Call analysis - Steve explained that WCC are one of a number of organisations who use the out of hour’s service. A question was asked as to where WCC fit in the priority for the company? Would a more local company be better? Steve responded that he has been assured WCC are not low priority. The reasons he has been given for slow call pick-up times have been down to resource issues. The company have now adopted a hybrid working arrangement, but for a long time they were not able to facilitate home working due to data protection.</li> <li>• Winnall Flats were raised. There was an issue with a major water leak this week. Steve stated he is still trying to get to the bottom of what happened at Winnall and why the first he heard about it was at 7pm. A number of flats were damaged by the water and the whole of the building were without water. Cllr Ferguson stated she was horrified with the events at Craddock House and the council’s response. Her focus is now on the Out Of Hours service and will be looking very closely at how it is progressing calls. Amber stated that dehumidifiers are being provided and the costs of running these are covered as needed. Steve commented that all compensation will be made official when the new policy is in place. A comment was made about a tenant being told someone was turning their oven on to dry out their flat. Steve asked for details so they could make contact.</li> <li>• A tenant gave an example of having to wait 38 minutes on the phone to the Out Of Hours service and was told not to hang up or they would lose their place. They have also been asked ‘Where is Winchester?’ when speaking to Out Of Hours operator. This does not give tenants confidence.</li> <li>• Amber asked when the contract is up for renewal. Steve explained that we are currently not on a fixed contract with the company. If we can find a better option we can leave.</li> <li>• A tenant explained they called the council at 4.40pm on Tuesday as there was a water leak. She was told it has to go to the out of hours due to time of day. In the meantime residents helped out and tried to help as best</li> </ul>	

	<p>they could. No feedback was given to the tenant and contractors showed up lunchtime Wednesday. Steve stated this is not good enough. Details given to Steve and he will look further into what happened. The tenant should not have been told it needs to go to out of hours. The call was taken during office hours, they should take all the details and if an out of hour's emergency appointment needs to be made, that should be arranged.</p> <ul style="list-style-type: none"> <li>• Cllr Horrill commented that the abandoned call rates in the presentation are worrying. Steve said that he is due to meet with the company on 15<sup>th</sup> December to discuss all issues. <u>He will raise this at that meeting and will feedback the figures to TACT in the New Year to monitor any changes.</u></li> <li>• A tenant asked whether it is an option to have a separate timeframe for callers with additional needs or medical needs. The tenant gave an example that her daughter has autism, she called as their fire alarm kept going off during the night. No one came out when she called out of hours so she kept reporting it. When it was eventually checked she was told it was due to smoke from a previous small fire in the alarm. Steve said it is not acceptable for anyone to have this happening in their home, and it shouldn't take repeated calls.</li> <li>• An example of good service a tenant had seen on social media was shared with the meeting.</li> </ul>	Steve White
5.	<p><b>Amber Russell, Service Lead - Housing Operations and Community Safety</b></p> <p>Fees and charges for council services 2023/24 e.g. garages &amp; guest rooms</p> <p>Amber explained that the council reviews all their fees and charges annually. The ones relating to housing are;</p> <ul style="list-style-type: none"> <li>• Life line rental</li> <li>• Council garages – (1600 across the district)</li> <li>• Guest room hire and common room hire</li> </ul> <p>It is proposed to implement a 5% increase on all charges and will cover the costs of operating the services.</p> <p>The common room hire was given as an example. It was £26.52 for a session (morning or afternoon). Next year it will cost £27.85 a session.</p> <p>If anyone would like a copy of these costs please contact either the tenant involvement team or Amber.</p> <p>A concern was raised regarding the rise in garage fees that would increase parking issues for residents. Amber said the garage letting policy will be bought back to TACT in 2023.</p>	

	<p>A question was asked as to whether garages are being used for businesses? Amber confirmed that they can be used for storage, but not to run a business from. There are conditions as to what can be stored as well. If there any concerns please forward them to Amber as they will need to be looked into.</p> <p>Broken glass in garage blocks was raised. Amber commented that we are aware of some ASB hotspots in garage blocks.</p> <p>Cllr Ferguson stated that some garages are very small and instead of parking inside the garages, cars are parked in front of the doors as they can't fit in. Has there been a 'fit for purpose' review? Amber said there will be a summary in form of a briefing note after the current review is completed. When ideas are in place they will be bought back to TACT then Housing Cabinet.</p>	
<p><b>6.</b></p>	<p><b>Andrew Turner, Contracts Monitoring Officer</b> Recycling in Winchester</p> <ul style="list-style-type: none"> <li>• There are 7 Contract Monitoring Officers in the council. The team have recently expanded to include a 'street seen' officer for the city centre and a specialist fly tip officer. There is also a dedicated garden waste officer. The 4 other officers have responsibilities for geographical patches. Andrew explained he is responsible for his area and the Biffa, Idverde and Wettons toilet contracts.</li> <li>• The team also have some internal WCC clients – housing being one. There are approximately 54000 properties in the district that receive a waste collection at least once a week, Housing sites take up about 9% of the overall monitoring.</li> <li>• Andrew gave an overview of fortnightly collections and explained that electrical items up to the size of an iron can be put out for collection in a bag on top of the bin.</li> <li>• Winchester's refuse goes to a waste to energy incinerator in Portsmouth which produces power for homes. The residue from the incinerated waste is used mainly for road surfaces.</li> <li>• Winchester has very good levels of recycling. Domestic food waste recycling is currently being looked into.</li> <li>• Changes to the current recycling contract are currently being negotiated. This will include glass going in with the recycling.</li> </ul> <p><b>Questions</b></p> <ul style="list-style-type: none"> <li>• Concern was raised regarding food waste being food for vermin and cats. Andrew stated that any food waste collection will likely be on a voluntary basis. This would mean anyone signing up for it will be more likely to use it correctly which will minimise risk of vermin.</li> </ul>	



