



Bolney Meadow Local Scrutiny Panel (LSP)

Minutes of meeting held on 19th April 2017 at 6:10pm

Meeting room, Bolney Meadow Community Centre, 31 Bolney Street,
London SW8 1EL

Chair: MO

Vice Chair: OB

Residents:
PP, KS, LT

Apologies: LV and AL

NHHT (PRH): ZP – Housing Operations Manager
CS – Director of Strategy and Investment
CN – Estate Services Manager
LW – minute taker

Welcome and introduction

The Chair opened the meeting with introductions. Some issues with the pack were noted. The person who did these normally had taken emergency leave so ZP did and pack not as it should have been. ZP apologised. Normal service should resume.

1. Project Kitten

MO advised there were handouts for LV and AL regarding what Project Kitten was about and MO can forward to these to them after the meeting.

ACTION: MO to forward copies to LV and AL.

CS spoke at a technology conference and was approached by a company called Purrmatrix who were offering a sensor device called a Kitten which could measure temperature and humidity in properties suffering dampness.

NHH's Contract Operations Manager DM suggested Bolney would be a good estate to test



these sensors on because various flats within different locations have been suffering with dampness.

The properties were selected on the basis of previous damp reports and current ongoing damp issues. In February 2017 the sensors were placed in the same place within each property to assess the behaviour and lifestyle of the resident and property for what is causing dampness. These will remain in situ for 12 weeks to collect data on dampness and these sensors feed back to NHH every minute.

Purmetrix are meeting with CS next week to help explain some of the data received and make it more user friendly to understand in preparation for a presentation to Chartered Institute of Housing (CIH) in May. This data will be fed back to the LSP after the CIH presentation so there is a better understanding of what the problem is.

In certain flats where the humidity is very high NHH installed high tech extractor fans to be able to see if this has made a difference to the humidity levels in the properties. NHH will then compare the data prior to the extractor fans being installed, to the new data taken after the extractor fans have been in situ to see if there is an improvement in the air quality. These were installed two weeks ago and therefore it is too soon to be able to obtain data to compare.

The Kittens will show if there are localised areas of damp that need to be targeted and improved. Where there are lifestyle issues NHH can show and demonstrate to residents what the behaviour is and offer advice about how the problem can be resolved to minimise damp returning. The Kittens are small, discreet devices which can stick to windows and walls feeding back data via WIFI to NHH. Where there are properties without WIFI, NHH would install WIFI for the period data is being collected by the device which the resident would benefit from.

KS felt that end wall flats do suffer with more dampness because they aren't insulated in the same way a flat situated in the centre of a block would be and are more subject to cold and temperature change.

CS agreed and pointed out that a flat's orientation, size and height can seriously affect the level of humidity and dampness in a property where there isn't a lifestyle problem.

If NHH don't feel they have enough data they can leave the sensors in longer because they own them and don't need to give them back. If the devices prove successful NHH would invest in more devices but these would need to be presented to the Executive Board with what NHH have done and the results from the devices.

MO pointed out that when the data comes back the address information needs to remain anonymous for data protection purposes but the name of the block can be mentioned.

CS would like to come back and present the data to the LSP to show the findings and data transmitted by the Kittens. It was agreed CS would attend a future meeting.



2. Minutes from the last meeting

2.1 Matters arising

2.1.1 *Charmouth House blocked drains*

MO advised that there was an update regarding the grease bins but no update given for the CCTV survey.

ACTION: Stacey to give update on whether the CCTV survey has taken place for the blockage outside Charmouth House and the result.

2.1.2 *Estate improvement bid*

The estate improvement bid should have been provided in the six week update however this has not been issued. KS thought this bid might have been for plants which had died on the estate because Ginko do not replace dead plants. Need clarification for what this bid is for or have a think about if a bid is made what can it be made for.

2.1.3 *South Lambeth Regeneration Team*

The panel have not been in communication with MO regarding engagement with residents. ZP said that NHH have not agreed to sell that piece of land to Homes for Lambeth because this is still in negotiation with the Director of Regeneration.

