

South London Local Scrutiny Panel

Minutes of meeting held on 12th October 2016, 6pm

Present: **Chair:** TO
AG, CH, CC, CB, WM, JA-B

NHH:
NC Leasehold Manager
GH Housing Manager
SB Property Management Officer
TB Leasehold Team Coordinator
JT Business Improvement Manager

Apologies: RD

1.	Introductions/ Minutes of last meeting and matters arising	
	<p>TO opened the meeting. SB and TB introduced themselves as new attendees.</p> <p>Attention drawn to the Action Log (pages 7 and 8 of the papers provided). All actions highlighted in yellow confirmed as still outstanding.</p> <p>Panel agreed on the idea of an “Open Meeting” for 2017 where more residents will be invited to attend and a more open discussion could take place.</p> <p>The topic of HOs and PMOs working with other housing associations was raised. Panel believes this would enable NHH to share best practices and improve estate management services. NC/GH stated there are some mixed tenure schemes but very few shared with other associations. Therefore this reduces the amount of involvement we have with other HA’s. Historically when we have been involved it has been led by the local authority.</p> <p>NC/GH agreed that NHH could be more proactive with regards to working with other housing associations and will</p>	



	encourage HOs/PMOs to do so where possible.	
4.	A2B Committee	
	<p>TO moved this topic up the agenda (originally point 4).</p> <p>TO was an attendee of the A2B meeting and provided feedback to the panel.</p> <p>The A2B committee hoping to learn from NHH's previous mistakes in dealing with mixed tenure schemes with regards to the new RAW scheme which has recently opened. TO pleased that RAW appears to be regenerating the local area and creating a community.</p> <p>PRH piloting a new tenure for professionals who can't afford private rent. Been rolled out in the outer boroughs of London and is proving popular with residents. Panel agreed that this scheme reaches a middle-ground with regards to rent prices that has been previously missing.</p> <p>TO stated that the committee discussed "what makes good customer service?" Identified that different customers have different needs and a better appreciation of this will help NHH's performance reporting in future.</p> <p>TO believes that an increased technological approach will take hold over the next year.</p>	
2.	Performance Reports	
	<p><u>PRH:</u> GH described new changes in customer satisfaction survey. Moved from monthly to quarterly and new questions being asked. Survey changed due to previous complaints from residents about "over-surveying" and the need for more useful questions to be asked about the service provided. Panel agreed that the new surveys would improve benchmarking.</p> <p>However, creates issue of lack of background data to compare with in this report.</p> <p>JA-B believes the questions asked in the survey are too generic and is concerned that answers may be defined by bad experiences.</p> <p>ACTION: GH/NC to pass on feedback about surveys and look to ensure that future surveys give more scope for qualitative responses.</p> <p>NC stated a desire for more transactional surveys in the future to discover feelings of residents immediately after dealing with NHH. Panel agreed this would be a positive</p>	<p>GH/NC</p>



<p>step.</p> <p>ACTION: Customer satisfaction and complaints procedure to be arranged as a focal point for a future meeting (likely to be the meeting of January 18th 2017).</p> <p>Improved performance of turnaround time for voids but still under target. GH admitted there are issues filling vacant flats of three or more bedrooms (particularly in Lambeth and Southwark). Also mentioned that different boroughs have different processes, making it hard for NHH to strategise.</p> <p>GH ran through the vetting process for new tenants (including affordability checks) as well as the support services available to them. AG asked whether NHH can refuse to house people with history of ASB. GH explained that borough decides who has a right to housing.</p> <p>Panel agreed that a blanket policy is difficult due to each case being different.</p> <p>Figures for repairs completed on time showed improvement across all boroughs, however, a disparity between contractor surveys (positive responses) and repairs satisfaction surveys (negative responses) is apparent.</p> <p>Arrears increased but remained below target for the quarter. Panel concerned that the roll out of universal credit may lead to increased arrears and GH agreed that a correlation can already be seen.</p> <p>Weaker performance in terms of inspections completed this quarter compared to last. GH cited HO holidays and failures to submit inspection forms as possible reasons.</p> <p>NC believes new personal devices may assist HOs/PMOs.</p> <p>Only 38% of complaint reviews responded to on time across the three boroughs this quarter. GH acknowledged this is poor but believes it may be due to the department being a manger short during the period as well as problems with the Independent Reviewers not replying on time.</p> <p><u>LEASEHOLD:</u> Five inspections missed in Southwark for the quarter, Lambeth and Merton both at 100% completion rate. Four of the missed inspections in Southwark likely to be due to the PMOs moving teams and the work not being picked up.</p> <p>NC explained the weekly Dashboard to the panel and noted that it helps the team to keep on top of inspections and other KPIs.</p>	<p>GH/NC/TO</p>
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	<p>April 25th 2017 – with focus on Welfare Benefit Reform and arrears evictions.</p> <p>ACTION: NC/GH to invite PB to the April meeting</p> <p>July 12th 2017 – with focus on ASB</p> <p>October 11th 2017 – with focus on defects and difficult buildings</p> <p>ACTION: NC/GH to invite CS and AF to the October meeting.</p>	<p>NC/GH</p> <p>NC/GH</p>
6.	Summary of Actions	
	<p>ACTION: GH/NC to pass on feedback about surveys and look to ensure that future surveys give more scope for qualitative responses.</p> <p>ACTION: Customer satisfaction and complaints procedure to be arranged as a focal point for a future meeting (likely to be the meeting of January 18th 2017).</p> <p>ACTION: NC to look into separating the “repairs not complete and overdue” data into “not complete” and “overdue” for next quarter.</p> <p>ACTION: NC to ask DF to provide information on the complaint which was overdue.</p> <p>ACTION: NC/GH to invite PB to the April meeting.</p> <p>ACTION: NC/GH to invite CS and AF to the October meeting.</p>	<p>GH/NC</p> <p>GH/NC/TO</p> <p>NC</p> <p>NC</p> <p>NC/GH</p> <p>NC/GH</p>
	<p>Meeting closed at 8.05pm</p> <p>Next meeting: January 18th 2017, 6pm</p>	