



**FER Meeting**  
**5<sup>th</sup> September 2018, 11.00am**  
**Boardroom, 9<sup>th</sup> Floor Maitland House, Southend SS1 2JY**

**Present:**

- Lynda Buckley – LB – Chair**
- Liz Mansfield – LM- Vice Chair**
- Janet Ledgerton – JL – General Officer**
- Ambrose Ghazali – AG – FER Committee Member**
- Laura Ball – LBa – Customer and Community Engagement Officer (Minutes)**
- Janice White – JW – Housing Manager: Performance and Customer Engagement**
- Kevin Turnpenney – KT – Director of Housing and Communities**
- Peter Mercer – PM – Director of Property Services**
- Natalie Schofield – NS – Senior Housing Officer**
- Eric McKenzie – EM – FER Applicant (observing)**
- Stephen Brown – SB – FER Applicant (observing)**

<b>1</b>	<b>Apologies and Introductions</b>
	Yahia Bakr – FER Member Ron Shadforth – FER Member (stepped down from committee) Cherish Hill – Senior Customer and Community Engagement Officer Ian Martin – Director of Operations
<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>• Repairs handbook to be rewritten in line with terms of new repairs contract. Will take recommendations from FER, Customer Engagement, and Communications teams and present to FER in 2019 when contract is agreed.</li> <li>• KT will provide an update from HQN Rent Income Excellence Network for November meeting.</li> <li>• A working group will be set up to work on the problem of residents needing mobility scooters but not being able to get them into properties or store them in communal areas.</li> <li>• An upload function is available on the website but would like to get ReAct ASB system in place first.</li> <li>• The housemark report it app is only available for staff to use at present. Further development is needed before it is opened to residents.</li> </ul>
<b>4</b>	<b>Declaration of Interest</b>
	None
<b>5</b>	<b>Update from Chair</b>
	A written update was provided by the Chair.  FER requested training on GDPR and to include ERSRP in this. Agreed that team building is mandatory for FER and ERSRP.
<b>6</b>	<b>Tenant Annual Report – Jo Jones</b>

	<ul style="list-style-type: none"> <li>• JJ presented the suggested new format of the Tenant Annual Report. This will be on a microsite and supports EHA efforts to move tenants online.</li> <li>• Discussed what information could be included such as a survey to get residents feedback and video clips of residents/ more interactive material. The standard accessibility features will also be included on the page and would look to be reporting on the same information as previous years.</li> <li>• Discussed the number of residents actually online and that moving away from paper copies could reduce readership. The Spring Estuary News advised residents that this would be emailed out in future and to get in touch if they would like a paper copy. A flyer will be sent to all residents to advise them of this change as well as other key messages. A paper copy will be made available and there will be an option to download to print this as well.</li> <li>• FER asked how residents can contribute to Estuary News. FER page can be updated with a form for residents to submit information or articles. Computers are available daily at Centre Place if residents need them.</li> <li>• JW is working with staff to improve capabilities of My Estuary.</li> <li>• JJ will consult with residents on the content of the annual tenant report.</li> <li>• FER also approved a fly tipping article written by LB and JJ which will be published online and in Estuary News.</li> <li>• FER would like to promote this article at AGM. Include information on reporting and who this needs to be reported to. If residents see people dumping rubbish need to note address or number plate, date, time. Can report to <a href="mailto:info@estuary.co.uk">info@estuary.co.uk</a> or 0300 304 5000.</li> <li>• Discussed problem with abandoned cars. Legislation makes it difficult to act on this. Will promote what tenants can do on website.</li> </ul>
<b>7</b>	<b>Domestic Abuse Policy and Procedure – Natalie Schofield</b>
	NS gave an overview of the why the changes have been made to the policy. . FER approved policy.
<b>8</b>	<b>Property Services Update – Peter Mercer</b>
	<ul style="list-style-type: none"> <li>• Draft tender documents should be complete by mid September to be published at end of September. Further training will be arranged for FER members involved.</li> <li>• Shared Owners and Leaseholders have been consulted with and had no negative feedback.</li> <li>• Performance in repairs is at the best ever recorded. Winter will likely affect performance however maintaining 93-95% satisfaction with planned works so far.</li> <li>• Want to embed into the new repairs contract that workshops are run for tenants to complete DIY repairs in their own home such as removing light shades, changing toilet seats and adjusting cupboards. Axis hesitant to provide this at the moment as the contract is only interim.</li> </ul>
<b>9</b>	<b>Board and Management Update</b>
	<p>An overview was given of the papers taken to Services Committee on 13<sup>th</sup> August and Board meeting 20<sup>th</sup> August.</p> <p>Services – 13<sup>th</sup> August Committee was not quorate therefore policies were discussed but approval was deferred to Board. Policies</p> <p>FER requested that sustainability strategy and corporate responsibility strategy. JW shared Services Committee advert and advised that there are two vacancies.</p>
<b>10</b>	<b>Estate Services Standard</b>
	<ul style="list-style-type: none"> <li>• CC shared a number of examples of inspections and explained in some cases when evidence is submitted it is reviewed and can be regraded. This performance</li> </ul>

