

Tenant Board Meeting Minutes **5th June 2024**

Attendees

David White- Housing Transformation Manager

Georgia Mecoy- Tenant Engagement Co-Ordinator

Liz Perryman – Board Member

Gerry Crease- Board Member

Marcus Cooper Board Member

Tony Cole- Board Member

Cllr Richard Winch – Cabinet Member for Housing and Property for Mid Suffolk

Fabio Dalabella- Mechanical Manager

Andy Reed- Asbestos and Water Hygiene Manager

Apologies

Lisa Benjamin- Board Member

Introductions

FD introduced himself, as compliance manager for heating (gas and oil).

AR Introduced himself as manager for water hygiene & Asbestos

RW Introduced himself to the group.

Actions from last meeting

GM went through the actions from the last meeting.

DW to invite O/S Chair and Vice Chair to the next few meetings to see when they can come and introduce themselves.

Compliance Presentation

FD gave an overview of his background and role. Deals with complaints and planned upgrades. Spoke about role in getting us back to compliance with our Gas servicing. Our oil stock is running at about 200 overdue with a 10 week programme in place to get us to zero outstanding.

There are about 500 air source heat pumps overdue for servicing. We have also introduced solid fuel chimney sweeping, and out of around 100 properties we have managed to get through 80 and then we will be visiting every 6 months after.

TC asked about air source heat pumps and what our approach is and how we are finding them.

FD advised they have come along way in the last 10 years, and that we need to provide users with more information about how to use them, the benefits of not using fossil fuels and where oil appliances are out of their life, we would then look to replace them.

LP asked about solar heating.

FD advised that we also do the servicing to those, but we don't have as many.

MC asked about the government plan to replace all fossil fuel heating.

DW & FD advised there is a government plan to decarbonise all heating appliances.

FD advised that we are getting some tenant friendly user guides to assist people in using the new technologies such as air source heat pumps, the newer models are quiet more efficient.

RW – Confirmed that the 2035 date is where we have to get to and would be useful to get solar panels installed as well to offset. Would be good to get the issues from tenants about their current issues.

GM to help FD with a survey to understand what tenant issues are and try to help with comms for myth busting.

GM also mentioned about the tenant handbook and the feedback from tenants wanting more information on air source heat pumps.

GC - talked about ground source air pumps and why our preference is air source.

FD advised that this is something that we should be looking into and will raise with the contractor.

LP raised that when she had her air source heat pumps fitted they come back the next day and go through it and then go through it with you and leave you with a book which is easy to use.

AR talked about his work with asbestos. Within the last year we have formed the compliance team, which is refreshing, and it is really important to let you know who is managing your homes and keeping you safe.

Water Hygiene is mainly in our sheltered schemes because the risk is higher in those schemes. We have a new contractor H2O was onboard in January, all risk assessments have been carried out and we are now working through the actions required. We will also be carrying out light surveys to all void properties so that new tenants can be assured that the property is clear of legionella and also provide them with an information pack.

Asbestos – legally we have to reinspect corporate and commercial and 10% of our domestic properties, we do this at the void stage, and also give out a managing asbestos safely leaflet and advice about where asbestos is within your home and we also have a dedicated asbestos email address asbestos@baberghmidsuffolk.gov.uk for any enquiries. Our asbestos is in a good condition and about 99% surveyed and a handful of no accesses – also visit with contractors to encapsulate asbestos to prevent it from causing harm. Our surveying contractor is Armstrong York and Aspect are the contractor for removal.

TC asked about where the information is for tenants?

AR advised on sign up report and advice is given.

LP advised that she lives in Babergh and that the issue with hard water

AR advised that he only looks after water hygiene not hard water but that Anglian Water.

MC reiterating what LP says about hard water about how water softeners may help in the long run.

Jargon Guide

GM took the group through the Housing Jargon guide that we have been developing with our Business Improvement Officer. The guide is 15 pages and we have sent this out to our Resident Readers group, will be useful for tenants and staff.

Tenan Handbook Scrutiny Project

GM took us through the initial activities for the scrutiny project – we initially had 7 people interested, and we have now had 15 people to be the scrutineers for that group.

GM took us through the results of the questions we asked of the scrutineers including the demographic information.

LP talked about how she finds the new website difficult to use and find things.

RW talked about Our Tenants section needing to ensure it includes links to everything that our tenants need.

LP to note down some information that she struggles to find and DW & GM will review and discuss with Customer Operations to see if we can make changes to the layout.

DW advised that we are looking to increase our knowledge about our tenants, their needs and how we can be more accessible.

LP suggested that we use existing communications with our tenants such as raising repairs etc to ask those sorts of questions.

AOB

GM advised that we will be looking for a Chair and Vice Chair so please let GM know of any expressions of interests.

MC feedback about grass cutting being done in Lavenham – Spring Road etc – DW to raise with Ground Maintenance and also advised about neighbourhood standards being introduced.

MC asked about Endeavour House being used for filming.

GC asked about the footpath and cycleway between Needham Market

DW to see if we can get someone from Grounds Maintenance to come along to a future meeting.

-----Meeting Closed 19:27-----