



East Region Virtual Forum Questions and Answers

Date: Wednesday 30th June 2021

Staff in attendance:

- Geoff Bronson, Asset Lead - Repairs
- Fleur Bowen, Head of Building Safety – Regulation (Interim)
- Susanna Harper, Housing Operations Manager
- Daven Hinkson, Leasehold Manager
- Ollie levy, Resident Involvement Manager
- Lauren Picton, Partnerships Manager
- Agnieszka Kostus, Resident Involvement Officer

Video Link: <https://www.youtube.com/watch?v=5Ceo-MrpMI4>

Questions and Answers:

	Question	Answer
	Hi, the DLR trains run until 2am and start again at 5am. The track is only a few yards away from our flats so the noise is very disturbing at night. I've seen acoustic panels installed along some parts of the DLR lines and our buildings are closer to the track than those benefitting from those acoustic panels. Can Notting Hill Genesis work with the Royal Wharf and the DLR to address this issue?	Royal Wharf have advised that this is not something that they would be able to facilitate but I've since spoken to the housing officer who has offered to assist the resident in raising this matter with TFL / DLR.
	Compass House - 2 weeks since my query to property management officer regarding a Health and Safety security issue and still no response. Surely this cannot be an acceptable time frame?	<p>If you're not able to reach your property management officer, you should raise a request for local officer contact via MyAccount. If you're not able to do this, you should call your property management officer landline where you'll hear an option to speak to our Customer Service team, who will be able to take a message on behalf of your housing officer. Our commitment is to respond to requests for local officer contact within 1 working day.</p> <p>If you've raised a request for local officer contact and not heard back, please call your property management officer's landline where you'll hear an option to speak to our Customer Service team who will be able to refer your request onto the property management officer's line manager.</p>

	<p>There is no clarity when things have been amended by housing officer. Do managers review? (How can you make the portal transparent?)</p>	<p>There is fixed information in the portal which cannot be amended by housing officers (information about your property/ tenancy for example). Other information such as cases or repairs are managed by the housing officer. Managers review active cases with housing officers regularly.</p>
	<p>Why are reports hidden from tenants? Why are the pictures I put on removed? (How can you make the portal transparent?)</p>	<p>If you add pictures to a repair, these are not removed.</p> <p>Once you submit a repair request on MyAccount this information is passed onto the relevant contractor who should then make contact with you and attend to carry out the repair. At the moment the notes and reports from the contractors are not visible in the MyAccount system but we're always working towards upgrades and improvements.</p>
	<p>I put myself forward for a reviewer and did not get a response.</p>	<p>Please email involvement@nhg.org.uk and we will pass on your interest in being an independent complaint reviewer.</p>
	<p>You say the housing officer is there to communicate with you. What happens if this does not happen? How long should you wait.</p>	<p>If your housing officer is not available to immediately speak with you, we ask that you raise a request for local officer contact via MyAccount. If you're not able to do this, you should call your housing officer landline where you'll hear an option to speak to our Customer Service team who will be able to take a message on behalf of your housing officer. Our commitment is to respond to requests for local officer contact within 1 working day.</p>
	<p>Thank you. How about on the phone? Not just email. For an 84-year-old it's not easy. Do you not think it is important to speak to tenants?</p>	<p>We want our service to be accessible to everyone. If you'd prefer not to email or use MyAccount, you should call your housing officer landline where you'll hear an option to speak to our Customer Service team who will be able to take a message on behalf of your housing officer. Our commitment is to respond to requests for local officer contact within 1 working day.</p>
	<p>Are we going to be sent copies of the slides?</p>	<p>The video of the broadcast and the Q&A will go up on the NHG website.</p>
	<p>You say the housing officer is there to communicate with you. What happens if this does not happen? How long should you wait?</p>	<p>Our commitment is to respond to requests for local officer contact within 1 working day. If you've raised a request for local officer contact and not heard back, please call your housing officer landline where you'll hear an option to speak to our Customer Service team who will be able to refer your request onto the housing officers line manager.</p>
	<p>While on the call I logged into My Account to create a</p>	<p>If you have any problems using MyAccount please contact</p>

