



**FER Meeting**  
**4 July 2018, 11.00am**  
**Boardroom, 9<sup>th</sup> Floor Maitland House,**

**Present:**

- Lynda Buckley – LB – Chair (Acting Vice Chair)**
- Liz Mansfield – LM- Chair (Acting)**
- Janet Ledgerton – JL – General Officer**
- Ambrose Ghazali – AG – FER Committee Member**
- Ron Shadforth – RS – FER Committee Member**
- Yahia Bakr – YB – FER Committee Member**
- Cherish Hill – CH- Senior Customer and Community Engagement Officer**
- Laura Ball – LBa – Customer and Community Engagement Officer – Minutes**
- Janice White – JW – Housing Manager: Performance and Customer Engagement**
- Peter Mercer – PM – Director of Property Services**
- Mark Goodall – MG – Property Manager: Repairs and Asset Management**
- Ian Martin – IM – Executive Director of Operations**
- Corinne Roach – CR- Housing Manager: Income and Allocations**
- Paul Murphy – PMu – Senior Housing Officer**

<b>1</b>	<b>Apologies and Introductions</b>
	Kevin Turnpenney – Director of Housing and Communities
<b>2</b>	<b>Minutes of the last meeting</b>
	Approved as true copy.
<b>3</b>	<b>Matters Arising</b>
	<ul style="list-style-type: none"> <li>Zero tolerance approach to personal items stored in communal areas is not mentioned in tenancy agreement but legislation will override this. There is a booklet given out at the start of tenancy, suggest that ‘statutory legislation will be applied and override’ is added.</li> <li>LB to attend E&amp;D/Safeguarding meetings.</li> <li>KT to discuss income and months rent upfront with staff and will bring feedback to FER.</li> <li>KT to discuss mobility scooter issue with staff. Will also consult with residents but need to be clear what EHA can and can’t do.</li> </ul>
<b>4</b>	<b>Declaration of Interest</b>
	IM is now Director of Accession Homes.
<b>5</b>	<b>Update from Chair</b>
	<ul style="list-style-type: none"> <li>EHA held first community day in Maldon in May which JL attended. WDE event has been rescheduled. Please could FER make an effort to attend.</li> <li>14<sup>th</sup> June Grenfell Anniversary. Thoughts go out to all victims of this tragedy.</li> <li>Fly tipping – LB has submitted some information for Estuary News and will share with FER at next meeting. Waiting for pictures from Caroline Creasey.</li> <li>Julia Davis has stepped down from FER and joined ERSRP.</li> <li>LM will be chairing next two meetings. Has been working through CIH Housing Maintenance course and is now on last unit.</li> <li>LB has also recently completed her CIH level 2 award in housing practice.</li> </ul>

