

TENANT & LEASEHOLDER PANEL

MEETING DATE: 16 OCTOBER 2018

ACTIONS:

	ITEM	AGREED ACTION	WHO BY	BY WHEN	COMMENTS
1.	Sharon Swaby raised concerns regarding flytipping, caretaking and other estate cleaning issues on the Shrublands estate and not knowing which officers to contact to report them to. There is also a container and portaloos on the estate and not notices regarding what they are there for.	Councillors and Officers to investigate these issues with a view to addressing them and report back to panel.	Yvonne Murray	10 days	The fly-tipping concerns raised by Sharon were resolved and we also organised a walkabout with her to look at other issues on the estate.
2.	Yaw Boateng requested issues forms for the next meeting for members to report items for action that cannot be raised within the meeting.	Forms to be made available at the beginning of all future meetings	Chris Stock	Next meeting	
3.	Yaw Boateng queried whether panel meetings could start later in order to accommodate those members who work.	Chris Stock to look into changing times and report back to panel	Chris Stock	Next meeting	To be discussed at the next meeting of each panel
4.	Guy Pile-Gray suggested that panel meetings are staggered throughout the year so quarterly meetings do not all happen during the same month.	This is probably as a result of the quarterly performance reports being available at the same time. To investigate.	Chris Stock	10 days	Every effort will be made to stagger these throughout the quarter

5.	ARCH conference slides to be circulated to panel members		Verna Francis	To be sent with minutes	
6.	Kim Wakely queried whether estate inspections had stopped.	Officers to investigate and report back to panel.	Lorraine Smout	10 days	A revised Estate Plan is being introduced to replace the estate inspection process. The detail has now been discussed with the Responsive Repairs SIG.
7.	Binta Barry expressed concern that when reporting repairs, people are being told to take pictures and upload them along with an explanation of what the issue is. Some residents who do not have English as a first language or who are not computer savvy may not be able to do this and struggle to report repairs and other issues.	Officers to clarify and report back to panel	Lorraine Smout	10 days	<p>Response from Axis – It is currently not within our process requirements to ask for pictures to be submitted as a standard. A number of our residents do provide pictures as a matter of course when submitting repairs via the web portal and these are useful in the terms of understanding the nature of the repair when it falls outside of a straight forward diagnostic – mould and its severity being an example.</p> <p>Within the last few months we have been recruiting to the contact centre and we have a number of newly appointed members of our team. Full training in both systems and customer experience is provided and we can confirm the request to provide pictures doesn't fall into our training programme either. However, it was found at the time that some of the new and younger members of the contact centre team did indeed encourage the submission of photographs, albeit with the right</p>

					<p>intentions but against process. This was corrected at the time.</p> <p>Instances where residents may not have English as a first language and could result in struggling to diagnose the repair may result in a supervisor or operative attending the premises. These are few and far between occurrences and our call centre is supported with a varied array of languages with the team themselves.</p>