

**ESSEX RESIDENTS CONSULTATIVE COMMITTEE MEETING**

**Minutes of the meeting held on Friday 25th May 2018 @10:00am  
Pilgrim House, Ground Floor Blue Room**

**Present:**

Carol Franklin (Chair)	Steeple View
Pearl Bulloch (Vice Chair)	Dobson House
Jessica Hopkins	Harlow
Christine Davis	Laindon
Christine Strudwick	Beechwood Village
Ron Cole	Brackendale Court

**Officers present:**

Caroline Richardson	Head of Resident Involvement
Natalie Anderson	Resident & Service User Inv. Officer
Chloe Heaps	Resident Involvement Trainee
Nicholas Kyprianou	Head of Partnership Compliance
Alison Battersby	Head of Support and Innovation
Diane Hammond	Estate Services Manager
Magdalena Pieniazek	Assistant Estate Services Manager
Jackie King	Head of Tenancy Management

<u>Min no</u>		<i>Action</i>
68/18	<p><b><u>Welcome and Introduction</u></b></p> <p>CF welcomed everyone to the meeting. Introductions were made around the room for MP.</p>	
69/18	<p><b><u>Apologies for absence</u></b></p> <p>No apologies were received.</p>	
70/18	<p><b><u>Minutes of the last meeting</u></b></p> <p>The committee agreed the minutes and CF signed these off.</p>	
71/18	<p><b><u>Matters Arising/ Action Sheet</u></b></p> <p>The following was discussed around the action sheet:</p> <p>DH advised that Estate Services are still monitoring the bin problems in Britten Avenue.</p> <p>CD wanted to express how pleased she was that the lights at the Laindon centre were now fully functioning.</p> <p>Discussion was had around RC's comment on the scheme manager at Brackendale Court. CR explained that the Leasehold Team have tried to</p>	

	<p>recruit someone, however, it is not likely that they will get anyone in post before the summer holidays.</p>	
<p>72/18</p>	<p><b><u>RCC Performance Scorecard Report</u></b></p> <p>Listed below are some of the key points in April's performance report, where performance was compared and additional information was supplied:</p> <p><b>Telephone performance:</b> Target (to answer 90% of calls within 20 seconds) had not been met by Income Essex, Income London, Neighbourhood London, Leasehold, Resident Involvement, and Rapid Response Service. JK advised that teams would be keeping a close eye on this.</p> <p><b>Complaints:</b> 11. JK advised there were lots of informal complaints coming through, 45% of them have been Housing Management related, and 64% customer service related.</p> <p><b>Voids:</b> red face with 15.6 days – JK advised that Swan let 30 properties in April. She explained that a property in Colchester was rejected 6 times, as multiple refusals occurred. She confirmed that regular monthly voids meetings and work is ongoing.</p> <p><b>Resident Inspectors:</b> DH was happy that there was a green face, and was happy that CD was possibly interested in becoming a resident inspector. The team will be advertising at Swanfest. NA advised that at the London RCC Luigi Bianchi had said some residents from Bow Cross were interested in joining.</p> <p><b><u>Axis:</u></b></p> <p><b>Abandoned calls:</b> Abandoned calls at 7.68% which was a red face.</p> <p><b>Gas Repairs/Appointments:</b> Percentage of jobs completed on first visit was at 96.66% which was a green face.</p> <p><b>Gas Safety Certificates:</b> 3 overall – 2 in Essex, 1 in London.</p>	
<p>73/18</p>	<p><b><u>Assistant Directors Overview Report</u></b></p> <p><b><u>Employee Update:</u></b></p> <ul style="list-style-type: none"> <li>- Julie Hales and Martin Kapami have joined the Service Charge Team.</li> <li>- Angelina Borg has joined the Leasehold Team and is covering for Joanne Bosali, who has now gone onto maternity leave.</li> <li>- Fatima Fardus will be joining the Neighbourhood Team on 21 May as an apprentice.</li> </ul> <p><b><u>Estate Services Awayday</u></b></p> <p>This week the Estate Services Team got together at the Beech Community Hub to review how they can better deliver services to</p>	

