**STRATEGIC TENANT AND RESIDENTS’ PANEL MEETING**

Wednesday 26th April 2023

6.30pm-8.30pm

Microsoft Teams – Virtual

|  |  |
| --- | --- |
| MINUTES | ACTION |
| Present:**STAR Panel Members**Bert Morris (Chair) (BM)William Wood (WW)Arsalan Tariq (AT)Juli Ozer (JO)Heather Gardiner (HG)Tommaso Rupolo (TR)Hajah Fofanah (HF)Lesley Cartwright (LC)Linda Cambridge (LC) **Officers**Jane Martin – Divisional Director of Housing Operations (JM)Yasmin White – Housing Engagement Manager (YW)Masuma Begum – Housing Engagement Officer (MB)Farzana Kahair – Housing Engagement Officer (FK)Charlotte Rayner – Change Team Project Manager (CR)Eoin Quiery – Head of Housing Strategy (EQ)Robert Mathison – Assistant Director of Housing Assets (RM)Subash Patel – Damp and Mould Project Manager (SP) Cllr Andrew DixonApologies:Shahid Mallam, Cllr Ahsan Khan, Josie Lewis, Richard Tomkinson |  |
| 1. **WELCOME AND INTRODUCTIONS**
 |  |
| BM opened meeting and invited everyone to introduce themselves.BM apologised to those who preferred the meeting in person.Apologies were noted as above.  |  |
| 1. **MINUTES OF LAST MEETING AND MATTERS ARISING**
 |  |
| HG asked BM to go through the actions of the last meeting.YW: There has been no responses from Tenby Court Parking yet.**Action: YW to chase up and follow with an update.** ***Update: Tenby Court: The parking along Tenby Road, in which Tenby Court is located falls within a Highway controlled parking zone (MW zone)******Aldriche Way: The outcome of the consultation at Aldriche Way was that the majority of residents voted against introducing parking controls. A letter was hand delivered to all addresses on the estate (week ending 5 May) with the decision that we won’t be proceeding with the scheme.*** | YW |
| 1. **MYSTERY SHOPPING Q & A**
 |  |
| CR: Last meeting presented mystery shopping plan. There has been comments and questions on Basecamp, so SD and TT from MSL has been invited to this meeting to answer them.JL has sent in her questions in advance as she could not attend today.Questions:1. Who put the assignments together? i.e. The requested scenarios who set the parameters for them?
2. How many Mystery shoppers part took in the research?
3. Why did the assignments not have the required information to complete them? e.g., Department contact numbers or email address.
4. How will the information gathered be verified in the use of service improvement?