	<ul style="list-style-type: none"> <li>• JW hosted Welfare Reform Training. 3/6 attended and all felt they learnt something.</li> <li>• AG and LB have completed online recruitment training. LB completed this to take part in recruitment of staff. CH is offering a bitesize of this if any members wish to take part. JL is interested in this.</li> <li>• AGM in September – reminder for all FER member to attend.</li> </ul>
<b>6a</b>	<b>Property Services Update</b>
	<ul style="list-style-type: none"> <li>• Recorded highest ever satisfaction figures of 96% in May 2018. Average performance is around 90%.</li> <li>• 20 day void has been removed to drive down letting time, maximum time for voids is 10 days.</li> <li>• Low number of complaints and high compliments coming through at the moment.</li> </ul>
<b>6b</b>	<b>Estate Service Standards</b>
	<ul style="list-style-type: none"> <li>• No report yet as inspection software has just gone live.</li> <li>• Estate services are judged on 4 categories. Minimum targets 75% Gold, 20% silver and 5% bronze. Nowhere should be ungraded.</li> <li>• CC will give a presentation to FER to explain this further and look at the HouseMark App.</li> </ul>
<b>6c</b>	<b>New Contract Tender</b>
	<ul style="list-style-type: none"> <li>• Training dates for residents have been agreed.</li> <li>• Section 20 is ready to go out to leaseholders. Pin notice is ready to go to OJEU (Official Journal European Union) website which will get contractors interested. PQQ (Pre-Qualification Questionnaire) is then requested by contractors and returned to EHA. Finally the ITT (Invitation To Tender) is sent out.</li> <li>• Tender documents around 75% complete. PM will be meeting with consultants to complete specific tender requirements.</li> <li>• PACE have consulted with residents on appointment times. Residents preferred to move away from half day times to have more flexibility. Also voted to remove Urgent category of repairs. This will be included in new contract and should improve overall performance.</li> <li>• Some 10 day+ voids have come up since the 20 day was removed. Extended timescale will be agreed on a case by cases basis.</li> </ul>
<b>7</b>	<b>Board and Management Update</b>
	<p>An overview was given of papers taken to Services Committee 14<sup>th</sup> May and Board papers for June.</p> <p>Advised of new Executive Director of Finance and Corporate Resources – Michael Hadjimichael.</p> <p>Mobile devices for FER and whole organisation are on hold for now until new ICT service is introduced. To be reviewed in 6 months.</p>
<b>8</b>	<b>ASB Procedure Review</b>
	<p>Review from ERSRP has influence procedure changes. Dear Neighbour Cards have been introduced which seem to be working well so far. Will ask residents for feedback. Diary sheets are not online yet but are under review.</p> <p>AG looking forward to Housing Team getting the new ICT ASB system which should make a positive change to how ASB is dealt with.</p> <p>FER approve the paper</p>
<b>9</b>	<b>Solar Power in Tenants Properties</b>
	<p>The FER received an update about solar power in EHA properties. The FER noted this report and asked for more information on this to be made available to residents. FER asked for a further update to be shared at the November FER meeting.</p>
<b>10</b>	<b>Urgent Rehousing Policy</b>

	<p>CR explained the reason for the revision of the Policy to ensure there is transparency where residents are given urgent rehousing priority. EHA display J9 which indicates to victims of domestic abuse that help is available.</p> <p>FER approve the policy.</p>
<b>11</b>	<b>Succession Policy and FER AGM planning</b>
	<p>RS and AG will be standing for election and will start next term of 3 years if voted on. FER approved.</p> <p>Discussed feedback from 2017 AGM and how this will be acted on. Agenda for the FER AGM was agreed and FER asked to have more active role in the event.</p>
<b>12</b>	<b>Feedback from groups</b>
<b>A</b>	<b>ERSRP Update</b> – Presented Mystery Shopping Report which will be repeated quarterly. Voids report is complete and has been sent to staff for response. Next project is to look at GEMS (cleaning and gardening).
<b>B</b>	<b>Core Group – no meeting</b>
<b>C</b>	<b>Health and Safety</b> - Performance overall is good. 25% improvement in RIDDOR accidents. Local Fire Service inspected schemes in 2017/18. All inspections are at 100% compliance. Reviewed driving at work policy. Reviewed Equality Impact Assessment for H&S policy. No drop kerbs for Sunlight Mews – to discuss at next meeting – accessibility issue. Next meeting in August.
<b>D</b>	<b>Planned Maintenance</b> – JL Updated on current performance. Planned work has been scheduled up until November 2018. Satisfaction at 89% based on 206 residents. 8 complaints 6 compliments. 100% satisfaction for this year based on 17 calls. All planned kitchens. FER to highlight content insurance to residents and why this is important.
<b>E</b>	<b>Equality and Diversity</b> No meeting.
<b>15</b>	<b>Any Other Business</b>
	<p>LBA has updated Estate Improvement Budget application, guidelines and terms. FER approved.</p> <p>Janet attending TPAS conference mid July. JW asked JL to bring back other ways of engaging with and listening to tenants. Any new ways of engaging tenants.</p> <p>FER meal with vouchers – LB organising and will be discussed on FER WhatsApp.</p>
	<b>FER Members meeting</b>
	Members agreed to provide their feedback from groups electronically so that it can be sent out with the papers where possible. Otherwise FER members will table the typed report at the meeting.
	<b>Next meeting will be on 5<sup>th</sup> September 2018, followed by FER AGM 8<sup>th</sup> September. Team building and new committee session will be on 19<sup>th</sup> September</b>