

## Customer Involvement Group – 13<sup>th</sup> October 2009

### **Present:**

Ian MacDonald (IM) (Chair)  
Sue Cleaver (SC)  
James Beasley (JB)  
George McMinnies (GM)  
Barbara McMinnies (BM)  
Lillian Rollings (LR)

Ron Godfrey (RG)  
Adelaide Toomey (AT)  
Michael Marsh (MM)  
Leslie Bourne (LB)  
Edna Griffin (EG)  
Muriel Rawsthorne (MR)

Terry Dove (TD)  
John Stevens (JS)  
Margery Franklin (MF)  
Margaret Delargy (MD)  
Bob Page (BP)

### **Officers:**

Steph Verstraeten (SV) – Resident Involvement & Policy Officer  
Angela Toates (AT) – Learning & Development Advisor (part of meeting)  
Justine Thompson (JT) – Head of Policy & Community Development (part of meeting)

<b>1.</b>	<b>Welcome and Introductions</b>  IM welcomed and thanked the group for attending today's meeting. IM introduced AT. SV gave a brief introduction reaffirming the purpose and terms of reference of the CIG, as a consultative group that gives customer views and input regarding policy and service development. She explained that the views of the CIG are used to influence policy development. Once the policy has been developed it is the role of the Tenants and Leaseholders Panel to review the policy document for comments. Feedback will be given to the CIG explaining how their views have influenced the policy development but the full policy document will not be presented to them.  RG welcomed this clarification and commented that this had always been the intention of the CIG.  SV also circulated some ground rules for the CIG meetings.
<b>2.</b>	<b>Minutes of the Last Meeting and Matters Arising</b>  BM said that she felt that there had not been enough notice for the Rent consultation meeting that took place on 7 <sup>th</sup> October. The invites should have been sent by 1 <sup>st</sup> class post.  BM proposed the minutes and MR seconded. The minutes were agreed and signed.
<b>3.</b>	<b>Training Questionnaire – Angela Toates</b>  AT introduced herself and spoke of her role at Bracknell Forest Homes. She explained that she had been in post for 6 months and had been working to embed training and learning for employees. She has now been in discussion with SV about developing training and learning for customers.  She explained that before a training and learning programme can be developed, data about the type of training that customers want and need, needs to be collected and this is done via a training needs analysis (TNA). She provided definitions of training and learning needs analysis as used by the Chartered Institute of Personnel and Development.

	<p>AT explained that the way Bracknell Forest Homes is going to carry out the training needs analysis is by asking customers to fill in a training needs questionnaire, which were then circulated. Interviews will be provided for those who would prefer them to completing a questionnaire. She explained that the questionnaire is designed to capture customers' level on interest in different training and their current level of knowledge so that the right type and level of courses can be provided. CIG members were asked to fill he questionnaire in and post it back by 30<sup>th</sup> October or drop then off in reception.</p> <p>BM asked if the training would be provided in house. AT said probably yes in the main as this is likely to be more cost effective than sending individuals on course however individual courses will also be considered.</p>
<p><b>4.</b></p>	<p><b>Compensation Policy – Justine Thompson</b></p> <p>JT gave feedback regarding the compensation policy following the discussions that the CIG had had with Joanna Flaxman at a previous meeting.</p> <p>She explained that the proposal to charge customers £10 for missed appointments and pay them £10 if contractors miss appointments has been discussed internally. It has been decided not to charge customers if they miss an appointment as it would be administratively difficult because the charge could not be added to rent accounts and customers would have to be given a separate payment card. The proposal to pay customers £10 for missed appointments is on hold while the new IT system is introduced which will help establish an appointment system first.</p> <p>In addition the policy now includes offering a set amount of compensation per room for loss of facilities e.g. if a room could not be used for a period of time then compensation could be paid. This does is not in relation to major works but if a room can not be used for a period of time e.g. if there was a water leak through the ceiling of a bedroom.</p> <p>The policy will include more information about the Right to Repair than the previous policy did and we will promote it much more so that people know if they are entitled to compensation.</p> <p>JB asked how long it is before someone should come out to repair a bathroom light. JT said that she would need to check. She also explained that a repairs policy will be developed and will be discussed with the CIG.</p> <p>TD asked who pays if a contractor damages a customer's property. JT said she would check but the general principle if that if a customer's property is damaged because something in the building breaks then the costs should be claimed via the customer's contents insurance but if we fail to fix the problem then we would be liable.</p>
<p><b>5.</b></p>	<p><b>Complaints Timescales – Justine Thompson</b></p> <p>JT explained that the Complaints and Compliments policy is being routinely reviewed.</p> <p>The main proposed changes are to the complaints timescales. The first one is to make the policy very clear that the response time to a Stage 1 complaint is 10 days.</p>

