



<p>Agenda Item – Election of Chair</p> <ul style="list-style-type: none"> ▶ Each nominee will introduce themselves and explain why they wish to be Chair. ▶ We’ll have a secret ballot, unless the panel agrees otherwise ▶ Each member has one vote. ▶ In the event of a tie a second vote is held, or a staff member will cast a deciding vote. ▶ The new Chair will be elected for a fixed term of 12 months and may stand for re-election in accordance with the group’s terms of reference. 		
Raised	Feedback During Meeting	Action
<p>2 candidates put themselves forward for Chair and a Chair was elected via a Secret ballot.</p> <p>Nathanael O’Connor, resident of Dickson House has been elected as Chair. This will be for a fixed term of 12 months.</p>	<p>Thank you to both candidates for putting themselves forward for Chair.</p> <p>An induction meeting will be held with the new chair at the Trevor Jones Office, to discuss the next steps and the role moving forward.</p>	<p>To arrange an induction meeting with the Chair in preparation for the new role.</p>
<p>Agenda Item – Tenant Satisfaction Measures (TSM’s)</p> <ul style="list-style-type: none"> ▶ Small HA’s must conduct a satisfaction survey at least every 2 years (questions are specific & set by the Regulator) ▶ Additional management data must also be collected ▶ The results must be published to tenants and made public ▶ Our last survey was in 23/24 ▶ Our latest survey was conducted during Nov 25 – Feb 26 ▶ 242 Respondents (40% response rate) ▶ Most popular method for completing was electronic (65%) 		
Raised	Feedback During Meeting	Action
<p>How do residents prefer to complete the survey?</p>	<p>It is good to have a mixture of ways to complete the survey to suit all residents e.g. Electronic, paper, phone.</p>	<p>To continue to offer a number of different ways for completion of the TSM’ s.</p>
<p>The scores across all areas have gone up, and the Society scores well when benchmarked</p>	<p>Residents are happy with the scores and agree that the Society and contractors do what they can and listens to residents and keep them informed.</p>	<p>The Society to continue to listen to residents and continue with newsletters, resident meetings etc.</p>

against other Housing Associations (HA's) large and small.	Residents like the text messaging facility and feels that it works well to keep them informed	To continue using the text messaging facility to update residents with important updates/information.
ASB & Complaint scores – the scores for these are lower than other areas but have still gone up. The scores for these areas are also low across other HA's.	When customers are unhappy, this will lead to lower scores.	To work on ASB and complaint processes to help improve scores moving forward.
The scores from the 25/26 year will be a good benchmark to use following independence.	Will be interesting to see the scores for 27/28 following independence	NA
Agenda Item – Performance Measures		
▶ Discussed the performance measure scores for 25/26.		
Raised	Feedback During Meeting	Action
Rent Arrears - £39.5k	To encourage residents to talk to us if experiencing any difficulties with paying rent and to advise their neighbours to do the same if they are aware of any difficulties. We are here to help.	NA
Void re-let days – this year was 27.7 days, over the expected target of less than 22 days	Delays this year have been largely impacted by fire door replacement timescales. The cost of a new fire door is approx. £1.2k and there have been high wait times on getting replacement doors and installing them. The Society have a plan in place to try to alleviate this moving forward and have a new supplier in place.	To implement plan for the replacement of fire doors moving forward to reduce void re let times caused by waiting for fire door replacements.
Are the 4 fire damaged apartments included in the performance figures?	Advised that the fire damaged apartments are not included in the figures as they are long term major voids. We are still awaiting approval from the building safety regulator before we can complete the works required. These will be included in the figures once the works are complete.	NA

Agenda Item – Spring Newsletter

- ▶ **Tenant Satisfaction Measure Results**
- ▶ **Pet Policy & No access recharges**
- ▶ **Scheme Walkabouts**
- ▶ **Intro to Elijah & Charlie (new employees)**
- ▶ **Reminder about Give Something Back**
- ▶ **Managing condensation reminder**
- ▶ **Drains (don't put fat etc down)**
- ▶ **Cylinder annual checks**
- ▶ **Hoarding**

Raised	Feedback During Meeting	Action
To include not to dump rubbish bags outside Dickson & Hammond House	Advised that there is an insert for the individual high rise schemes (Dickson/Hammond House and Northwood Court) included with the main newsletter and this will be included in the insert for Dickson/Hammond House.	To include in the Dickson & Hammond House insert.
Encourage Residents to recycle where they can	To include the importance of recycling where possible in the newsletters to encourage more residents to do so where they can.	To include in newsletter
We are still printing the newsletters and hand delivering to residents.	Residents confirmed that they like to receive paper newsletters.	NA

