



	<p>difficult to sell their property, compared to similar properties in the local area such as Fulham Reach. SL added that overall she likes the likes the development; it's in up and coming area, however prices have gone up considerably and having a 99 year lease is a cause for concern.</p>
2.3	<p>SL added that The Bloom didn't meet sound testing regulations for over 50% of the flats and residents have been struggling to sleep for over two years. SL has been working with ED, Head of Leasehold at NHH, who has been very helpful and they are trying to work with NHH rather than take the issues to the Housing Ombudsman. Personally, SL has no problems, but is speaking on behalf of the other residents and issues with Galliford Try.</p>
2.4	<p>FHA asked if ASB was an issue for any of the residents. SL responded that a few years ago there were some issues with crime, but in the last year there have been no issues so this seems to be improving rapidly in this area.</p>
2.5	<p>TN commented that NHH are no stranger to issues with build quality. It's at the forefront at the moment especially with NHH being bound by resident satisfaction as our satisfaction results feed into sales and grant funding. The recent press coverage on build quality, highlighting an article in the Guardian. As a result of this, MV, the Director of Commercial Services and EB member managing NHHO, set up a meeting with the rest of G15 to see how we can address build quality issues as a sector. This has fed into operational management and working groups including various levels of management and frontline staff have been put together to improve issues, for example, we've recently taken back management of one site that was third party managed. Systemic problems come from not being able to pick the subcontractors that our chosen contractors may use. This is called supply chain management and we are looking into how to address this for the future. We now have Clerk of Works employees and Consultants fully employed by NHH to have better direct control. We also have a dedicated Aftercare Team to deal with all residents that move into our new build stock. Each new build PMO will have an Aftercare Coordinator dedicated to their patch. The will be responsible for logging defects to monitor and amend framework contracts as required. TN added that due to the length of time it takes to build, we may not see the results of positive changes we make now in buildings for up to a decade.</p>
2.6	<p><b>AB requested that this be included in a presentation at a future meeting this year.</b></p>
3a.	<p><b>Performance – PRH</b></p>
3a.1	<p>JF introduced the PRH performance report and gave the highlights.</p>
3a.2	<p>Debt has reduced significantly. Managers are reflecting with teams what they did in Q3 &amp; Q4 to ensure continuation throughout the whole year.</p>
3a.3	<p>Universal credit has been a struggle. Training on universal credit continues on a monthly basis. KM is liaising with local contacts for LBHF to come and do training with H&amp;F specifically. We hope this will encourage consistent performance throughout the whole year and we hope not to see the same spike that we saw last year.</p>
3a.4	<p><b>JF to confirm cash value for ATB Team six.</b></p>
3a.5	<p>JF highlighted that we've increased in complaints responded to in time. We are discussing as managers how we will improve timeliness and quality. We are running complaints workshops and asking people within teams to peer review and expect to</p>

	see immediate improvement.
3a.6	Standard voids performance improved in Q4. Teams have worked very hard to provide cover across teams and bring the number down. We have seen momentum continue so far. KM's team are running at 5 days and JF's at 7 days, great performance.
3a.7	PO asked if we are also aiming for consistency across teams. KM said yes, managers are trying to support each other and reduce competitiveness across teams, whilst working towards the same goal.
3a.8	JF added that we've modernised the way we work so we no longer have team areas in our workspace. The consultants told us we should expect a dip in performance whilst the new ways of working embeds, but we are pleased to see that this hasn't been the case.
3a.9	PO asked if we have employed additional staff. KM that no we haven't, our staff just use the space more effectively so they are sitting amongst each other across teams, not necessarily in their individual teams which means they work with people doing similar work at that particular time.
3a.10	FHA asked why external landscaping has dipped. KM explained that we aim to do inspections in first two weeks. They are checked on a weekly basis to ensure a consistent approach.
3a.11	EA asked how the worst performing team can end up at 73 days for a standard relet. <b>KM will provide an answer in the six week update.</b>
3a.12	AB commented that more information should have been provided in commentary and underperformance that's clearly shown in the tables shouldn't go unanswered in the reports. <b>All managers to ensure negative performance is clearly explained in commentary. EA also requested to see cash lost for voids.</b>
3a.13	JF advised that the complaint review statistics were being discussed in the management team, as one of the issues they seem to face is timeliness. They are working to ensure that they are collating the packs for review as soon as possible so reviewers have more time to review and get responses back. FHA commented that as a reviewer, she never receives deadlines on when to respond by. <b>The panel agreed to review the complaints review process at the next meeting.</b>
<b>3b</b>	<b>Leasehold Performance Report</b>
3b.1	TN explained that NHH are using a new way of reporting and collating data for customer satisfaction, and we now have a full year of data to analyse.
3b.2	TN advised there has been a lot of change in Leasehold. ED was recently appointed head of department, we've had two new managers join the team, and we've just decided to try a new management structure for our external team.
3b.3	Estate inspections are at 100%. Arrears and income has followed trend that we want, way ahead of target. Service charge cycles run annually so, at the end of the year, if we have overspent there could be a spike in next quarter, but we will expect them to come down again. <b>JS asked how many accounts were in arrears over £1000. TN to provide in each report going forwards covering progress and amount.. TN to provide first update with progress on accounts in six week update.</b>