	<p>new repair. Tried to save it and it wouldn't save. Is there a glitch on the system?</p>	<p>MyAccountHelp@nhg.org.uk</p>
	<p>Is there a reason you don't respond to our email complaints because you expect all repairs to go through my account portal?</p>	<p>Using MyAccount is preferred as managers do not get oversight of email contact / access to the property management officer's inbox but can monitor cases created via MyAccount. Contact requests, repairs and complaints can all be raised via the MyAccount portal and are allocated a reference which can be tracked. At this stage, emails are not currently tracked / monitored in this way and cannot trigger a repair / complaint automatically.</p>
	<p>How much of NHG own funds will be used to pay for these safety issues? Will NHG continue spending on new projects instead of re-directing funds to fixing the safety issues?</p>	<p>The Building Safety Team have prepared a 10 year plan that includes financial planning and budgeting for remediation works. The current year budget for the Building Safety Team is £15.7m net and £41.2m gross. NHG seeks to preserve our development pipeline to meet our commitment to building new homes to meet the housing need.</p>
	<p>Hi, after living in a NHG property for a while does Notting Hill Genesis offer renters the opportunity to purchase their properties?</p>	<p>Yes, there are 2 different options. Right to Acquire is a legal right extended to some tenants in some qualifying housing association properties. It allows eligible tenants to buy their own home with the help of a discount. There is a similar scheme called '(Preserved) Right to Buy' that has a different eligibility criteria and a different discount level. Anyone interested should make an initial enquiry to their housing officer.</p>
	<p>Can you explain what an intrusive survey means?</p>	<p>Rather than completing only a desktop or visual inspection an intrusive survey means looking behind the surface of a building. This seeks to look more forensically at how our buildings have been built. An intrusive inspection may be undertaken at height, inside a flat or in a communal area and may involve removing a door frame (architrave), removing bricks and opening up walls.</p>
	<p>Why does it take 2 months for a service review?</p>	<p><i>If the query is about service charge reviews:</i> Once the financial year has ended there are a number of steps and teams required to accurately reconcile the expenses and costs from the previous year to prepare the final accounts. Once this has been completed the finalised accounts are then audited (reviewed) by an external, independent, qualified accountancy firm.</p> <p><i>If the query is about estate services reviews:</i> The estate services review is in respect of our whole portfolio of 60,000+ homes. These range from various estates to individual street properties, each with unique and specific cleaning and ground maintenance requirements. It is important to ensure that the specification for each site is accurately recorded and reviewed to ensure that all our residents benefit as much as possible from the services we then demand from the</p>

		service provider chosen at the end of the tender process.
	What about water leaks. why does it take 6 weeks?	We endeavour to carry out all normal repairs within 20 working days as per the repair policy, unless it is an emergency, if it takes longer than this the exception is sometimes a complex repair in many new builds most water utility pipes etc are covered or boxed in this can sometimes take time to find a leak and rectify.
	How are NHG helping shared owners and tenants that are struggling with rent in light of the covid pandemic?	NHG continue to adhere to Government measures and industry best practice which is delivered on an individual basis via the local (housing or property management) officers. We have worked with a number of residents to determine suitable payment options based on their circumstances as well as work with our internal Welfare Benefit and Partnership teams to help residents ensure they maximise their income by assessing and assisting with applications for available benefits they are eligible for and signposting to other support agencies (see support services on our site). We also provide pertinent information to residents via email and our noticeboards when it becomes available.
	So, you're saying all the contractors should follow guidelines, what if they don't, and you can't get to speak to anyone, because the housing officer does not respond. How do you notify?	If you're not able to reach your housing officer, you should raise a request for local officer contact via MyAccount. If you're not able to do this, you should call your housing officer landline where you'll hear an option to speak to our Customer Service team who will be able to take a message on behalf of your housing officer. Our commitment is to respond to requests for local officer contact within 1 working day. If you've raised a request for local officer contact and not heard back, please call your housing officer landline where you'll hear an option to speak to our Customer Service team who will be able to refer your request onto the housing officers line manager.
	Are different blocks in the same development managed differently? My block is well maintained. Another block has extensive water damage, non-operational door entry system and missing locks for external doors, all long standing issues. (Sidings Apartments E16).	We have many Estates shared by a range of tenures. A property management officer or housing officer will lead on managing the estate, but they are responsible for their own residents / blocks and the policies and procedures they follow may vary. In terms of repairs and maintenance in communal areas though no, there should be no difference in how these buildings appear.
	do you ever hold meetings for leaseholders who do not live on estates i.e., those who live in houses not close to estates & communities?	Aside from these quarterly meetings we are able to provide these as required. Please contact your property management officer / HO who can arrange a meeting to discuss issues that are relevant to you.
	How often do these forums take place?	At the moment they are quarterly. We organised them into x4 regional forums during the pandemic. Once we are able to host face to face meetings again, we will review the format and frequency of these kind of meetings.
	Thank you (to you and the team), really helpful! Is everyone always invited to all of them? Or do I need to	As above. As a resident, you will be invited to attend these virtual forums if we have your most up to date email on