2.1.4 *Empty properties and lettings*

Still an issue with voids and ZP to press Lambeth to speed up the process with letting empty properties, however this proves difficult because ZP cannot get a meeting arranged with Lambeth.

ACTION: ZP to arrange a meeting with Lambeth Council to discuss speeding up the process with getting voids let.

2.2 Actions list

ZP pointed out that the action list from the previous panel meeting was too long with too many actions. Future actions need to be shorter and more manageable. MO advised the length was because there several outstanding actions carried over from previous meetings and was unusual.

2.2.1 *Parking*

ZP has been looking through customer service data and spoken to Housing Officers and she can not find any complaints or matters relating to parking. It's a lot of work to change the hours and permits if there is no evidence outside the meeting to demonstrate there is an issue with parking on the estate. ZP said the only information she could find in relation to parking is that people would rather get their permits from the Community Centre than PCN.

MO advised that he has had several complaints from residents relating to people parking outside of the bays and vehicles owned by people who don't live on the estate. MO feels that PCN aren't doing enough to manage this issue and doesn't want to change the PCN contract, but improve the way things are done, such as changing the hours in which they patrol or the hours of permit.



ZP suggested the PCN app where you can take a photo of a car parked outside of a bay and report it to PCN via the app. ZP said that she has been trying to get this information from a colleague at a different housing association. E has been trying to engage with PCN to improve the situation however she is not getting a reply from them.

PP talked about an example where she had someone parking and obstructing the parking bay outside her flat. PP was advised to get the number plate of the vehicle, however before PP could do this the vehicle had moved.

E previously advised MO that Lambeth are now removing abandoned vehicles and it would be useful to know how to report these types of vehicles and how long it takes to remove them.

ACTION: ZP to organise a meeting with PCN to discuss alternative options.

2.2.2 Lighting

ZP has not gotten an update from the person in charge and reported that the last update she had was that the lights had all been upgraded and fixed. Everyone has a responsibility to report issues with lighting, tenants, leaseholders, visitors, contractors NHH staff etc.

PP said that when they were changing the bulbs she was not made aware. For health and safety reasons all residents on the estate should be made aware when works like this are taking place.

ACTION: ZP to provide a further update on the lighting, what has been done etc.

2.2.3 Walkways around Lulworth House

There has been no update from meeting held on 9th March about the lighting for the walkways around Lulworth House. ZP thinks this meeting did not take place because a more pressing matter arose.

ACTION: ZP to find out what the update was.

2.2.4 Specifications of new contracts

ZP did speak to speak with HM regarding the spec for the new contract, however HM then left NHH. As HM was stepping in for CN at the time, this matter can be discussed with CN.

2.2.5 Complaint

In relation to a complaint from KS, ZP advised there was only one other issue with a complaint where it was raised and not logged on the system and doesn't think that this is systemic across the team.

3. Cleaning retendering



3.1 Where we're at

The current contract by Ginko and Just Ask are due to come to an end in July 2017 and NHH is looking to replace these and go out to tender. NHHT will not hit the July target date so are looking to extend until March 2018 to give the contractors more time to mobilise across all sites.

Management are currently looking at concerns and questions about the cleaning spec which is fed into the draft and has formally advised contractors that NHHT are going out to tender and invited them along to a buyer event which resulted in 19 contractors attending, including the current contractors.

The current contractors have been asked to supply all their TUPE information which is data on their staff salary, pensions, training etc. This means when another contractor comes in to replace Ginko and Just Ask, they have all the employee information in case the operatives want to move over with the new contractor.

NHHT is in the process of putting together the SSQ document to find out who is interested in bidding for the new contracts. This will go up at the same time the notice goes up advertising the available contracts across Europe. This is a legal EU obligation that every organisation has to follow when tendering for a new contractor. This will go out within the next two weeks. The contracts are worth about £8m. Bolney forms part of these.

NHH are hoping for 40 contractors to come back where a review of their reliability and suitability for the contract will take place. The remaining contractors will be invited to formally tender where they will get a copy of the draft contract and the draft specification.

The remaining contractors will be asked to undertake cleaning on draft sites to assess their quality of work. We will also look to go out to site to see their current standard of work. Following this the really interested contractors will be invited to a meeting to ask questions and discuss how they manage their staff and what they do when something goes wrong.