	<p>will be reported online to residents.</p> <ul style="list-style-type: none"> <li>• EBS scheme now sits within tenancy team not GEMS and EBS will be relaunched. Tenancy will look into whether EBS can take part in online inspections. Will be consulting with current EBS and recruiting new EBS for areas where we have none.</li> <li>• Staff have given very positive feedback about the app as it has cut down on the paperwork to be completed. Tenancy will be using the app going forward for communal ASB.</li> <li>• FER noted the report.</li> </ul>
<b>11</b>	<b>TPAS Conference Update</b>
	<p>JL provided written update. Agreed to discuss further at team building. FER requested that more members be able to attend in future. KT explained this can be discussed further but would require more feedback from residents but have struggled to get this in the past. KT stressed that it was important there was a return on investment and that a high level of feedback is required.</p>
<b>12</b>	<b>Fire Stick Update</b>
	<p>An update was given on the distribution of Firesticks. Axis have sent out roughly 600 and CCET have handed out 300 at events. FER members have had gas inspections and not received sticks. PM will be investigating how this is managed with Axis going forward.</p>
<b>13</b>	<b>Housing Green Paper Consultation</b>
	<ul style="list-style-type: none"> <li>• JW provided a written paper and presentation for FER.</li> <li>• FER agreed to give a joint response to the Green Paper with EHA and also agreed to the consultation timeline.</li> <li>• FER approved all recommendations.</li> </ul>
<b>14</b>	<b>Estuary on the Road: Survey Results – Janice White</b>
	<p>JW tabled a summary report of the overall information from the community days this summer. FER approved recommendations.</p>
<b>15</b>	<b>Estate Improvement Budget</b>
	<p>Agreed to go over suggestions at team building session. Emphasis on agreeing the spend as soon as possible to get projects paid for.</p>
<b>16</b>	<b>Feedback from groups</b>
	<p><b>A written update was provided for Core Group, H&amp;S, and Services Committee.</b></p> <p><b>Planned maintenance meeting was cancelled.</b></p> <p><b>E&amp;D has been absorbed into another group.</b></p> <p><b>ERSRP</b> – void report has been sent to management for response. The next project will be looking at Estate Services. This is a confusing area to look at but ERSRP need to get clarification of services. Four members of ERSRP at the moment. Secretary has stood down from position. AG has tried to recruit to ERSRP at community events but feels the amount of training is off putting. Governance meeting scheduled for 10<sup>th</sup> September. Would like to raise secondment opportunity for FER at team building day.</p>
<b>15</b>	<b>Any Other Business</b>
	<p>Estuary in Bloom – Winner will be chosen at FER and ERSRP team building.</p>
	<p><b>Next meeting will be on 19<sup>th</sup> September – Maitland House</b>  <b>FER Meeting – 7<sup>th</sup> November – Maitland House</b></p>