

Performance Advisory Group (PAG)

Monday 27 July 2015, 9th Floor Board Room, Barnet House

Main Meeting 6:30pm until 8:30pm

Present:

John Davies	(JD)	Chair Person
Colette Gallagher	(CG)	Deputy Chair Person
Aruna Bhatt	(AB)	Member
Maxwell Doku	(MD)	Member
Norah Fallon	(NF)	Member
Adanna Oji	(AO)	Member
Katarzyna Motaali	(KM)	Member
Troy Henshall	(TH)	Chief Executive Interim
Angela Purcell	(AP)	Board Member
Deborah Beckford	(DB)	Senior Community Engagement Officer, BH
Tim Blanc	(TB)	Head of Community Engagement, BH
Julia Leszczak	(JL)	Community Engagement Officer
Dave Dawson	(DD)	
Thomas Carroll	(TC)	Property Services

Item	Title	Action
1	Apologies and welcome Apologies received from Introductions were made <i>How many active members does PAG currently have?</i> There are now 9 PAG members. PAG is currently recruiting via @home magazine, resident groups and involved residents.	
2	Minute Approval All agreed the minutes were a true reflection.	
3.	Rental Income Team Update Explanation of Performance Indicators (report attached) <u>Homeless Appeals</u> <ul style="list-style-type: none"> Homeless appeals missed targets at end of Q4 (see attached report), as still clearing the backlog of cases from the previous financial year Rent team has now extra resource, so number of appeals completed has increased and uncompleted appeals have 	

	<p>decreased</p> <ul style="list-style-type: none"> • Appeals are to be completed within 56 days as per target <p><u>Gas servicing</u></p> <ul style="list-style-type: none"> • Meeting targets has been difficult as a court order has to be reached when there are access issues following a long process of communication attempts <p><u>Rental Income</u></p> <ul style="list-style-type: none"> • Rent targets were missed consistently up to the end of the first quarter 2015 • Now new targets have been agreed with LBB which need to be confirmed at the next board meeting • New targets were required due to issues with Direct Debits (DD) etc. still challenging <p><i>Should the issues not be rectified rather than just changing the targets?</i></p> <p>TH: We are confident that the majority of issues the issues experienced recently were out of control, as they occurred at LBB. Other payments like the council tax were also affected and back-up plans have been put in place.</p> <p>The recent issues with leaseholder DDs were unconnected with previous issues. We are aware that these issues undermine the confidence in DD payments among residents.</p> <p><i>How confident are you that these new targets are being met in light of Universal Credit?</i></p> <p>TH: The targets should be challenging but achievable. The Welfare Reform should not stop us from setting challenging targets. They will still be achievable as our information campaigns and programmes, such as the Welfare Reform Task and articles in the @home magazine have been very successful.</p> <p><i>Do we know the main reason why people fall into arrears?</i></p> <p>TH: We would need to speak to Ann-Marie to get solid facts, but we know that a high number of residents has moved from full into partial housing benefit, meaning that they have to find the remaining rent money themselves. At the same time costs have risen. The biggest challenge is to engage residents with rent arrears.</p> <p>Days like the outreach day in Burnt Oak on 25 July help us to engage with people who would not normally get involved, so that we can gain more insight into barriers to engagement and think about solutions.</p> <p><i>How many appeals do Barnet Home deal with per month?</i></p> <p>DD: Since start of May there has been a promising increase in processed appeals. As of June 70 Appeals have been completed. On</p>	<p>DB to contact Ann-Marie to find out main reason for rent arrears</p>
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	<p>average we process 65 appeals per month. The process can be very time-consuming often includes legal steps. The definition of relapsed time for minor works has been changed by Housemark so Barnet Homes have adjusted theirs.</p> <p>The target of new built properties this year is: 40 Cost saving target is £200.000, which had already been delivered.</p> <p><i>Why has this target been delivered early?</i></p> <p>TH: It was actually delivered last year, but is reflecting in this year's budget. The saving of £300.000 was mainly by the closure of Barbara Langston House, so it should be seen as more of a representative saving.</p>	
4.	<p>Major Works Tenant Standard Document (attached) Consultation – Thomas Cowell (Property Services)</p> <p>TC: Major works are very different to repairs and focuses on replacement and improvements instead of day to day maintenance</p> <p>This 30 year programme is aiming to cut down on repair costs in the long run.</p> <p>I would like to go through the Tenant Standard Document and have PAG's opinion and input, particularly on the wording.</p> <p><u>Introduction part of the document:</u></p> <p><i>How do you decide on colour when tenants' wishes differ?</i> It is a majority decision; if no majority is achieved then we default to the previous colour.</p> <p><i>There should be something within the document to explain this and give option for more information.</i></p> <p>TB: There should be some timings in there as well as contact information</p> <p>TC: This is supposed to be a standard doc. Timings would be different depending on type of work. There usually will be a letter with timings alter on.</p> <p><i>There should be at least a phrase indicating, that the tenant will be notified of timings further on. There should also be an online version linking to further information about the timings of the different types of work and other details.</i></p> <p>TH: The major work team should at least aspire to give an estimate of the duration of different works.</p> <p><i>When would the letter with the timings go out?</i></p>	<p>TC to add</p> <p>TC to add</p>