HG Question: Are the scenarios all Housing?CR: Not all but more for Housing related than other services. SD Answers: There are 190 scenarios to work with local authorities to develop scenarios for preference improvement.Recruiting 200+ mystery shoppers who are actual residents.Information is required to report back so will use access channels to see what trends comes through.Autistic resident had positive experience using webchat therefore using this method.Information will be gathered using access channels to identify what trends comes through.How busy the data is and how it impacts us.Practical steps, how can we communicate better.Standardised waiting response to email drawn together into a report. HG: The scenario to contact social services did not ask relevant questions, making it up means results are superficial. WW Question: Not involved in MSL but there are lots of confusion with housing and general council scenarios. Has this been resolved?SD Answer: Appreciate STAR panel members signing up as mystery shoppers. We are not able to advertise too much detail about the services due to confidentiality. They are based on personas, hand picking some shoppers by pinpointing their MSL profiles. As it is some peoples first time, we are here to help and support.CR: We agreed if STAR want specific Housing assignments, then to contact MSL.SD: They cannot be handpicked as they need to be visible to everyoneLC: I can’t access Waltham Forest assignment as I am from Billericay. SD: We can override if you provide your number.CR agreed with BM to update further in the next meeting | CR |
| 1. **BRIEF INTRODUCTION ON THE HOUSING STRATEGY**
 |  |
| EQ introduce himself as the Head of Housing Strategy at LBWF. EQ: Current housing Strategy is due to expire in 2024.The original plan was to refresh the strategy but now decided there will be a new one.Housing Strategy will focus on improving key sectors: Housing Delivery, Improving the condition of existing housing, Private rented sector, and homelessness. STAR Panel members to be aware of the Housing Strategy Core Steering Group. The meetings will take place every 3 weeks with ideally one STAR panel members but all members to stay in the loop. Engagement next 6 months for Housing Strategy.Gary Rigby and Eoin Quiery (both Managers) will keep Cllr Khan updated.AT Question: I have put my name forward. What will be the involvement?EQ Answer: Senior level will be overseeing strategy overview. Your input on how to get most out of focus group. You will be working with residents, being a voice, a guide and participate. AT Question: Referring to second slide, Key Considerations, Is Plymouth University moving to the borough? JO: Is it Plymouth or Portsmouth University? EQ Answer: I can confirm it is Portsmouth. BM Question: Has the multi tenancy within the private sector been looked at? JM Answer: We have licencing scheme landlords to use that. WW Question: Has anyone read the ‘Housing Futures 2019’?BM said he read it a long time ago.EQ states that previous strategies were comprehensive, therefore people might have not read the action plan.BM cannot accommodate himself to 3 weeks.**Action:**BM will have a discussion outside of the meeting and agree which names to put forward for the steering group. | BM/AT/HG |
| 1. **HOUSING CAPITAL WORKS PROGRAMME**
 |  |
| RM introduces himself as Assistant Director of Housing Assets.Major Works contributes to keeping Waltham Forest clean and safe, ensuring a decent roof over residents’ heads, and improving residents’ life chances.Completing Stock Database / SAM Surveys will give a good understanding of works to formulate a planned program.We are spending significant amount of money on Fire Safety.Consultation is key to all planned works. We are conscious the work is in progress and need to improve consultation. Aiming for afternoon/evening events, regular updates, and newsletters.2 key contractors are Morgan Sindall and Astons working together for planned maintenance. Morgan Sindall provide the fabrics and Astondeliver the electrical works. There will be tighter controls on both contractors. A significant investment on major works including sprinkler systems for the Fire Safety Program. TO: Previous letters were not clear although there were numbers.RM is aware that in the past it was not done right. Will do early consultations for tenants and leaseholders. Intention to be followed by section 20, leaseholders to raise specific questions and costs. RM is new to the council, started 3 months ago but keen to deliver major works.TO: Morgan Sindall and Aston lacked transparency of costs and budgets. This should be easily delivered by budgeting before the consultations. RM agreed costs should be put forward so leaseholders can scrutinise. BM stated that there is an appeal system for leaseholders to have a tribunal for costs but hoping not to be in this situation.WW Question: Referring to spending slide, £4.4million on energy and climate. Is this central government funding? Face to face consultations are more effective.   |  |
| 1. **DAMP AND MOULD PROJECT**
 |  |
| Business Support Officer, Wendy Boakye contacts residents after damp and mould is reported.We have recruited 2 damp and mould specialists Gerald Kelly and Elver Ekwa who are both residents of Waltham Forest and know the area well. They will work with residents respectfully to identify location and cause of D&M and not to blame residents.Panel members will have opportunity to review the D&M procedures in place for improvement. Prioritise severe cases and vulnerable tenants and report D&M after home visits. Raising awareness of D&M to communities by access to housing website and completing e-form online, allowing photo uploads which will go to Wendy who will send out a surveyor. Improve tenant engagement and build trust and confidence by sending emails/test messages. SP happy to meet one to one with STAR panel members. WW Question: What’s the historic position with D&M?SP Answer: There are 93 D&M cases. HG Question: Are they WF figures?SP Answer: 4.3% of WF stock has D&M. 8 severe cases being managed promptly.  |  |
| 1. **A.O.B**
 |  |
| BM raised some concerns regarding all virtual meetings as the team working together is very important for the STAR Panel and it is harder to build relationships remotely. He suggested that future meetings are in person or hybrid.JM said it is up to STAR Panel members and to keep it to two agenda items in future where possible due to lack of time.YW asked the group if they had considered setting time aside in their annual programme to revisit previous scrutiny exercises. This is with a view to checking that Action Plans arising from past scrutiny projects, to check that actions /recommendations have been delivered. BM agreed that this needs to be looked at. YW also asked STAR Panel members to consider writing a piece for residents about who they are and what they do. This will bring the resident scrutiny and accountability process closer to all residents living in our homes. **Action**Masuma to ask on Basecamp if STAR Panel members are interests in a write up for Resident News.BM apologises and thanks everyone.Thank you to Cllr Dixon and to pass to Cllr Khan. | MB/FKMB |
| 1. **DATE OF NEXT MEETING AND CLOSE**
 |  |
| Wednesday 26th July 2023 |  |