	<p>register interest for future forums? (How often do these forums take place?)</p>	<p>record. We also advertise these in Connections, the residents' magazine.</p>
	<p>How do I know if an external wall survey has been taken on my building/if one is needed?</p>	<p>Please contact your property management officer or housing officer and they will be able to let you know if an inspection has been undertaken or when one is scheduled. If remediation works are required on a building NHG will contact residents directly to advise you.</p>
	<p>My account for complaints does not work. it is only monitored by the HO. who is the problem</p>	<p>When you raise your complaint via MyAccount, it will be assigned to your housing officer initially. They will contact you to discuss your complaint and resolution. Complaint responses are then reviewed before they are sent out and audited afterwards to ensure learning & recommendations are followed up on.</p>
	<p>I recently lost my job due to the pandemic and am now paying my rent from my own savings until I qualify for housing benefit. Am I still able to sell my 25% owned property to buy another NHHG property or do I need to be in employment?</p>	<p>Please contact our Resale & Legal Team who will be best placed to assist. The main challenge is that if a mortgage is required to help with purchase of another NHG property, the mortgage lender would be unlikely to lend without a current income, but they would have to assess and advise accordingly.</p>
	<p>In March I received the service charges following review which I budgeted on, 2 months later in late May, I have now received another notice which is 50% on 2020/21 value, how can I raise this to be looked into</p>	<p>As we advised during the meeting, please contact your property management officer with specific information who will be able to look into this in more detail and ensure any necessary adjustments are made.</p>
	<p>The problem with the 6 weeks is with the HO. you keep mentioning them. what if they are not responding to our needs?</p>	<p>If you're not able to reach your housing officer, you should raise a request for local officer contact via MyAccount. If you're not able to do this, you should call your housing officer landline where you'll hear an option to speak to our Customer Service team who will be able to take a message on behalf of your housing officer. Our commitment is to respond to requests for local officer contact within 1 working day. If you've raised a request for local officer contact and not heard back, please call your housing officer landline where you'll hear an option to speak to our Customer Service team who will be able to refer your request onto the housing officers line manager.</p>
	<p>how can we get in touch with someone else who is a manager? especially when we have an issue with the housing officer?</p>	<p>If you would like to discuss concerns about your housing officer with a manager, you should call your housing officer landline where you'll hear an option to speak to our Customer Service team who will be able to take a message on behalf of the Housing Manager who will then contact you.</p>
	<p>how do you recruit housing officer, what qualities do you look for, does it include customer needs and ignoring requests?</p>	<p>We recruit housing officers both internally and externally through a rigorous interview process. We recruit from a wide range of backgrounds and experiences, but our priority is absolutely looking for housing officers who are able to demonstrate that they are able to deliver an excellent service.</p>
	<p>When I pass away what happens to my property? (25%</p>	<p>In order to ensure that your share of your property and</p>

	shared ownership)	any other assets or valuables are distributed according to your wishes when you pass away, it is important to ensure you have a Will in place. Without a Will, the process becomes more complex and becomes subject to Administration. It is best to speak to a solicitor or Will expert to get further information.
	I think it's a common theme that property management officers are not responding to queries or not being helpful at all. Wouldn't it be a proactive approach to give them training and guidelines for them to abide by? This surely must be one of their KPIs in regards to customer satisfaction?	Our staff are trained and required to comply with our SLAs. Using MyAccount is preferred as managers do not get oversight of email contact / access to the property management officer's inbox but can monitor cases created via MyAccount which form part of their KPIs.