	<p>residents. The day was opened by Sandra Fawcett, Executive Director – Operations, and focussed on the review of Estate Services that is underway.</p> <p><b><u>Sustainability Week</u></b> Swan's Sustainability Week was held 30 April 2018 – 4 May 2018 and raised awareness of sustainability across the business. This year included a Fairtrade talk, a workshop of Cross Laminated Timber, and a talk from Essex and Suffolk water.</p> <p><b><u>Scrutiny Panel</u></b> JK advised that the scrutiny panel's next review will be on anti-social behaviour as recommendations around the neighbourhood services audit suggested making improvements around ASB and how it is dealt with.</p>	
74/18	<p><b><u>Director's Overview of Swan's Supported Housing Services</u></b></p> <p><b>Staffing:</b> AB reported that they have successfully recruited maternity cover, Allison Eaglesham joined the team on 21st May. The team have also successfully recruited to Lin Green's post – Gemma Arris started on 14<sup>th</sup> May and AB hopes to bring her to an upcoming RCC meeting.</p> <p>Staff from Supported Housing have been studying for their Chartered Institute of Housing Level 4. Three people successfully completed this. Swan are keen to promote further education and continued learning and have supported applications for a further two other members of the team to study a level 4 qualification.</p> <p>GDPR went live today and AB mentioned that residents should have received something in the post regarding this. CF and JH confirmed that they haven't received anything on GDPR at all. AB to look into this.</p>	AB
75/18	<p><b><u>Repairs Focus</u></b></p> <p>NK reported that a total of 2 stage 1 complaints and zero stage 2 complaints. This equates to 62% of all complaints received. All complaints were responded to within target.</p> <p>During April Axis undertook a total of 5346 appointments. The number of missed or cancelled appointments was 28 (21 in Essex and 7 in London).</p> <p>April missed appointments payments totalled £600.</p>	
76/18	<p><b><u>Repairs Standard Review</u></b></p> <p>NK was conscious that the repairs standard hadn't been reviewed since April 2013 – he explained that a few things have been added, and Axis</p>	

	are now taking on the responsibility of letter box flaps and lights etc. NK stated that tenants aren't maintaining bath/shower screens very well, so they will be replacing all worn screens with shower curtains now, and these will be gifted to the tenant.	
77/18	<p><b><u>Consultation on Policies &amp; Strategies:</u></b></p> <p>None received.</p>	
78/18	<p><b><u>Resident Involvement and Community Development Update</u></b></p> <p>CR explained that the CD team were working with Procat on a training programme to get two apprentices working at the factory.</p> <p>Alex Blackwood is also working on the Summer Fair which will be taking place on Beechwood and Craylands on Saturday 16<sup>th</sup> June.</p>	
79/18	<p><b><u>Supported Housing Update</u></b></p> <p>AB wanted to mention the Intergenerational event which was happening at Dobson's on 30<sup>th</sup> May. PB asked whether she could include stories into the supported housing update. AB said she could send these through to Tracey Greaves who collates the report.</p>	
80/18	<p><b><u>Estate Improvement Grants</u></b></p> <p>None received.</p>	
81/18	<p><b><u>Community Grants</u></b></p> <ol style="list-style-type: none"> <li>1. Brackendale Court Summer Dinner Party - £500. All agreed and the grant was signed off by CF.</li> <li>2. Dobson's House Family Day - £500. All agreed and CF signed this off.</li> <li>3. The Centre Preschool Garden Storage - £300. All agreed and signed by CF.</li> <li>4. Eid Party at The Beech Community Centre: £500. All agreed and the grant was signed.</li> </ol>	
82/18	<p><b><u>Feedback from Represented Areas</u></b></p> <p>CD reported there was a trip hazard from a man hole cover by the men's toilets at the Laindon Centre. This to be passed to Development. She also mentioned that a customer had asked Strettons about the betting office at Laindon (mentioning that the elderly like to bet and would like it to stay open?) the reply they got was very unprofessional and rude. This to be reported back to Rob Pearce and Luke Riley.</p> <p>PB wanted to thank NEUK for their brilliant service. JH wanted to thank Axis for mopping her kitchen after she had a leak.</p> <p>CF stated it was the second month facilitating the afternoon teas at Steeple View and was happy that Ade came to visit this week.</p>	RP & LR



	<p>CS had spoken to a resident who didn't realise she could get repairs done quicker/completed by Axis if she's ill / less able (the resident had suffered from a couple of strokes) – there were some repairs such as lights no longer working in her property, and Axis managed to get this completed for her. CS had also complained about a builder who had made a rude remark towards her – he now no longer has a job. This was the last straw for him as he had already received other warnings.</p>	
83/18	<p><b><u>Any Other Business</u></b></p> <p>The committee asked about the RCC's ID badges, as some members were without them. CH to look into this to see if new ones can be made. CD gave her apologies for the next meeting on 29<sup>th</sup> June.</p>	CH
84/18	<p><b><u>Date and Time of Next Meeting</u></b></p> <p>Next RCC meeting: 29<sup>th</sup> June 2018 at Pilgrim House – 10:00am.</p> <p>The meeting closed at 11:30am.</p>	

Minutes Agreed - Signed ...*G. Frank*..... (Chair, Essex RCC)

Date *29.6.18*.....

