



MEETING MINUTES

Purpose of Meeting

1. Welcome and actions from previous meeting
2. Presentation by the Resident Liaison Team
3. Any other business, updates from members.

Date 25th September 2024 1-3 pm

Venue The Hut, Old Ashby Road, Loughborough

Attendance:

Members	June Bush Janice Wright Phil Hudson John Mason Les Bailey Craig Jordan Trish Edwards Yvonne Diamond Diane Lockwood Stuart Wells Wayne Bridges	Thorpe Acre Community Association Riversdale Court Birstall Fielding Court Association Loughborough Arnold Smith House Association Walter Hull Court Ashby Road Estate Community Centre Aingarh Loughborough Beresford Court Shepshed Chapman Street Garden Association Fielding Court Association Loughborough Brook Street Shepshed
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Guests	Andrew Everitt-Stewart Neha Jotangiya Mark Houlton Michelle McNamara	Customer Engagement Officer Resident Liaison Officer Resident Liaison Officer Resident Liaison Officer
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Apologies	Tracey Riley Ireen Kennedy Carol Airey Trev Fairminer Christopher Hipwell Betty Saunders Helen Kennedy	Chapman Street Loughborough Park Court Loughborough Longcliffe Road Shepshed Longcliffe Road Shepshed Selbourne Court Loughborough George Toon Court Syston Customer Engagement Officer
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1: Welcome and Actions from previous meeting:

- Investigate the amount of funding that associations can receive before they need to submit accounts to Charnwood Borough Council. *This is only the case if a tenants association receives a grant from CBC, not community funding such as tenant bids or the Community Initiative Fund.*
- Add into the Tenant Claim Policy that enough time will be allowed for digital payments to be submitted. *COMPLETE*
- Send out amended copies of the Tenant Claim Policy and provide paper copies for the next CHRF meeting. *COMPLETE*
- Arrange for Fearon Hall to attend a future CHRF meeting to talk about the organisation. *Customer Engagement are in discussion to arrange this. ONGOING*
- Talk to the Comms Team about an article on the work of Sarah Jones and the NHS Partnership Mental Health. *The Comms Team is liaising with Sarha Jones to submit an article for the Autumn Your Homes Matter issue. ONGOING*
- Look at talking to sheltered courts at future meetings about the work of Sarah Jones and the NHS Partnership Mental Health. *Customer Engagement have explained about the services available and will continue to do so at subsequent meetings. COMPLETE.*
- Arrange with The Hut a visit to a CHRF meeting by Leicestershire Police. *This is currently being arranged. ONGOING*

Question asked: Is it necessary to ask members at the start of every meeting if they are happy for the meeting to be recorded for the purpose of the minutes? *Yes, this must be asked each meeting.*

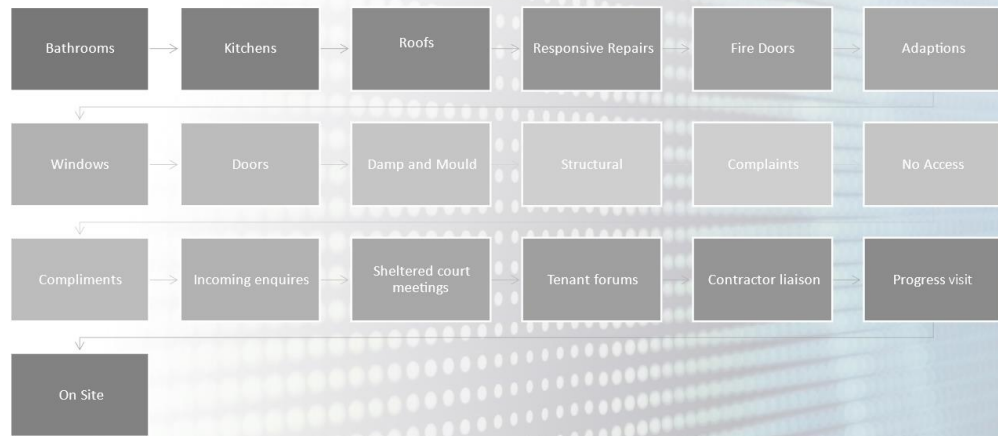
2: Presentation by the Resident Liaison Team