Under the new spec new contractors will be asked to consult on and carry out planting and ensure that any new plant survives over the six to nine month period. If a plant dies due to failure to maintain, the new contractor is to replace this.

There will be a three year gardening plan as part of the contract which may help with an estate improvement bid. The contractor will look at estate as a whole, look at things that can improve over time so that at the end of a three year period there is a difference. Each year they should give a quote of what this should cost which could form part of the estate improvement bid.

3.2 Weeds around the estate

CN said that addressing weeds on the estate will need to be done by a grounds maintenance specialist who has the license to kill weeds with chemicals rather than the cleaners who have been previously asked to address the issue with the use of a broom.

3.3 Deep cleaning of the blocks

MO advised that although Beaminster House is in process of being cleaned, Richborne Terrace was missed from the deep clean programme. Contractor Just Ask had met MO



and promised to include it . The windows to the side of the building do not look clean and the stairwells also do not look clean.

MO pointed out that in the past he has stressed the importance of ensuring the walkways and the railings (unique to Beaminster) were cleaned which have not yet been done. CN advised that she has only instructed the cleaners to clean the internal railings. The external railings have not been included in her request. MO pointed out that Beaminster railings were really internal to the block.

PP said that the only contractors who have been deep cleaning are those addressing the bins and that her block (Wareham) has not been cleaned. However MO challenged this and said that he was advised PP's block received a deep clean internally which PP may not see because she lives on the ground floor and does not go into the communal areas of the block to access her property.

OB asked how the contractors' work is managed and controlled because CN had previously mentioned apps available to mobiles where residents can report issues and concerns with the standard of cleaning.

CN responded by saying that the panel gets data and figures from inspections that Housing Officers undertake on a monthly basis. CN said that NHH will retrain staff to ensure they are knowledgeable about what things to look for as part of estate inspections. The data produced from a Housing Officers estate inspection will be compared to the results from the contractors cleaning schedule which will show any discrepancies and issues in the standard of cleaning.

KS raised the issue with cleaning in the communal car parks following issues with a flooded drain with sewage which has caused solid overgrowth on the car park floor. The drain should have been unblocked and the dried waste sewage cleared. KS spoke with Elizabeth about the matter and is unsure whether she and Elizabeth are talking about the same drains. This issue sits with the drains just behind Sherborne House.

ACTION: ZP to speak with E about the matter with the previous flooding of sewage from drains behind Sherborne House and get an update with regards to what will happen to address this issue.

ZP advised that E & S are establishing a drain and guttering cyclical programme for the year.

CN said with regards to the previous sewage flooding the area should be cornered off as a bio-hazard and Just Clean should wash and clear the dried build up of waste water. The onsite supervisor should have spotted this and cornered off the area. CN will speak to Contractor Just Ask about this. If this is an ongoing issue E is to speak with CN about this.

ACTION: CN to speak with Contractor Just Ask to find out why his operatives did not act on this sewage flood and ensure this does not happen again moving forward.

ACTION: KS to forward photos of the area affected by a previous sewage flood to CN.

The bins are hired from Lambeth and the bins are cleaned by Lambeth but the bin stores and chutes are cleaned by NHH contractors.



MO highlighted the Action from the Updates list with regards to signage and bulky waste items being thrown down the bin chutes and would like signage to be put up to warn people because Contractor has advised this is a big problem for Just Ask. ZP felt that signage was not an appropriate way to deal with the problem because people do not really take notice of signs, but rather education for residents and discussing it on a more personal basis with residents would be more effective. The Panel could also talk about it with residents when they see them because they have just as much responsibility to ensure residents are disposing of waste correctly.

4. Performance Report

4.1 Customer satisfaction and complaints

OB that the overall customer satisfaction for December 2016 (Q3) was marked green which is misleading because the figures show that NHH is still under target and it's declining. ZP pointed out that the data in relation to satisfaction with complaints are always going to be dependent on the outcome of the complaint because if a complaint is not upheld the customer is always going to be unhappy with the response.

