

# Minutes



Nottingham  
City Council

Housing  
Services

## Housing Assurance Board Minutes

**MINUTES** of the meeting held on **28th NOVEMBER 2024** at 6pm via Microsoft Teams.

### ATTENDEES

BM- Board Member

Tanaiya Daniel (Chair), Anne Dean (acting as Vice -Chair), Marie Smith (BM), Jayati Bhattacharjee (BM), Victor Haven (BM), Linda Chamberlain (BM), Geraldine Chesta (BM)

Cllr Jay Hayes (Executive Member for Housing), Paul Spencer (Head of Customer Experience) Alison Brown (Director of Property Services) Lisa Dawkins (Head of Involvement), Cherrelle Daniel (Tenant Involvement Project Manager)

### ABSENT

Kudzai Muganhiri (BM), Chereece Jenkins (BM), Lutfy Jorban (BM), Jessica Moyo (BM), Bereket Amaha (BM), Tom Shaw (Vice- Chair)

### APOLOGIES Tom Shaw (Vice-Chair)

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| 1 | Welcome & Introductions   | All |
| 2 | Apologies for Absence   | TD  |
| 3 | Declaration of interest – None  | TD  |
| 4 | October 24th Minutes: Distributed and approved.<br>The Chair confirmed the minutes of the meeting held on 24 <sup>th</sup> October as a correct record. <ul style="list-style-type: none"><li>• Recommendations submitted for landlord strategy.</li><li>• Improved format for monthly performance data has been requested by CD.</li></ul> | TD  |
| 5 | TSMs Update – Paul Spencer (Head of Customer Experience)<br><br>1. Sneak Preview of 2024-25 Half-Year Results. Q3 Surveys Just started. Positive movements observed in several areas compared to annual results.  | PS  |

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| <p>Overall satisfaction score dipped from 61% to 58%. Primarily due to dissatisfaction with repairs.</p> <p>2 . Plans: Combining Customer Service Centre and Business Services Team for Repairs to enhance collaboration and coordination.</p>  |          |
| <p>3 . Feedback Analysis</p> <ul style="list-style-type: none"> <li>- Feedback is crucial, even if it's negative.</li> <li>- 93 tenants were very dissatisfied, 302 were neutral, and 159 were very satisfied.</li> <li>- The Board suggested that the focus should be on understanding the reasons behind tenant dissatisfaction. The Chair questioned why only 93 tenants who reported being dissatisfied where asked why they gave the score they did. This was the smallest number of tenants asked in comparison to those that were satisfied or neutral. The board feels more needs to be done to gather feedback from those that are dissatisfied.</li> </ul>  | PS       |
| <p>4.Complaint Resolution Performance</p> <p>Annual complaint resolution performance is satisfactory but requires improvement. Surveys now include additional questions to better understand complaints and where we aren't getting right.</p>  | PS       |
| <p>5 . Feedback Mechanism:</p> <p>Alerts triggered by feedback on D&amp;M, allow pro-active response, and tenants are contacted before issues are reported by them.</p> <p>Board member raised her experience of completing a survey via Acuity, lacked human interaction, and concerns about missed feedback opportunities. PS agreed to look into this and will be requesting that call recording to review.</p>  | PS<br>MS |
| <p>6.Following on from previous action around uncontactable Individuals during the survey: PS advised that Acuity is to provide a list of uncontacted individuals, noting call timings and attempts made, ensuring that re-contact is made at different times. Will also cross reference this list of 'no contact' with our housing NEC system to see when the last contact has been made with those tenants and working collaboratively with Tenancy and Estates Management service, to see if a follow up is required.</p>  | PS       |
| <p>7.Addressing Complaints in Housing Services</p> <p>Complaints Handling: Dedicated teams formed to address and resolve complaints promptly. The board sought clarification on the criteria for what is considered a 'genuine complaint'. Board emphasised on reintroducing personal touch and apologies in complaint resolution. The board noted from some of their personal experiences, that they didn't always feel their complaints were initially taken as a 'genuine complaint'.</p> <ul style="list-style-type: none"> <li>- PS advised that weekly complaint clinics were introduced to address complaints.</li> <li>- Positive discussions are held to analyse complaints and take necessary actions.</li> </ul> | PS       |