The team was introduced and an explanation of their work was given:

- The team comprises of a team leader and 3 resident liaison officers.
- Resident Liaison work with compliance, responsive repairs, asset management and voids.
- It was identified that service improvement was required for both asset management and responsive repairs.
- The idea of the team is to improve communication for customers and improve the response time for complaints and make sure they are dealt within the correct time frame.
- The team respond to incoming customer calls, web and internal enquiries.
- The team covers:

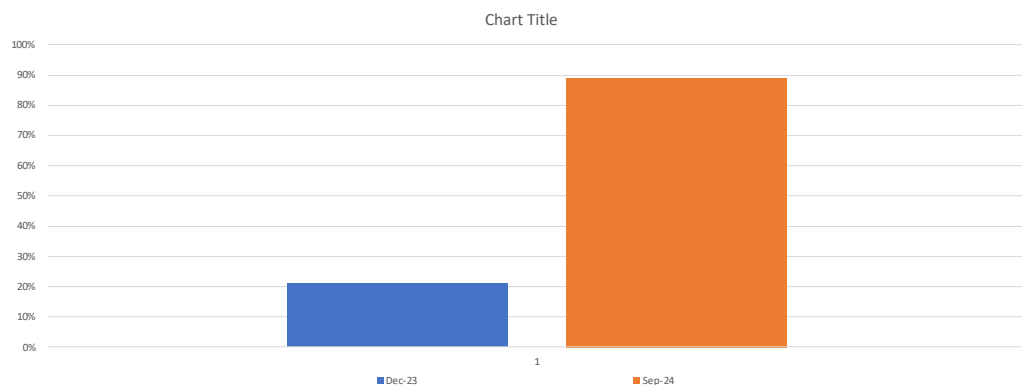


What do we cover?



- The team's role working alongside the Repairs Team Leader (RTL) is to assist with incoming customer enquires through our contact channels. Support and liaise with customers with regards to work on behalf of the RTL. Maintenance of complaints and providing administrative support related to repairs and complaints.
- The team's role working alongside asset management is to work with project surveyors, provide programme of works support, open site work in progress visits, liaise with contractors and process tenancy breach requirements.
- Working across all teams, Resident Liaison helps with no access process, visit sheltered accommodation, support colleagues with tenant liaising and communication.
- The impact that the team has had on response can be seen in the blow graph:

The impact we have made so far:





Questions asked:

- Is the team responsible for chasing up issues from customers? *Yes.*
- How do customers reach the team? *The issue will be referred by customer services, or by web enquiries and then investigated. The team works in the community and helps with communication between contractors and customers.*
- Was the team involved in the recent concrete survey? *Yes, the survey was received by the team and passed onto surveyors.*
- What is the response and resolution time for complaints? *A complaint must be responded to within 5 days of receipt, and a stage 1 letter sent within the following 10 days.*
- How long has the team been operational? *8 months, with a new addition to the team in July.*
- Are responses to complaints currently on time? *Yes, and customers are continuously updated. Communication is the key. The team is always transparent and will support customers with their complaints.*
- Does the team attend Estate Walks? *Yes, the team leader normally attends.*
- At Walter Hull Court, one tenant has had a leaking roof for over 3 years. Arrangements have been made for a new roof in the next 2-3 weeks, however the ceiling in the flat is water damaged and bowing. Will this be replaced, and would the flat be redecorated? *Any damage would be repaired but decorating would not be part of that work.*
- Has Charnwood Borough Council considered vouchers or help towards redecoration in cases like this one? Could this be investigated? *The Resident Liaison Team will investigate and report back to Customer Engagement will feed the results back to the member. ACTION.*
- It was pointed out that a local charity can provide discounted paint. *Link to be sent to Customer Engagement to feed back to forum members. ACTION.*
- A question was asked by the chair about a local resident who has damp problems but is not receiving a response from the council. *Resident Liaison will investigate and report back to Customer Engagement. ACTION.*
- Does the council have one contractor for each individual remit? *Resident Liaison were not able to answer this.*
- There is a lot of scaffolding up in the vicinity of The Hut and people are complaining about the amount of time it has been up. Why is this? *Resident Liaison will investigate and report back to The Hut on this. ACTION.*
- A member from Beresford Court asked if bathrooms are being replaced at the court and how the process works. *A coffee morning will be arranged with residents to discuss the process.*
- At Fielding Court the water is green. *This must be reported to the warden.*
- Could Andrew Staton attend more meetings in the future. *Customer Engagement to investigate. ACTION.*