MO suggested the third bullet point in "Highlights" starting '*Overall satisfaction amongst customers ...*', which refers to the CSI figures in the top row of the Table 1, is confusing because "Overall Satisfaction" is a separate measure with different figures and is also the heading of the second row of the table. He suggested that the bullet point should refer to the '*overall CSI rating*'.

OB suggested monitoring "satisfaction with repairs" - the lowest performing area- and other areas of the report where "Improvement Needed" was noted.

4.2 Estate management

Richborne Terrace: KS asked about whether NHH will be removing any satellite dishes because of a conservation order and if so what would the alternative be to this and how has the relationship been assessed with the private and Bolney residents.

ZP met with some of the residents regarding this matter because Lambeth have served notice on NHH for a lot of these dishes and we had to respond by taking action. Some of the properties had been given consent by their previous landlord and there were some who were allowed to retain their dishes if they had been there over a certain period of time. NHH are getting quotes to see if we can move some of the dishes but there will be a point where NHH will be going back to the Residents' Association and advising that they are legally allowed to be there.

4.3 Rental income

This looks good and things appear to be improving. ZP would like to add a graph to this so that actual trend and direction of arrears is more easily tracked.

4.4 Empty properties and voids

ZP said the stats are for the entire team and MO asked whether it would be possible to have stats on this area for Bolney only.

ACTION: ZP to ask if the stats could be specific to Bolney Meadow only.



OB asked for an update from Lambeth about speeding up the process of receiving and requesting nominations from Lambeth which can be saved for the next LSP meeting.

4.5 Repairs

Re the table, OB pointed out that for “Percentage of repairs completed on time” , in November the percentage is under 90% and in March it’s over 90% but the Trend is noted as “Declined” where it should be “Improved”.

4.6 Complaints

There are two reviews on the table and one review before this period. One was when previous HMO was in NHH the other is during ZP’s time. Where the table shows ‘No Clear Issue’ this means there was no clear issue to address.

4.7 ASB

ZP will be doing some work with her team on what constitutes ASB because people seem to be unclear on what the definition is. A lot of matters which are seen as ASB are actually housing management issues such as littering.

5. Changes to lettings strategy

ZP talked about NHH’s new product Simplicity which offers accommodation to people who are in employment. NHH will be putting 500 new homes into PRH and 180 of these will go into Simplicity. Over the course of a year 600 relets will be managed which means there will be some work around the lettings strategy where NHH will stop having a waiting list unless it’s for management transfers and applicants will be encouraged to apply for the home via portal such as Right Move.

ACTION: ZP to issue the Panel with what NHH’s definition of what a management transfer is.

Anyone interested in taking part in the working group for this new letting strategy to speak to ZP or their Housing Officer.

5. A2B Committee

MO advised that from next month the committee will not longer exist. There are big governance changes happening but there will be scope for LSP Chairs to apply to join a new strategy group and there will more meetings in future for chairs to report to and discuss LSP issues with EV members AMF and MV .

Action list

Point	Action	Assignee
	MO to forward copies of	



1	what Project Kitten is about to LV and AL.	MO
2.1.1	Stacey to give update on whether the CCTV survey has taken place for the blockage outside Charmouth House and the result.	SH
2.1.4	ZP to arrange a meeting with Lambeth Council to discuss speeding up the process with getting voids let.	ZP
2.2.1	E to provide more information on the process with reporting abandoned vehicles and the timeframe for getting them removed.	EN
2.2.1	ZP to see if a member of PCN can attend the next LSP meeting.	ZP
2.2.2	ZP to provide a further update on the lighting, what has been done etc.	ZP
3.3	ZP to speak with Elizabeth about the matter with the previous flooding of sewage from drains behind Sherborne House and get an update with regards to what will happen to address this issue.	ZP
3.3	CN to speak with Contractor at Just Ask to find out why his operatives did not act on this sewage flood and ensure this does not happen again moving forward.	CN
3.3	KS or E to forward photos of the area affected by a previous sewage flood to CN.	KS EN
4.4	ZP to ask if the stats could be specific to Bolney Meadow only.	ZP
5	ZP to issue the Panel with NHH definition of management transfer.	ZP