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|   | <p>-Resolution officer employed to address complaints and ensure accountability.</p> <p>- seeing reduction in complaints moving into Q3.</p> <p>- 29% of tenants made complaints to the council in the last 12 months.</p> <p>- Confusion exists in categorising genuine complaints, service requests, and unaddressed issues.</p> <p>PS confirmed that if a tenant wants to make a complaint that should be treated as a complaint.</p>  |   |
| 6 | <p>Introduction into Repairs Service - Alison Brown (Director of Property Services)</p> <p>The Board were advised that the performance data will be presented next month as still unavailable at this meeting due to current system not reporting data accurately.</p> <p>1. Property Repairs and Maintenance<br/>Golden Thread Concept: Repairs integrated into a broader property services framework.<br/>Customer Surveys: Conducted post-repair completion via Sabio system; differ from TSM results, satisfaction is higher.</p> <p>AB presented Draft Asset Management Strategy - outlines repair and maintenance investment policies.</p> <p>Majority of repairs remain unplanned or corrective.<br/>New Programmes and Initiatives to include:</p> <ul style="list-style-type: none"> <li>• Window Maintenance Program: Addressing mechanisms in high-rise blocks.</li> <li>• Roof Repairs: Sub-contractors engaged for roof repair investments.</li> <li>• External Wall Insulation: Secured funding, aiming to meet energy efficiency targets by 2030.</li> </ul> <p>2. System Improvements<br/>Work Management System: Existing system ineffective; contract signed for replacement. New system will automate manual tasks, improve scheduling, and enhance repair services.<br/>Appointment Tracking: 'Total Mobile' app to empower customers with tracking and rescheduling capabilities. NEC integration ensures video triage and streamlined processes.</p> <p>Service Review: A new service improvement group consisting of tenants and leaseholders will conduct a detailed review of repair services. To start mid January 25.</p> <p>3. Energy Efficiency and Repairs<br/>£35M allocated for improvement works, with efforts to secure additional funds from central government. Priority given to properties with the</p> | <p>AB</p> <p>AB</p> <p>AB</p> <p>AB</p> |

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| <p>lowest energy efficiency ratings. Aiming to meet a minimum energy requirement target by 2030.</p>   |           |
| <p>4. Performance Issues with sub-contractors.<br/>Complaints about missed appointments and incomplete work and performance.</p> <ul style="list-style-type: none"> <li>• Action - reintroduce physical inspections of completed work to ensure quality.</li> <li>• Performance issues being actively managed</li> <li>• Addressing delays in contractor response and completion of tasks</li> </ul>   | <p>AB</p> |
| <p>The Chair raised a concern from her personal experience - Incomplete Roof Repair Work</p> <ul style="list-style-type: none"> <li>- Roof repair work was not completed properly, several issues still outstanding</li> <li>- Tenant asked to sign a form by NCCHS colleague stating the work was done although it had been identified that several repairs outstanding.</li> <li>- The council promised to return in 14 days to fix the issues, but they have not done so several months later.</li> </ul> <p>The board raised significant concerns about the handling of this, particularly where tenants, particularly vulnerable individuals may feel pressured to sign documents, despite work not being complete. The Board expressed concerns around how many similar situations where forms are marked as complete with outstanding works at properties and tenants being left waiting for a contractor to return.</p> <p>Cllr Hayes also raised this as a concern and agreed to follow this up outside of the meeting.</p> | <p>TD</p> |
| <p>Another Board Member advised that he received a letter in June from asset management advising that United Living would be attending to address D&amp;M and no has attended – highlighting concerns with sub-contractors performance.</p>  | <p>VH</p> |
| <p>AB agreed to look into both cases.</p>  | <p>AB</p> |
| <p>5. Introducing Total Mobile for Appointment Tracking and Rescheduling</p> <ul style="list-style-type: none"> <li>- Introducing 'Total Mobile', an app that allows customers to track and reschedule their own appointments through a customer portal.</li> <li>- Acknowledging past shortcomings, including cancelled jobs due to access issues.</li> <li>- Aiming to improve the appointment scheduling process and provide more control to customers.</li> <li>- Various improvements are being implemented to streamline repairs process.</li> </ul> <ul style="list-style-type: none"> <li>- Aiming to reduce the number of calls by getting things right the first time.</li> <li>- Monitoring and improving email response time.</li> </ul>   | <p>AB</p> |

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|   | <p>Follow up Actions:</p> <ul style="list-style-type: none"> <li>• Chair has requested Performance data to be made available at the next board meeting in January 2025. Data has previously been unavailable against performance measures and KPIs.</li> <li>• Confusion about Housing Patch managers and their roles and visibility, Board would like clarification on this role.</li> <li>• The board has requested data on the proportion of tenants asked who were dissatisfied following TSMs.</li> <li>• The board has requested to have feedback around concerns raised about tenants being asked to sign when works aren't complete and request an update on this, they would like to know how satisfied are NCCHS that there are no repairs outstanding against completed works form. Cllr Hayes has assured the Board that he will also follow up this and the concerns raised around sub-contractors performance and D&amp;M not being addressed.</li> <li>• The board have raised issues with submitting online repairs when the repair isn't listed and would like feedback on this from PS.</li> <li>• PS to provide feedback to MS in relation to the contact with Acuity when completing the TSM survey.</li> </ul> |                     |
| 7 | <p>AOB</p> <p>Meeting Frequency: Discussion on engagement levels; frequency to be adjusted, will remain monthly or bi-monthly.<br/>Discussed policies coming to HAB and whether there would be an exceptions/ cut off date to policies due to come soon that hadn't been consulted on with tenants. HAB very much of the opinion that there should be evidence of the tenants voice, whether that is by consultation or through data already collected to influence the content of the policy/ strategy.</p> <p>No meeting in December to allow members time to review learning materials. The board will meet on 30<sup>th</sup> January 2025.</p>   | <p>TD</p> <p>CD</p> |
| 8 | <p>Chair thanked Service Managers for their presentations and contributions and thanked those that attended.</p>  | <p>TD</p>           |
| 9 | <p>Meeting concluded at 20:25PM.</p>  |                     |