3: Update from members:

Beresford Court: The atmosphere and community spirit within the court and between the 2 blocks has improved considerably. The whole court is coming together to decorate their Christmas tree for the annual tree decorating competition. There is also a quiz night planned.

Thorpe Acre Community Association: Coffee mornings continue to be well attended. There was an 'It's Your Neighbourhood' presentation held on the green and a Level 5 award



was presented to the association. A remembrance service is planned on the green for Remembrance Sunday and also a 2 minute silence will be held on 11.11.24.

Fielding Court: The atmosphere within the court is not good, the communal lounge is being closed, and a flat is being made available as an alternative, however this is small. The fire alarm has been triggered, but the engineer had to travel from Liverpool to reset it, which meant a 2 hour delay. The number of bins has now been reduced due to the closure of Block A but there are now not enough. Residents are planning a social get together. Cleaning within the court is an issue.

Question asked: If residents were asked to communal lounges in other sheltered courts for social gatherings would they attend? *This is unlikely.*

Riversdale Court Birstall: The court has entered the Sheltered Court Annual Christmas Tree Competition. They are planning a Christmas event utilising the Community Initiative Fund. Residents would like to move one of the garden benches to outside the court entrance.

Aingarth: Residents are planning several social events including a video night in the communal lounge and other events are planned for December which include a Christmas 'drop in'. Residents are really trying to improve community involvement and spirit.

Walter Hull court: There are 2 void flats which perspective tenants have viewed but they remain empty. The garden maintenance has been carried out by IDVerdi, and they have done a good job, the grounds are much improved. Residents are planning to make improvements around the court. Residents from Fielding Court offered plants as their communal garden is not used due to the closure of Block A.

Chapman Street Garden Association: The association has received payment from the Community Initiative fund for the BBQ and Mayors Tea Party. Some residents are planning a Christmas social event for fellow residents.

Arnold Smith House: A Christmas dinner for residents has been organised using the Community Initiative Fund. The Ramp for the bin area has still not been completed. Customer Engagement and Resident Liaison to investigate. ACTION.

The Hut Old Ashby Road Loughborough: A Christmas event for residents has been organised using the Community Initiative Fund for December 21st. A bridge club is using The Hut on Friday evenings and forum members were invited to attend. Members asked for contact details for this to be supplied. The Hut attended the Loughborough in Bloom and Community Heros award ceremonies. 2 Members of staff were nominated for the Community Hero Awards. They have also been helping police with ant social behaviour issues in the area. Following estate walks around the area feedback is not being received. Customer Engagement to investigate. ACTION. The Hut is offering facilities to recycle medication blister packs.

4: Actions for Customer Engagement:

- Check the progress of the work on the bin store ramp at Arnold Smith House. *This work has been passed and will be completed shortly. COMPLETE.*



Charnwood Housing Residents Forum (CHRF)

- Check up on actions from estate walks based around The Hut Old Ashby Road, and report back to members, making sure that in future feedback is given quicker.
- Feed back information about the tenant's redecoration at Walter Hull Court.
- Supply link to paint charity to forum members.
- Report feedback on local resident with damp issues.
- Investigate Andrew Staton attending future meetings.

5: Actions for Resident Liaison:

- Investigate the possibility of help with redecoration for the tenant at Walter Hull Court and report back to Customer Engagement.
- Investigate the progress of damp work for local resident and report back to Customer Engagement.
- Investigate the length of time and work progress around The Hut re scaffolding.

Meeting closed at 3:00 PM. The next meeting will be held on 21.11.24 at The Hut Old Ashby Road Loughborough, 1:00pm until 3:00pm.