- Black Bins – on what medical grounds can you have an extra bin?  
Non-infectious waste e.g. cardboard from medical supplies, plastic packaging etc.  
Andrew reminded the group that recycling, particularly cardboard can be put to the side of the bin on collection day and it will be collected.
- A comment was raised from a tenant who had lots of issues with bins not being collected when they moved into their property.  
Andrew commented that all vehicle's are now fitted with CCTV and can be reviewed, so if anyone does have issues with collections, please report it and the vehicles CCTV will be reviewed.
- When it comes to recycling, should we follow markings on packaging or what we are told can go in the bin?  
Andrew replied that unfortunately some plastics are still very difficult to recycle and they shouldn't go in the recycling bin. Tetra packs are a good example – we don't have a recycling facility locally although understand Worthy Lane car park has a drop off point. When looking at recycling it is important to work out the difference of hauling plastics across the country to be processed compared to dealing with them as a non-recyclable locally. As a policy Winchester should be processing its recycling within a set number of miles from the district.
- There is a continued issue with bins left far away from home after being emptied.  
Andrew stated these need to be reported as quickly as possible. The CCTV from the vehicle's will then be checked. If possible it is useful if residents can take an image of where the bin was left.
- Glass bin at Godson House was moved and left on the pathway.  
Andrew replied that this will be raised at the next contracts meeting.
- The footpath at Godson House is currently covered in leaves and rubbish.  
Andrew informed the group that there are 2 sweepers currently diverted solely to sweeping leaves.  
Amber commented that she will take this back as Godson will come under housing sites.
- A tenant commented that her bin lid was broken by the refuse collectors and she has been told she is responsible to pay for a replacement.  
Andrew will look into this as it is being raised as an issue. However, bins do have a shelf life and will become brittle over time.
- Is it only aluminium cans that can be recycled?  
Andrew stated that yes it is. This is because quite often aluminium foil can contain other products.

A conversation on the government's current stance of suggesting people do not buy non-recyclable products took place and the fact that the pressure should be put on the manufacturers to stop using non-recyclable plastic.

	<p>There is a new recycling site being built in Eastleigh that when complete will enable more of WCC's recycling to be processed.</p> <ul style="list-style-type: none"> <li>• A tenant said on 12<sup>th</sup> October the wheels were broken off their shared large recycling bin. It was reported but not been replaced. Details given to Andrew who will arrange for a replacement.</li> <li>• The issue of bins being decanted into each other was raised. Andrew stated that the crews know what they should be doing, he will raise it with them.</li> <li>• A tenant was concerned that the collection times in Stanmore coincided with the pick-up times from school. This created a problem as it is so busy. Andrew will try and re-route the vehicle to avoid the school. A lot boils down to the experience of the driver and knowing the routes.</li> </ul> <p>If anyone has any issues they can be raised on the website or through customer services. This will enable the issue to be tracked. If you are not given a call / reference number, you can request this.</p> <ul style="list-style-type: none"> <li>• Pound Road, Kings Worthy. There is currently no glass recycling. Andrew and Amber both commented that recycling is being looked into as part of an estate improvement. <u>Amber will ask the officer responsible for the project to feedback to the tenant updating on the plans.</u> COMPLETED – Email sent to Chris Millet on 17/11/22 who confirmed that the new plans did include storage for communal glass recycling. Chris agreed to contact the resident to discuss.</li> </ul> <p>Examples of plastics were shown to Andrew to clarify whether they are recycling or general waste. <u>It was suggested that an article could be put into the February 23 e-newsletter on this subject.</u></p> <p>Cllr Horrill stated that the service in Winchester is outstanding in comparison to other areas. All in the meeting agreed.</p>	<p>Amber Russell</p> <p>Dee Jenkins</p>
<p>7.</p>	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>• The council's policy to block up fireplaces was raised as a question. In the current cost of living crisis couldn't wood, that can be a waste product, be burnt to generate heat for homes? Is it possible to raise this policy to be reviewed? And can a tenant reinstate their own fireplace? Steve White commented that the policy was originally taken as the council, as landlord, are responsible for any maintenance on the fireplaces and chimneys. <u>Steve will look into this and provide an update for the next meeting.</u></li> </ul>	<p>Steve White</p>





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

	<ul style="list-style-type: none"> <li>Who is responsible outhouses attached to properties? There are leaking windows and damp and condensation.          Steve commented that WCC have responsibility for the structure of the building.          Amber will arrange for a surveyor to look at the issue.</li> </ul>	
<p><b>8.</b></p>	<p><b>Forthcoming meetings</b></p> <p>19 January 2023 - Walton Room – The Guildhall (provisional)          23 March 2023 - Walton Room – The Guildhall (provisional)          25 May 2023 – AGM – Hope Church</p>	