Agenda Item – Scheme Walkabouts

- ▶ **During 25/26 we visited 14 schemes**
- ▶ **Actions raised and dealt with include:**
 - ASB**
 - **Housing & Police Drop- in clinics arranged**
 - **Crime Prevention Visits**
 - **Dummy cameras installed / increased lighting**
 - **Increased door security (changes to fire doors/ replaced doors)**
 - CLEANING**
 - **Clean and clear of gutters/car parks/bin alleys**
 - **Monitoring of cleaning contractors**
 - **Chute /Skip room Cleans**

- **Window cleans following planned works**
- RUBBISH/FLY TIPPING**
- **Increased signage**
- **Reminders to residents & process changes**
- ▶ **How do we encourage attendance?**
- ▶ **Ideas?**

Raised	Feedback During Meeting	Action
<p>Maybe not everyone is getting the information that the scheme walkabouts are taking place?</p>	<p>Advised that text messages are sent to residents of the scheme the week before the scheme walkabout and posters are also put up around the scheme to advise of the date and time of the scheme walkabout. Scheme walkabout details are also included on our website.</p> <p>Do we need to put signs up in different language? Advised that signs aren't put up in different languages as a lot of residents have facility on their mobile phones to translate documents/ messages to the language that they require. Our website also has the facility to translate to different languages to ensure</p>	<p>To continue sending texts to the schemes and putting posters up before the scheme walkabouts.</p>
<p>It may be that low attendance figures at some schemes is a sign that there are no issues and may be a sign of our success?</p>	<p>If residents aren't attending the scheme walkabouts, it may be that there are no issues.</p> <p>It could also be that the time isn't fitting for the demographics of that scheme, if residents are at work etc. It may be worthwhile advising residents that if they are unable to attend but have any feedback/suggestions to get in touch with us.</p>	<p>To update the text message/ posters to include asking residents that are unable to attend the scheme walkabouts but have feedback/suggestions to get in touch.</p>
<p>Could we carry out the scheme walkabouts via Zoom, so residents who are unable to attend can zoom in?</p>	<p>This would be difficult to manage with including those residents in attendance in person and those via zoom. It would be quite difficult to monitor for any issues raised by those via Zoom and including</p>	<p>NA</p>

	them in the conversations taking place during the scheme walkabout.	
The last police drop-in session at the Bottlekiln , the police came in a van that was not ideal , and some residents had difficulties accessing.	The local police team had advised the residents and society staff at the drop in that although they had booked the usual police community van for the event, it had been needed elsewhere so they were unable to use. Unfortunately, this was out of the Society's control.	NA
Agenda Item – Repairs Policy Review <ul style="list-style-type: none"> ▶ Repairs classifications, Emergency (2 hours), Urgent (7 days) and Routine (24 days). Do you think the timescale are suitable? ▶ Is it easy to report repairs, do you know all the available options? ▶ When you report a repair do you feel the Society understands you? ▶ What do you want to know from the Society when reporting a repair? ▶ What appointment times are reasonable morning /afternoon / school run ▶ When should a pre inspection by a member of the Society happen? ▶ Repair responsibilities of the Society and those which are for the tenant. ▶ Discretionary services, what should be included? ▶ Do you think repairs are completed safely? ▶ Do you know what to do if you have a poor repairs experience? 		
Raised	Feedback During Meeting	Action
Are the timescales for the repairs classifications suitable?	Residents agreed that the timescales were ok. It was raised by the Director that the routine timescale is 28 days not the 24 days noted (20 working days)	To update Routine days to 28 days not 24 as noted when completing Policy review
Any issues with reporting repairs, are residents aware of the ways to report?	Residents advised of the different ways to report: Phone, letter, website, WhatsApp, email, portal, Annual tenancy visits, Out of Hours (emergencies), via the Portal.	To include in the Policy review.
Do you feel the Society understands you when you report a repair?	Residents felt that the Society understands and sends the right contractor for the repair.	NA
What do you want to know from the Society when reporting a repair?	Residents felt that they wanted to know which contractor will be attending, the timescales	To consider when completing the policy review.