	<p>The policy currently says 10 days or in some cases 15 days.</p> <p>The other change is in relation to Stage 3 complaints to change the timescales to 15 days to arrange a complaints panel from the date that all the paperwork has been agreed.</p> <p>CIG members were in agreement with these changes.</p>
<b>6.</b>	<p><b>Major Works Customer Leaflet – Steph Verstraeten</b></p> <p>SV spoke about a draft major works leaflet that would be sent out to customers with their letter telling them that they are on the major works programme.</p> <p>The CIG members gave feedback on the content requesting that it should include reference to the fact that the main contractors use sub-contractors, should explain that the contractors must treat the customer’s home with respect (e.g. not to smoke and to use dust sheets) and emphasise that customers have a choice over the design of the kitchen.</p> <p>SV will feedback the comments and explained that the leaflet will be designed in the corporate A5 style.</p>
<b>7.</b>	<p><b>Shareholding Membership Customer Leaflet - Steph Verstraeten</b></p> <p>SV spoke about a draft shareholding leaflet.</p> <p>The CIG members asked if the application form would be loose leaflet or need to be cut out of the leaflet or perforated. It was agreed that perforated would be the ideal option depending on cost. Steph to feedback to the Communications and Marketing team.</p>
<b>8.</b>	<p><b>Void and Major Works Inspections Update – Steph Verstraeten</b></p> <p>SV fed back to the group the outcomes of the meeting on 5<sup>th</sup> October with the customer inspectors and Bracknell Forest Homes staff.</p> <p>It was a very productive meeting and the void inspection process has been slightly amended as a result. Copies of the revised process had been circulated to the void inspectors. Regular updates will be provided to the CIG starting in November, this will include some feedback regarding views from the new tenants who will have moved into the properties as BFH now asks new tenants to complete a New Tenant Satisfaction Survey.</p> <p>The major works customer satisfaction visits were also discussed at the meeting on 5<sup>th</sup> October. As a result the questionnaire has been amended to include some questions to allow some comparison to be made with the results of the satisfaction surveys that BFH also carries out. Regular updates will be provided by the major works team at CIG meeting giving information about the outcomes of the visits by the customer inspectors.</p>
<b>9.</b>	<p><b>Any Other Business</b></p> <p>RG complimented the Spotlight magazine as a very good publication.</p>

	<p>SV handed out an invitation to a workshop on 29<sup>th</sup> October to discuss the development of a Community Development Strategy.</p> <p>SV explained that BFH took part in resident inspection scheme last year, working in partnership with some local landlords a group of resident were trained to become resident inspectors. They then inspected the repairs service of those landlords. The inspections were very successful and therefore BFH are taking part again this year. The inspections will be regarding estate management services and SV was inviting volunteers to become inspectors.</p> <p>SV explained that every three years housing associations have to carry out a STATUS survey with a percentage of their residents. It is a prescribed postal questionnaire which is sent to a random selection of customers asking them questions about their levels of customer satisfaction with there landlord. She explained that it is a very important questionnaire and urged anyone who received one to complete it.</p> <p>IM explained that a process meeting with the Chairs of CIG, the Tenants and Leaseholders Panel (TLP) and Bracknell Forest Leaseholders Association (BFLA) and Linda Wells, Justine Thompson and Steph Verstraeten had taken place. The meeting was very useful and it had been agreed that CIG meetings will be held during the first week of the month and the TLP meetings will be in the middle of the month. IM is going to email BM an update from the CIG meetings to go with the papers for the TLP.</p>
	<p style="text-align: center;"><b>Date of next meetings</b>  Wednesday 11<sup>th</sup> November, Berkshire Court, 2.00pm  Tuesday 1<sup>st</sup> December, Berkshire Court, 7.00pm  Tuesday 5<sup>th</sup> January, Berkshire Court, 10.00am</p>