



Minutes of PBHA Forum

17th October 2018

Clissold Hub

17.00-18.30

Present: 4 tenants

Clare Norton – Chief Executive, PBHA

Albert Samuelson – Assets and Property Manager, PBHA

Vernella Dyer – Creative Industries, PBHA

Scott Driscoll – Topcoat Construction Limited

Minutes: Albert Samuelson

1. Minutes and matters arising

The minutes of the meeting held on 13 September 2018 were accepted as correct

2. Opening times for Kingsland Hub

The tenants expressed no objection to the proposal that Kingsland Hub reception closed at 17.00, to accommodate changing volunteer working patterns.

3. Partnership with Shelter (DIY Training for tenants 19 October 2018)

AS explained that the Association is developing a partnership with Shelter to offer DIY training to tenants and a DIY service for non-urgent repairs. The training and service would be for repairs that the Association would not carry out under the terms of the tenancy.

AS confirmed that the first training session would be held on Friday 19th October 2018 between 1-3pm at The Workshop Geffreye Street.

One tenant expressed concern that not enough notice had been given for tenants to attend.

AS explained that the forthcoming training was virtually fully booked but there would be others booked that would be promoted more fully and well in advance. The initial training was likely to have been promoted by housing workers directly with tenants in this instance.

4. Responsive repairs contractor TCL talking about their responsive repairs service

SD explained the different target times operated by contractor e.g emergency, urgent and non-urgent and the procedure for day to day repairs being carried.

SD explained the TCL made appointments directly with tenants, or alternatively with head office staff where no telephone number was available. SD confirmed that a master key was used to enter self-contained flats where express permission has been given by the tenant.
SD

AS confirmed that tenant satisfaction survey were now being carried out by TCL head office staff. TCL are telephoning tenants and asking a set of standard questions.

After concerns raised by tenants, it was suggested that tenants without a phone are asked to complete a paper based survey.

Another tenant stated that he did not think the fire alarm activated at the time of the fire. The fire alarm had since been tested and activated correctly.

5. Key Performance Indicators

1/7/2018-30/9/2018 (Draft)

Percentage of gas certificates in date 100%

Repairs satisfaction rate 85%

Percentage repairs completed within target times 88%

Credibility of repairs satisfaction based only on small sample and reduction in repairs completed within target times.

AS confirmed that TCL had asked one operative to leave due to poor quality of work.

6. Update on asset management

- **Kitchens and bathrooms**
- **Fire alarms**
- **External decorations**

AS highlighted that the Association is implementing an asset management strategy based on a recent stock condition survey. The purpose of this being to shift expenditure from responsive to planned maintenance. AS said that when repairs were requested, reference

would be made to the asset management plan to avoid any abortive works where planned works were proposed in the next couple years. The Association was planning to replace approximately 39 kitchens and 7 bathrooms in the New Year in consultation with affected tenants. Also new fire alarms need to be installed to comply with fire risk assessment recommendations and external decorations had to be carried out properties, where works were overdue.

7. Adaptations policy and other policy developments

AS explained the different factors that affects the ability for the association to implement adaptations e.g age and suitability of stock, cost.

It did not seem many tenant had much direct experience of adaptations, but expected they would need them as they grew older.

Tenants expressed the usefulness of handrails that have benefited not only the tenants who made the initial request by also subsequent tenants occupying a property.

AS explained the difference between proposed adaptations above and below £500.

Tenants agreed it would be inappropriate to discriminate between long term and short term tenancies for funding

AS suggested that adaptations for existing tenants may be funded by Shelter or other small grant funding organisations.

8. Any other business

PBHA 50th Anniversary

CN explained that next year would be the association 50th Anniversary and was seeking ideas from staff and tenants as to how this could be celebrated in the year April 2019-March 2020.

CN asked tenants what and how the anniversary should be celebrated and the following was suggested;

- Numbers of people housed
- Numbers of people helped through recovery
- Remembrance to former tenants and supporters
- Invite former tenants to events and give testimony
- Arrange community day event
- Creative exhibition
- Fundraising ideas e.g lifts.

CN requested volunteers for 50th Anniversary working group