3b.4	TN highlighted a 10% increase on repairs completed within timeframe. <b>JS suggested that where a Section 20 has gone over target, it be shown within commentary.</b>
3b.5	TN highlighted that complaint responses were at 100%, however two reviews were not responded to within target due to internal reviewers not responding in time.
3b.6	SV asked if some of the complaints were a result of residents being aggravated by not being able to get through to someone, e.g. being put through to housing officer to deal with issue knowing they are on leave and not having common sense to put them through to someone else. It was asked if staff on the switchboard were adequately trained to deal with incoming calls. JF advised that staff on switchboard are trained to put staff through to the Housing Officer or PMO as that is the ATB method. KMK commented that if callers listen to the full answerphone message, Housing Officers provide an alternative number for their buddy and/or team coordinator. TN added that it is the responsibility of the PMO to divert calls appropriately from their mobile number, and if this isn't the case, it's useful for the complaints to come through so we become aware of the issue.
3b.7	TN highlighted that customer satisfaction has increased by 3.3% overall, however we have recruited new permanent staff into temporary positions which might explain a couple of the drops in individual areas whilst these staff settle in. Our worst performing team is our external team which have dragged our results down. This has been discussed amongst the team on how to improve this. The team is currently made up of six PMOs with one manager. We've decided to split the team into two, with another manager to focus on improving that team.
3b.8	SG referred to page 49 and asked to see the reasons why the best team have been performing well and why worst performing team are worst. <b>TN to provide in six week update.</b>
4	<b>Update on RR &amp; Governance Review</b>
4.1	DE tabled the Governance Review briefing note and summarised that the Altogether Better Committee and the People's Committee have been deemed not fit for purpose.
4.2	There was an overall feeling was that there wasn't enough strategic oversight at that level, e.g. Workwise and Customer Strategy. Local Scrutiny Panels will now sit under a Scrutiny Review Meeting which will happen quarterly. The idea is to move to a "You Said, We Did" framework.
4.3	The Resident Repair Reps project has been reviewed further and will now have a separate model where residents will meet with lead surveyors to discuss cyclical maintenance and day to day repairs. The meetings will include a Contract Manager from NHH and the Contractors. The meetings will be resident lead and anyone who wants to attend can get in touch with DE directly. A summary sheet will be produced at each meeting and be included in LSP packs.
4.4	The group discussed the content of the resident repairs meeting and panel members were strongly advised to go to submit their views and contribute.
4.5	Unfortunately due to time constraints, the breakout session did not take place and instead the group discussed the format of the next few meetings.
5	<b>Future Meeting Format</b>

5.1	The panel discussed the layout of the papers. Overall, the panel felt they weren't happy with the data provided and felt that some of the detail had been cut, meaning they couldn't scrutinise as much anymore. The panel agreed to have graphs at half the size and written commentary against each graph, providing more detail into individual aspects of the results.
5.2	The group discussed the format of the meeting and how to make it most useful going forwards. It was agreed that the managers would provide much more narrative within the reports so that performance reports did not need presenting at the meeting, as panel members generally felt that there wasn't enough time to discuss anything.
5.3	EA agreed the next meeting date which was shifted from 24 July to 5 September.
5.4	JF confirmed the satisfaction data cycle with TN.
5.5	EA asked the panel to claim expenses and thanked the panel for their attendance.
6	<b>Meeting Closed</b>