Meeting Notes and Key Actions:
Resident Scrutiny Panel (RSP) Meeting

Meeting held	05 March 2024
Time	6.00pm - 8.00pm
Author	Karen Boothe

In attendance:

RSP Members
Alistair Lark (AL)
Johanne Freeman (JF)
Osman Jalloh (OS)
Philip Martin (PM)
Timothy Kavanagh (TK)
Brian Young (BY)
Martin Bright (MB)
Steven Smith (SS)

RSP Mentor
Michael Guest (MG)

Staff
Theo Scott (TS) Customer Experience Manager
Neil Alexander (NS) Repairs Manager
Elspeth Brown (EB) Head of Contracts and Compliance
Karen Boothe (KB) Customer Engagement Officer - Notes

Apologies: Pamela Okyere (PO), Miriam Zendle (MO)

Matters Arising from last meeting held on: 06 December 2024

Under point 4 – "*service charges 4% increase since the merger".* The figures should be shown as 30%+ increase in a single year.

Under point 4 – the following two paragraphs read:

" *Also it was noted that this was passed through the courts where no notification needs to be given to residents".*

TS commented that the Customer Experience Team receives a high volume of calls from residents regarding the 20 pages document sent to them, but the team had limited information.

They are in correct and have should have stated the following:-

This is a separate matter, where TCH sent out a 100 page document (not 20), detailing where they intend to head straight to a tribunal, in order to seek permission to bypass certain parts of current housing regulation, that require freeholders to keep their leaseholders informed, and given certain choices, with regards to intended works on Leaseholder properties. The ramifications of bypassing these regulations, if unchallenged or at least queried, may have future detrimental effects on all Leaseholders.

Key Activities discussed:

Overview – Damp and Mould(D&M) Rosebery – NA/EB both gave a verbal presentation.

- There are 78 current cases pertaining to 71 Rosebery properties but currently working with TCH since the merger on a joint approach.
- NA produces a monthly report to include disrepair cases for the Building Safety Board which is ran by Peabody held every month.
- There a several ways to report D&M including a specific email address found on Rosebery's website.
- Operatives are encouraged to report D&M to Rosebery.
- Healthy Homes Officers visits includes D&M who produce a daily report given to specific dedicated member of staff.
- Surveyors and Repairs Supervisor who deals with D&M are required to provide a report with specific instructions. They often carry specialised equipment such as damp meter and cases can be referred to D&M specialists.
- NA suggested that other members of staff from the Repairs Team can attend a meeting with RSP members to discuss the technical side.
- EB mentioned that the focus is on residents' health and safety, wellbeing and working collaboratively with them. Also, that fuel poverty has been a big factor/trigger for D&M therefore signposting to money support services are in place.

The following were raised: -

- AL queried what happens if D&M is related to lifestyle. NA responded that the housing sector are not allowed to use this term. EB added that the Housing Ombudsman D&M Spotlight Report specifies that 'lifestyle' must not be used by the housing sector instead they should understand root causes, use an engaged approach including giving advice and support.
- OJ stated that some cases could stem from the structure and age of a property which can inherit D&M problems.
- SS mentioned that that the wettest February month and climate changes will have an impact on D&M within properties.
- TS queried what areas would assist the RSP D&M scrutiny with their findings.
- SS asked what happens to serious D&M cases are residents rehoused.
- MG recommended to use the same process as TCH RSP D&M scrutiny.

- TK queried if there is an independent arbitration service to deal with D&M disputes across the board. EB responded that the Housing Ombudsman will investigate, and the Housing Regulator will inspect stemming from the Consumer Standards introduced in April 2024.

Review TCH RSP - Damp and Mould Scrutiny Project Report

The following were acknowledged: -

- 20 recommendations were made which would be hard to implement.
- Scrutiny started in April 2023 with 11 participants involved in the process.
- The findings documented that D&M Officers had large workloads.
- Remedies were offered such as D&M washes.

It was recommended to use the same scope and methods ie desktop reviews, comparing TCH with 20 Housing Associations, reality check and complaints on D&M.

Approach to Scoping and Methods

The following were agreed for the scrutiny process: -

- D&M Complaints Data
- Call for Document
- Staff interviews – both Senior/Operational
- External Sources – eg contractors; Burtons
- Wordnerds Data - residents free text responses detailing sentiment scoring, comments, trends etc.
- Focus Groups – residents who have gone through reporting D&M
- Benchmarking/comparison with other housing providers

<u>Agreed Timetable</u>

W/c	**Activities**
08/04	Recap/Refresher Training on Making Scrutiny Work
22/04	Start Scoping and Methods Process
10/06	Report Writing
08/07	Round Table Meeting
29/07	Report to Board

Update – Customer Complaints Service Improvement Plan

1. **Complaints Policy** – completed - now adopted the same policy as TCH.

2. **Website Content and Communications** – refresh currently in process and scrutiny page will be similar to TCH and launched in April 2024.

3. **Complaint Satisfaction Survey and Insight** – Wordnerds will look at specific comments on third party ie contractors.

4. **Knowledge and Information** – in working progress on self-assessment with meeting Housing Ombudsman Spotlight Report to be completed by April 2024.

5. **Complaints Handling and Communications** – to be completed by April 2024.

Key Priorities

- Complete review of damp & mould by end of June 2024
- Clear objectives and scope for the review
- Data collection & analysis – gather relevant data, including resident complaints.
- Engagement & Consultation – engage with residents and key stakeholders.
- Expert input & advice – seek input and advice from relevant experts, to gain understanding of the issues and possible solutions.

Key Risks

- Not having enough members to actively particate in carrying out the scrutiny review process.

Key Action

- KB to find out appropriate staff member(s) from Repairs Team to attend a meeting with RSP members to discuss the technical side.
- KB to book a refresher training session with MG on Making Scrutiny Work for RSP members to attend week commencing 8 April 2024.
- KB to send current organisational chart to RSP members.