



Minutes of PBHA Forum
26.07.18
Kingsland Hub

Present: 3 tenants
Vanessa Morris
Albert Samuelson
Lani Parker

Minutes: Lani Parker

Agenda:

1. Introductions
2. Minutes and matters arising
3. Any other issues to discuss (not on agenda)
4. Key Performance Indicators for PBHA in relation to property
5. Communication between tenants and staff in relation to all aspects of property
6. Tenants' responsibilities
7. DIY assistance

1. Any other issues to discuss (not on agenda)

The Margate trip was really good!

2. Key Performance Indicators for PBHA in relation to property

Within last quarter 46% of remedial work done. A lot of pressure on all type of housing to make sure their stock is up to scratch. Mainly relating to fire doors having closers, shut properly, fire alarms all up to date. Will be replacing old fire alarms, in shared flats extending smoke detectors into bedrooms.

A tenant raised an issue that they are not supposed to know how to turn off the alarms if it's a false alarm. Vanessa explained that this is to ensure that fire alarms are not disregarded. Alarms need to be more sensitive, and not self-managing, because of the mixture of tenants' needs. Please call if there is a false alarm, so PB has a record of it. Kitchen alarms are heat not smoke sensitive. If you keep the door closed the smoke won't reach the alarms in the corridor so can minimise false alarms.

Please take pictures of contractors' work if you are concerned. All contractors should have their ID on them, should introduce themselves and explain what they are there to do.

PB and tenants to work together to draw up a charter of expectations of any contractors.

3. Tenants' responsibilities

Discussion had about whether tenants know their responsibilities in terms of repairs. PBHA said about ¼ of the repairs they do are actually ones tenants are responsible for. Tenants raised the issue that there is too much information when you move in and that face to face discussion about responsibilities and repairs is better than expecting everybody to have read and digested all the information given.

Concerns were raised that the central pipes in Clissold were not replaced when the renovation was done, and there have been blockages. Some issues may be because in the heat the smell of sewerage is evaporating. Will need to see if it improves in September.

Concerns still being raised, about whether repairs done or done correctly, although things have been improved for some tenants. Performance indicators are one way of seeing how PBHA are doing on this. We are asking our contractors to get feedback over the phone instead of in person when doing the repair, in order to get more honest responses. There have been problems with certain contractors and changes have been made.

Replaced about 11 boilers. Have another 11 planned. These are new combi boilers which are more efficient.

Kitchens and bathrooms are relatively modern. Properties need to be kept up to decent home standards so PB has a financial plan to do planned work rather than responsive repairs.

4. Communication between tenants and staff in relation to all aspects of property

Leaflets – there are a range of leaflets about your tenancy and the properties. These leaflets were re-developed a year and a half ago.

There is a proposal that we have more regular house meetings to improve communication and understanding of tenant/landlord responsibilities, as well as to resolve issues before they come up. PB thinking of charging for repairs which are the tenants' responsibility. But also, wanting to provide training and support on basic DIY and diagnosing why problems happen. There was a suggestion that this training could be used as an incentive – i.e. if you do not come to the training you will have to pay for the repair.

Importantly, the fire brigade have offered to come to properties to inform tenants of fire safety issues. And suggest having a contact for fire safety advice.

There was a discussion on trying to incentivise people to make their living environment better by cleaning and doing minor repairs that are their responsibility. Suggestions included doing product testing for best cleaning materials for different areas (e.g. cookers); also suggestion that figures are published about how much money could have been saved if people had done repairs themselves, and that this money could have been used for other things. But first step is always supporting tenants so DIY training is being looked into.