

## Customer Involvement Group – 25th August 2009

### Present:

Ian MacDonald (IM) (Chair)

Sheila Lambourne (SL) (Vice Chair)

James Beasley (JB)

George McMinnies (GM)

Barbara McMinnies (BM)

Edna Griffin (EG)

Margaret Delargy (MD)

Herbie Barlow (HB)

Terry Dove (TD)

Michael Marsh (MM)

Ron Godfrey (RGo)

Margaret Firth (MF)

Alf Merry (AM)

Bob Page (BP)

Chick Lavender (CL)

Lillian Rollings (LR)

Robert Gristwood (RGr)

William Richardson (WR)

Pat Holloway (PH)

Sue Cleaver (SC)

Valeria Stoute (VS)

Ian Enderby (IE)

Muriel Rawsthorne (MR)

Leslie Bourne (LB)

### Officers:

Steph Verstraeten (SV) – Resident Involvement & Policy Officer

Joanna Flaxman (JF) – Policy Officer

Emma Martin (EM) – Resident Involvement Assistant

Charles Shaw (CS) – Head of Development Services

Tom Jones (TJ) - Performance and Compliance Manager

<b>1.</b>	<p><b>Welcome and Introductions</b></p> <p>IM welcomed and thanked the group for attending today's meeting. IM introduced SV, JF and CS. EM had received apologies, but it was agreed apologies were no longer required to be given as the group set-up is informal.</p>
<b>2.</b>	<p><b>Minutes of the Last Meeting and Matters Arising</b></p> <p>There were no matters arising and the minutes were agreed and signed. RGo proposed, SL seconded.</p> <p>RGo mentioned how he thought all CIG meetings should be around the table. Everyone agreed.</p> <p>Adelaide Toomey's point regarding CIG meetings clashing with Neighbourhood Action Group meetings will be followed up at the next meeting when she present.</p>
<b>3.</b>	<p><b>Review Compensation Policy – Joanna Flaxman</b></p> <p>JF explained the compensation policy. Everyone agreed that failure to provide a service should be charged at £10 this also applies to customers who miss appointments, except in the case of an emergency, or extreme circumstances, etc.</p> <p>If a service is not provided to a service charge paying customer, e.g. leaseholder, sheltered scheme resident. It was agreed customers should be paid compensation for facilities, such as hot water, that are out of action.</p> <p>If someone is without a fundamental service, such as heating. Storage radiators should be provided and customers paid £2 a day to power them. MM suggested a page about this be put in the Tenant Handbook.</p> <p>Uninhabitable rooms were discussed; JF suggested a reduction in rent. The group agreed that a cash incentive would be better compensation.</p> <p>Right to Repair scheme whereby Bracknell Forest Homes has failed to complete a repair within a certain timescale and fails to do so again after a further request. £10 was agreed upon. BM said timescales will need to be published.</p> <p>Disturbance payments are designed to cover the actual costs and reasonable expenses that arise when a customer is required to move as a result of major works or redevelopment. It</p>

	<p>was agreed that customers be moved within a close radius so there is no disturbance for attending school, work etc. Also only removals should be paid for. There was some discussion that contents insurance should cover certain aspects of permanent or temporary moves. It was also suggested that a removal firm could be given a contract with Bracknell Forest Homes so that this was all covered for the person having to move and there could be economies of scale. The group felt that removal costs, connection costs (not TV) and new cooker if needed should be included and possibly redecoration (soft furnishings etc.). Not school uniform or kennel costs.</p> <p>The group were asked if they thought compensation payments made by Bracknell Forest Homes should be used to pay off any other debts that the customer owes TO Bracknell Forest Homes. The group agreed that this would be the best action.</p> <p>Customers have the right to compensation for improvements that they make to their Bracknell Forest Homes home themselves (after getting permission). The group were asked if there should be a maximum limit for this. The group agreed, no, that it should be the cost of the actual works.</p>
<b>4.</b>	<p><b>New Homes Development – Charles Shaw</b></p> <p>CS gave a presentation about the process of new developments and briefly explained his background and his role at Bracknell Forest Homes.</p> <p>BM asked if the new builds will be lifetime homes. CS confirmed they can be and can be adapted if necessary.</p> <p>RG asked about S106. CS confirmed that Bracknell Forest Homes would like to take the properties and house our own tenants in them.</p>
<b>5.</b>	<p><b>Anti-Social Behaviour Policies – Steph Verstraeten</b></p> <p>SV went through each document and briefly explained the main points. This included harassment, anti-social behaviour and domestic violence.</p> <p>SV took notes on certain issues members of the group raised.</p>
<b>6.</b>	<p><b>Rechargeable Repairs – Tom Jones</b></p> <p>TJ had brought back the Rechargeable repairs policy and asked for any more comments. TJ went through the document page by page and members of the group made comments. TJ took note of these.</p> <p>BM said how she was pleased with the document.</p>
<b>7.</b>	<p><b>Any Other Business</b></p> <p>JB expressed his concern over a property undergoing major works. RG asked why MEARS are installing fire alarms and MITIE are not. It was not part of the contract that the contractors must install fire alarms.</p> <p>MF spoke of a new CAB initiative, whereby customers can drop in and have a mini assessment and make an appointment to come back depending on their issue.</p>
	<p style="text-align: center;"><b>Date of next meeting</b> Tuesday 15<sup>th</sup> September, Berkshire Court, 7pm</p>