

Home Service Improvement Group 12 August 2014

- discussed the New Design Guide Workshop where residents contributed ideas on improving the building of future homes
- added lift maintenance and encased bathroom fittings (2D lights) to action plan
- request to be involved in upcoming procurement process for low voltage electrical works contract
- discussed how Mears manage multi trade repairs and how they are aiming for greater cohesion and improved communication
- updates from Estate Development Budget (EDB) Panel reps
- visit to the repairs desk visits for Home Group members arranged
- looked at the 'Tenant representative's repairs reporting procedure'

Neighbourhood & Community Service Improvement Group 18 Sept 2014

- Recharges Policy; how Housing currently charges tenants for property damage/ changes/ neglect
- discussed current processes and considered possible changes into the future, through a number of scenarios.
- Scenarios – the costs implications of:
 1. electrician turned away from pre booked rewire
 2. parking on grass verges due to lack available space
 3. tree damaging pavement is not maintained in 20 years vs 1 year
 4. contractors unable to conduct annual boiler service due to state of kitchen
- tenants made aware of potential recharges through the tenant welcome pack
- group felt recharges should be made case by case, but because of time this takes there needs to be a standard approach
- suggestion to have a standard rule, allowing for extenuating circumstances
- staff time before or after a tenant alters a property should be rechargeable
- Do vulnerable people get special dispensation? Housing would have to pay the costs therefore less money available for other tenants

AGENDA ITEM 34E

- What warnings, if any, should tenants receive before a fine? Support to find alternative solution should be offered where necessary, but repeat offenders should be sent one warning letter, then re-charged.

Tenancy Service Improvement Group 24 September 2014

- project to address fly tipping continues
- recap following site visit in August
- Resident Involvement Officer & Neighbourhood Officer feedback from door knocking – positive community feel, support for Estate Development Budget (EDB) bid ideas
- planning leafleting / door knock to advertise a local meeting for Buckley Close residents to float idea of amnesty day (Community Clean Up day) and to discuss EDB
- suggestion to publicise the Estate Services furniture recycling service in Homing In
- discussed positive ways to discourage people from fly tipping
- began to think about the upcoming City Assembly breakout group about anti-social behaviour that they will be running

Involvement & Empowerment Service Improvement Group 2 Oct 2014

- Model Constitution and Recognition Policy agreed by Housing Committee's September meeting. Both now sent to Chairs and Secretaries of TRAs.
- City Assembly Sub-Group have been working on City Assembly being held on 15 November. Posters advertising the City Assembly with the agenda now sent.
- working with Resident Involvement Team to use Homing-in, Facebook, @BHCtenants #resident involvement Twitter account, TRA contacts, leaflets, posters etc to launch recruitment campaign, inviting residents to get involved in Service Improvement Groups
- working on calendar of city events to raise profile of resident involvement - will work with PCSOs, community development workers, community and voluntary sector organisations to identify key dates
- working with the Black and Minority Ethnic Community Partnership to tag resident involvement information session onto their Friday drop-ins

AGENDA ITEM 34E

- gathering case studies of 'what works, what doesn't work' in resident involvement from residents attending I&E breakout session at City Assembly – use this information to market 'ideas that work' to encourage further involvement
- recruiting residents at the City Assembly to join the I&E group to work on a new 'resident involvement hand book'
- Agreed meeting dates for the year ahead: Monday 8 December 2014, Thursday 12 March 2015, Thursday 11 June, Thursday 10 September. All 10am - 12noon at the Housing Centre.

Business & Value for Money Service Improvement Group 29 October 2014

- received an update on the budget workshop held on 1 September.
- report on Resident's Associations Newsletters was given and the group was given the opportunity to present possible suggestions to improve the operation of newsletters in the future.
- an example of the Council's 'Standard Letter' format was discussed, the group gave views on content, style and tone.
- discussed the Council's Quarter 1 Performance Report
- discussed the upcoming City Assembly and topics to discuss at the breakout group.