	<p>TC: It can happen quite close to the beginning of the works. The Leaseholder committee has asked to put costing and timing estimates together for leaseholders. These timings could maybe be used for this document.</p> <p>TB: There should be a resident liaison officer for the major works team.</p> <p><u>External Fabric</u></p> <p><i>The meaning of render needs to be explained maybe with a glossary at the back (or linking to one in the online version).</i></p> <p><i>Does the work just apply to wear and tear or also personal damage? Needs to be clarified in the document.</i></p> <p>TC: Generally wear and tear.</p> <p><u>External Decoration</u></p> <p><i>Again, timings and meanings need to be explained. Are there any special timings for people with disability?</i></p> <p>No not anymore.</p> <p><i>Do major works include the whole building? Clarification needed</i></p> <p>TC: No, only previously painted surfaces.</p> <p><i>Is repointing part of the process?</i></p> <p>TC: Yes, if necessary minor repairs will be done as the works go on.</p> <p>TH: There is no information about what triggers major works and how it is prioritised.</p> <p>TC: This depends on many factors such as way the property is facing, geographical location (are there any other works due to the building or in buildings nearby). A special 5-year programme targets properties, which need work done more often, due to their build and/or location.</p> <p><i>Will there be information about costs for leaseholders?</i></p> <p>TC: This particular document is targeting tenants. However the leasehold team is working on this.</p> <p><i>A link to the leaseholder information should be put into this document to provide effective signposting.</i></p> <p><u>Windows</u></p> <p><i>Are windows on regeneration estates really replaced?</i></p> <p>Yes if it is considered reasonable. Residents have the right to live in acceptable conditions and regeneration processed can span a vast period of time. The decision to carry out major works would depend greatly on the timings of the regeneration phases. Issues such as condensation are issues that can be prevented easily through correct airing and wiping water off the windows.</p>	<p>TC to add</p> <p>TC to add</p> <p>TC to add</p> <p>TC to add</p> <p>TC to add</p> <p>TC to add</p>
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	<p>Is condensation a season issue? If so, what can we do to inform residents to prevent its occurrence?</p> <p>TC: condensation is a winter issue. We send out information leaflets to people affected.</p> <p><i>Leaflets are being sent out often too late. We should be more proactive.</i></p> <p>JL: There have been articles in the @home magazine. There have also been suggestions during Communications meetings to film videos, as this might be a more attractive way of informing residents and could ideally also help overcome communication barriers.</p> <p><i>It says kitchens older than 30 years qualify for Major Works. How do I know how old my kitchen is? When do I qualify? More details on where to find this information needs to be added.</i></p> <p>TC: It often is hard to determine. Some old kitchens will have a date stamp, but the surveyor will be able to determine if your kitchen is qualified.</p> <p><u>External Doors</u></p> <p><i>There should be clarification which door this document is referring the door to the block or the door to the flat?</i></p> <p><i>Will newer baths still be getting a fan if there are without window?</i></p> <p>TC: Baths should have a fan if they do not have a window, however, a newer bath won't qualify for major works. A missing fan should a separate item and reported to the repairs team.</p> <p><i>The bullet points are a good idea, but it should be made clear that the list should make sure it is understood as a whole package, rather than one to pick and choose from.</i></p> <p><i>Major Works can be very stressful to older and vulnerable residents, who would rather stay undisturbed. Do people whose property is in good condition but older than 30years have to have Major Works carried out? There should be clarification.</i></p> <p>No.</p> <p>TH: It would be helpful to add a passage explaining the underlying principles of the programme and we will do as well as we won't do to minimise upheaval</p> <p>TB: needed to leave early but reiterated that timings and contact details should be added to the document. Residents should be aware how long scaffolding will be up, which disturbances to expect and they should know about post inspections, warranty etc. Maybe there</p>	<p>TC to add</p> <p>TC to add</p> <p>TC to add</p> <p>TC to add</p> <p>TC to add</p>
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