

## May Housing Improvement Board Meeting Minutes

**6<sup>th</sup> May 2025, 18:00- 20:00**

**HYBRID**

### Attendees

Martin Wheatley– **(MW)** (Independent Chair)

Dave Mundy– **(DM)** (Leasehold representative)

Yaw Boateng– **(YB)** (tenant representative)

Les Parry – **(LP)** (tenant representative)

Ishia Beckford – **(IB)** Tenant representative

Eamon McGoldrick**(EM)** (independent representative)

Jitinder Thakar **(JT)** (independent representative)

Cllr Lynne Hale– **(LH)** (Deputy Mayor and Cabinet Member for Homes)

Mayor Jason Perry– **(JP)** (Executive Mayor)

Lisa McFadden– **(LM)** (Executive Officer) (Minutes)

Mary Larbie– **(ML)** (Director of Tenancy)

Susmita Sen– **(SS)** (Corporate Director for Housing)

Susan Hanlon– **(SH)** (Interim Director of Housing Assets and Repairs)

Cathy McCarthy **(CMC)** (Transformation Lead)

Lara Ashley **(LA)** (Transformation Lead)

Paul Davey **(PD)**( Senior Strategic Officer)

### Apologies

None

Welcome and Apologies	
1. MW welcomed all to the meeting. There were no apologies received	
Minutes from Previous Meeting and Matters Arising	
2. The minutes from the previous meeting were not available due to the meeting recording being corrupted.	
Update Future Governance	
3. CMC gave a verbal update on the council's future governance for Housing report which is due to go to Full Council this month, noting that the Housing Assurance Board will form part of the council's governance structure, which is new for local government.	
3.1 LP noted the shift in timeline for resident members recruitment. CMC responded that once chair is recruited in September other recruitment will commence. An exact date is not available as focus has been on getting the report ready for full council approval.	
3.2 DM asked re leaseholder membership and CMC clarified that the report does recommend leaseholder representation in line with HIB TOR.	

<p>3.3 EMC requested the report be made available to HIB members- SS agreed that happy to share report particularly the TOR.</p> <p>3.4 The Chair thanked all for the comprehensive update</p>	
<p style="text-align: center;"><b>Lifting of the regulatory Notice</b></p>	
<p>4. JT noted that an awful lot of work had been done and commented that there needs to be some evidence of this.</p> <p>4.1 JT asked what preparations are being put into place for AWAABS Law, SH responded that the introduction of KPIs in June last year in line with AWAABS law, when we review the policy, it will be enhancing it with good practice across the sector and what the regulator is looking at.</p> <p>4.2 EMC noted that occupancy check may be a focus for the sector in regard to best use of stock.</p> <p>4.3 EMC further noted no access may also become an issue and the council will need to ensure residents are aware of the tenant's responsibility,</p> <p>4.4 the question was asked how customer data and vulnerability being captured what are we collecting. ML responded that we are looking at everything across the piece, including vulnerability which has helped us work with residents to maximise their income. We also work with mental health colleagues to help offer specialist support to residents with mental health needs.</p> <p>4.5 CMC noted that we are focusing on protected characteristics, disability and vulnerability. Do need to focus on this data to analyse</p> <p>4.6 YB mentioned the issue he raised around waste post the undertaking being lifted. This just can't be allowed to happen, and it shouldn't be down to residents to raise. How is this going to be resolved. ML responded that we need to make it clear that the wider council needs to be responsible and they need to take accountability for the services they deliver on our estates. If the service is not delivered to the standard of the SLA, then we take it away. We need to hold these services to account, in term of long-term discussion this area are pulling together a panel and we need you to be part of this panel, they need to hear your pain.</p> <p>4.7 LP added that he felt that estates in relation to waste services were being stigmatised, the best efforts of our housing directorate does not seem to be making steps to improve that, there is need for a forum to hear the residents' voices. Bulk waste they are not looking at the causes.</p> <p>4.8 LP commented on the lifting the VU and noted that he had been sceptical in the beginning lot of emphasis on data and little comment on the lived experience. No task n finish groups no surveys, mystery shopping not being used. CIAP is floundering as the delegates have had no training needs to gather pace.</p> <p>4.9 SS noted that as part of our restructure housing is are reviewing how the top tier functions and we have also talked about culture across the department and other departments. We have been working with our counterparts and have been very clear of what our expectations are and have asked for better visibility of schedules especially across our estates, we are watching it really closely.</p> <p>4.10 ML noted that the service area for waste needs to be hearing this and be more visible. They don't feel the impact as complaints are coming to Housing to resolve.</p>	

<p>4.11 MJP came in on the stigmatisation comment and offered apologies on the what the service on the way the contract has panned out so far. It is not acceptable there is no stigmatising by us and it should not be allowed and I will pick this up with those managers. Getting to the bottom of what's going on with the new contract and I am expecting it to be better for residents going forward. Fly tipping, we do have new enforcement policy and street-based officers so we can get into greater enforcement and greater prosecution, trying to move to a self-financing service that responds to the issues.</p>	
<b>Transformation Update</b>	
<p>5. SS wanted to highlight keys areas SS and talked to the restructure and what this looking to deliver</p> <p>5.1 ML talked on the improvements being made on voids and SS noted that it's been a collaborative piece of work not just with the teams but also with the contractors to deliver the message that everyday counts</p> <p>5.2 LA added that on the culture piece there will be a follow up post restructure and once permanent staff are in place.</p> <p>5.3 SS updated that expecting to go to planning in June on Regina Road and that the empty block is undergoing demo and awaiting vacant possession on the 2<sup>nd</sup> block. Procurement has started for the construction contractor</p> <p>5.4 Complaints – a complaints improvement plan in place which has been shaped by residents. The areas that we have been working on is quality of responses, correct compensation, resourcing and permanent recruitment, alongside increased resourcing to the corporate centre. Modifications have been made to the complaints system to ensure that we are in line with the ombudsman code</p> <p>5.5 A piece of work being done on how we hold and maintain information on our HRA properties and that there is a control framework for adding and deleting properties to the system to ensure we have robust system in place.</p> <p>5.6 The question was asked as to what the resident engagement on Asset management strategy had been. SH responded that there have been 12 res engagement events before it was taken forward. Based on that engagement we have added the projects to equity surveys, and this data is collected monthly and is presented at PMG. RLO's are collected data on lived experience with the top 10 blocks being targeted. ML organised 76 events and contractors attended 75 off those events.</p> <p>5.7 LP raised that this has not been reported to CIAP and asked for the resurrection of the group that had previously been in existence. SH responded that residents will be involved in the procurement off these services and goes to PMG.</p> <p>5.8 The chair noted that the architecture of groups is not for this meeting.</p>	
<b>Performance Update</b>	
<p>6. The chair asked that the Board went straight into questions or comments on this item and noted that it was good to see improvements in voids and on revenue collection.</p>	

<p>6.1 The chair further noted that there is some stubborn stickiness on some off the TSM, we are on a pivot at the moment and some of the improvements we have made need to start baring fruit.</p> <p>6.2 DM noted that waiting time has this come back down due to staffing changes and system issues</p> <p>The Chair thanked everyone for their contributions and to Lara Ashley for her effort and insight and general brilliance.</p> <p>Cllr Hale wished to note that it continues to be a journey and a lot of plate spinning. Both her and the Mayor remain dedicated to improving the service and are grateful for the team we have and members of the board that is chaired very well.</p>	
<b>AOB</b>	
There was no other business, and the Chair thanked the board for the contributions	