



NOTTING HILL HOUSING GROUP

West London Local Scrutiny Panel (LSP)

Minutes of meeting held on Tuesday 7^h November 2017

Sussex Place

Present: Residents - (GK), (AH), (MG), (MB) (Chair), (RG), (MV)

Staff – (HM), (CG), (NP), (AS), (PB)

Apologies: Staff – (CW), (JT)

Residents – (GC)

Minute Taker: (AP)

ACTION

1.	Minutes of last meeting and matters arising	
	Minutes from last meeting approved. MB asked for an update from (CN) on estates.	
2.	Terms of Reference/Working Agreement	
	MB referred to the terms of reference and working agreement.	
3.	PRH Heating & Hot Water	
	AS provided a report from complaints and a BSW survey on statistics. Last winter had major issues with K&T heating. In February, they changed over to BSW as K&T were struggling. BSW now manage the outer west properties. Contractors to respond to complaints in the first 5 working days and if escalated 10 working days for NHH. The issues are that they were not responding in time. Escalation process is dealt with by AS at stage 2 response. Individual gas teams for different sectors of NHH. AS explained that the data was not current and updated information will be provided.	AS to provide updated information

	<p>Part of the customer satisfaction is currently affected by the time it takes from reporting the repair to the time the repair is completed and delays during carrying out the repair.</p> <p>AS will circulate current data for the LSP pack as this is discussed at the contractors review meeting.</p> <p>Day to day contracts is paid for based on each job. First time fix/failures are not captured on the report. These are raised as a different job.</p> <p>1st April 2019 is when the gas contracts are ending. Tendering will be done together for the new contracts for both Genesis and Notting Hill [should the merger go ahead].</p> <p>BSW currently carry out 2 visits a year. 1 visit for a service and the second for a repair.</p> <p>At the moment, data for Heating and Hot Water is managed by the contractors. Asset Management will have process for in house data for repairs and self-service repairs.</p> <p>Communal boilers are serviced twice a year. Boilers in tenanted properties are serviced once a year. No service in place for electric properties. Electric Installation Certificate (EIC) certificate will last for 5 to 10 years so a yearly service is not necessary.</p> <p>AH mentioned the legislation for gas changes.</p>	<p>on complaints</p>
<p>4.</p>	<p>Fire & Health & Safety</p>	
	<p>HM covered</p> <ul style="list-style-type: none"> • Kitchen & bathrooms. • Asset strategy – using technology to manage properties better. • Planning – looking to the future • Aerial photography for desktop assessment • Disrepair cases <p>There is currently a project underway for electrical and health & safety to be dealt with by PAM contractors for temporary housing (Home Options)</p> <p>RG asked about fire safety checks. HM to ask for more information about saving money for the resident for the monthly checks for fire safety checks.</p> <p>Legal obligation to check for asbestos in all communal areas.</p> <p>MB said she is not happy that a surveyor no longer attends the properties to check required works. Cyclical works and surveys are now done for the outside of the property.</p> <p>Home options is being dealt with by other landlords. MB made reference</p>	<p>HM to provide information on money saving for fire checks</p> <p>NP & CG to invite Lucy</p>

	<p>to Drayton Bridge and asked if this could be dealt with under one umbrella.</p> <p>HM advised it was more cost effective to use one large contractor to deal with all properties in one area that can deal with all different services rather than deal with individual contractors.</p>	Glynn to LSP
5.	Update from scrutiny review meeting	
	MB highlighted the code of conduct and respect of members opinions.	
6.	Performance Reports	
	<p>Leasehold Performance has reduced (p.18) for Hounslow. Discussion wanted by AH. There are concerns about the turnover of PMO's in a short space of time. CW is now the Manager, MD is now a PMO. To be discussed at the next LSP.</p> <p>Resident monitor for the leaseholders. MB asked if this has been thought about.</p> <p>AH mentioned that there should be a system where requests are logged and residents are given a reference number.</p> <p>Arrears in leasehold (p.27) mortgage or service charge arrears. RG mentioned that service charges are not being charged rent for the year after renewing the lease. To follow up with Leasehold and to be discussed at the next LSP.</p> <p>PRH Deferred to the next meeting.</p>	CW to discuss and provide update at LSP
7.	Update on welfare reform	
	<p>Local Housing Allowance (LHA) is in place for some private renters however Universal Credit (UC) is now being rolled out.</p> <p>Under 35 LHA cap would have capped rates and the rents which would have affected over 800 people. This will no longer be happening. It won't be happening in the sheltered & supported housing either. The government is currently finding new ways of funding for the future.</p> <p>The UC roll out began in 2013 and will last until 2022.</p> <p>UC is currently being rolled out and the service is different depending on the rollout.</p> <p>All Department of Work & Pensions (DWP) and UC numbers will now be free-phones.</p> <p>PB mentioned that there's 7 days of no entitlement (new claimants) "7 day</p>	

	<p>wait". Existing benefit claimers have no wait days.</p> <p>After the monthly assessment period, you get paid. UC pay in arrears. Local authorities have no role in the administration of UC. But Job Centres do provide support and advice.</p> <p>Ealing will go live in February 2018 and Hounslow went live in January 2016.</p> <p>CG advised average arrears for properties under UC are 18% higher. No evictions for Hounslow or Ealing for those on UC.</p> <p>An update on leaseholders for next LSP. Number affected by UC in shareowners.</p>	<p>CW to provide update on number of Leaseholders claiming UC at LSP</p>
<p>8.</p>	<p>Proposed merger with Genesis</p>	
	<p>Merger has been pushed back to April 2018.</p> <p>2nd letter sent out at the end of October about an update on the merger. 4 joint resident meetings in central locations for both Genesis & NHH tenants. East London cancelled.</p> <p>MB suggested a meeting for Hounslow. Consultation is still open until 6th December, survey forms available online. The board will take on the feedback and then make a decision on the merger.</p> <p>2 meetings held on a resident promise.</p> <p>6 key themes: improvement to repairs, digital and technology, more options to move, personalised service, training & employment & resident involvement projects & activities.</p> <p>Events took place last week and a report will be written up by the Executive Board (EB)</p> <p>70,000 properties together with Genesis.</p> <p>RG asked for an update on the results of the Goldsmiths covenant and going to the high court. Did NHH win to be able to develop on the A40.? CG reported that 160 units are being built on the Western Avenue on the A40. It has been mentioned that family homes are meant to be built and NHH has ignored this and has built flats. So this has been taken to high court.</p> <p>There are no LSP equivalents in Genesis. PB mentioned that resident involvement will be looked into as an important aspect of the new company.</p> <p>There are 100 shareholders in NHH, 60 shareholders in Genesis.</p>	<p>NP/CG to provide update at LSP</p>

9.	AOB	
	<p>12th December 2017 – Hammersmith Lyric Theatre. LSP Christmas party.</p> <p>DE is leaving and a card was signed by the LSP members.</p> <p>Next meeting date: Tuesday 20th February 2018 in Hammersmith.</p> <p>LSP members thanked NP for attending the first LSP meeting.</p> <p>MB asked for an update on Westgate House at next meeting.</p> <p>Leasehold will discuss at the next meeting</p> <ul style="list-style-type: none"> - The change in strategy by Leasehold. - Properties are not selling; shareowners are a different market. - New properties being built and delay in sale, should they be rented. - Satisfaction project. 	
	Meeting closed	

NEXT MEETING: 20 February 2018 Hammersmith, 6pm