	involved with the repair and how the contractor will contact them.	
Are the appointment times reasonable?	<p>Residents found the appointment times reasonable and advised that contractor will often ring beforehand to advise when they will be there.</p> <p>Residents raised that when working Monday to Friday 9am to 5pm, it can be difficult to get time off work to be home for an appointment, therefore it is important that contractors/society staff stick to any agreed timescales or let residents know if they are unable to attend or going to be late. Contractors/staff should make every effort to attend agreed appointments, and this should be referenced in the policy.</p> <p>It was discussed that residents can give permission for the Society and its contractors to access their homes when they're not home if they wish. Provide spare key's etc. Signed consent from the tenant is needed for this.</p>	To consider when completing the policy review.
Are residents aware of what repairs are classed as tenants' responsibility?	<p>Discussion around what is classed as tenants' responsibility, including lightbulbs, fat being poured down drains, visitors damaging property.</p> <p>It would be handy to provide more details /information about the types of repairs that are classed as tenants responsibility.</p>	To consider when completing the policy review and to consider providing more information to residents on this.
Discretionary Services – for example we install grab rails, lever taps if needed, anything else that should be included?	No other discretionary services were raised.	NA
Contractor Safety - do contractors work safely?	Residents advised that contractors work safely in their homes and ask permission to work in other	NA

	areas of their homes if needed. They also leave areas clean and tidy following works.	
Do residents know what to do if they experience poor service during a repair?	Residents advised they are aware to report any concerns during or following a repair to the office.	NA
Any other business:		
Raised	Feedback During Meeting	Action
No access policy/ missed appointments – it works both ways. Sometimes residents are waiting in for society staff/ contractors to attend and they don't turn up.	It is very important that staff let residents know if they are unable to attend/going to be late. Cancellations are sometimes unavoidable, but every effort should be made to avoid cancelling if possible.	To include in the procedures/ training for the missed appointments/ no access policy.
Door at the back of The Bottlekiln , residents can get out the back door but can't get back in.	This causes issues when taking the bins out etc. Has been raised before, but still not sorted.	The Property Team to investigate and check progress of this.
There is a pile of glass sheets/windows behind The Bottlekiln.	These should be removed and not stored there.	The Property Team to remove these.
Rubbish on the chute room floors of Dickson & Hammond House and outside the skip rooms.	This is being covered in the Dickson & Hammond House newsletter inserts to remind residents.	To include in the Dickson & Hamond House newsletter inserts.
Recycling – small number of people recycle at The Bottlekiln /Imperial Court and there are no recycling facilities at Marchwood Court.	To include the importance of recycling where possible in the newsletters to encourage more residents to do so where they can. Recycling facilities will be included in the consultation for the external works at Marchwood Court. This will likely be late summertime. Food waste recycling, a discussion around food waste recycling. Residents in apartments don't have facility to recycle food waste. We would work with the council and residents if any options for food waste recycling came available.	To include Recycling in the next newsletter. To include Recycling facilities in the external works at Marchwood Court consultation.
Cleaning – how often is Dickson House cleaned?	Floors on a particular landing are not very clean and don't seem to be done very often. Floors in same chute area is dirty.	Audit of the cleaning services to be done across schemes

	Cleaners attend once per week of 3 times a week for each block.	
Lifts at Dickson & Hammond House – when will they be replaced?	We are currently working with a specialist consultant and will have to seek approval from the building safety regulator for the works. This has the potential to delay the project.	Once approval has been received, the works will be arranged.
There are no cameras at The Bottlekiln/ Imperial Court but there are at Dickson/Hammond House and Northwood Court.	Residents at Dickson/ Hammond House & Northwood Court pay a weekly service charge for CCTV as the high-rise schemes are higher risk in terms of fire safety and ASB. The Society works with the police and has recently conducted a crime prevention visit with the local crime prevention officers at The Bottlekiln/ Imperial Court to highlight what we can do to reduce crime. Following this, we are making some changes across the scheme including fencing off entrances and installing coded gates to try and make the area more secure.	To continue with the crime prevention works at the The Bottlekiln/Imperial Court.
Could motorbike huts be installed at The Bottlekiln/Imperial Court.	Residents raised about theft of motorcycles and vandalism at The Bottlekiln. Bike thefts /crime is high in the city and it is important to log any instances of crime to the Police. The more they are aware of issues, the more they can do. Our Housing Team also, continue to work alongside the Police.	Residents to report any bike thefts/ vandalism/crime to the Police and to make the Housing Team aware.
Could residents form a Neighbourhood watch?	Residents can form Neighbourhood Watch groups if they wish. This can be arranged amongst residents themselves. Go to ourwatch.org.uk for further info.	NA
Resident of Dickson House raised that the fire service was on site during the weekend following reports of a Sulphur smell	The Society were not aware of this visit, and will contact the fire service to ask about this.	To contact Staffordshire Fire service to enquire about this.

Next meeting: Wednesday 22nd July 2026 at 11am