

Customer Involvement Group – 15th September 2009

Present:

Ian MacDonald (IM) (Chair)	Ron Godfrey (RG)	Bob Begbie (BB)
Sheila Lambourne (SL) (Vice Chair)	Sue Cleaver (SC)	Adelaide Toomey (AT)
James Beasley (JB)	Ian Enderby (IE)	Tim Rawsthorne (TR)
George McMinnies (GM)	Leslie Bourne (LB)	Marcella Begbie (MB)
Barbara McMinnies (BM)	Alf Merry (AM)	Roy Tricker (RT)
Edna Griffin (EG)	Bob Page (BP)	
Lillian Rollings (LR)	Muriel Rawsthorne (MR)	

Officers:

Steph Verstraeten (SV) – Resident Involvement & Policy Officer

Emma Martin (EM) – Resident Involvement Assistant

Alan Harris (AH) – Repairs and Maintenance Manager

1.	Welcome and Introductions IM welcomed and thanked the group for attending today's meeting. IM introduced AH. EM had received apologies, but it was agreed apologies were no longer required to be given as the set-up of the group is informal.
2.	Minutes of the Last Meeting and Matters Arising BB asked whether the compensation policy will be brought back to another CIG meeting. SV confirmed it would be. Page 2, paragraph 2 of the last minutes SL suggested adding in... other debts that the customers owes "to Bracknell Forest Homes". IM asked AT about her matter regarding the clashing of NAG and CIG meeting. AT said she will no longer attend NAG meetings and EM will check that meeting dates do not clash in future. BM proposed the minutes and MR seconded. The minutes were agreed and signed.
3.	New Tenant Assistance – Alan Harris AH explained that a new voucher scheme will be introduced in the near future for new tenants in their welcome packs when they move in to a property. AH said this voucher would entitle new tenants to a four hour appointment to do small tasks that perhaps the tenant could not do or did not have time to do. This voucher would be valid for the first 2 months of when a tenant moves in. A skilled tradesman would be available to do tasks requested by the tenant. MB asked if the vouchers had monetary value, AH confirmed they do not. MB expressed how she thought that some people might take advantage and use the voucher for tasks they cannot be bothered to do. AH said that may be the case for some tenants, some will always deserve more than others but unfortunately, in that instance it is out of Bracknell Forest Homes' control. BM asked if the tradesman doing the work would be able to re-wire light fittings. AH said he would not, as soon as tradesmen tamper with wiring, it becomes Bracknell

	<p>Forest Homes' responsibility and not that of the tenants. BM asked if the appointment would be a one off four hour appointment or if it could be split. AH said it would have to be a one off appointment. BM said how she thought the idea was excellent.</p> <p>AT asked what sort of jobs the tradesman could do. AH will draw up a list of jobs, including putting up curtain tracks, putting up bookshelves, etc.</p> <p>RT asked if jobs could be done before a tenant moves in. AH said ideally we would do that, but a tenant may not know what they want done before they move in properly.</p> <p>JB said how he thought that the cleanliness of the voids is a big problem and he knows a lady who would be willing to help with this. AH said he has the lady's details however, he needs at least 2 people to work on the cleaning team as only one person would not be allowed to work on their own. As soon as he has another person to join the team this can go ahead. RG said how he thought the idea was very good.</p> <p>TR commented on the number of man hours that would be involved and how expensive it could be. AH said all the costs have been looked into.</p> <p>SL asked where the idea had come from. AH said it had come from Technical Services.</p> <p>AT spoke about tradesmen wearing protective footwear when they enter a tenant's home.</p>
<p>4.</p>	<p>Anti-Social Behaviour Policies – Steph Verstraeten</p> <p>SV went through the comments that were made at the last CIG meeting regarding the ASB policies.</p> <p>RG commented on how he thought a £10 charge was only applicable to gain further information that went beyond the basics. SV will look into this.</p> <p>MR said the Domestic Abuse policy needs to state that monthly checks and regular contact will be made.</p> <p>RG said he thinks the term “tenants” or “customers” needs more consistency as the terms are often used in the same paragraph or sentence to describe the same person. RG suggested using the term Tenant.</p> <p>The documents were agreed upon, once SV has made the relevant changes.</p>
<p>5.</p>	<p>Voides and Major Works Inspections Update</p> <p>SV asked the group if they could fill in the sheets provided with details on how they felt the major works and voids inspections were working so far. All documents need to be passed back to SV once completed. SV will then arrange a meeting with the inspectors and relevant staff at Bracknell Forest Homes to review the process.</p> <p>TR asked if the process and procedures could be commented on. SV confirmed</p>

	<p>they could. BM said how she had heard negative comments about major works outside of the organisation.</p> <p>SL said how she felt that the void inspectors need to have the opportunity to look at a void property once all the work has been completed, not just before. AM asked how you would know if it is up to standard if it is not inspected afterwards.</p> <p>BM commented on how the TSA had mentioned no other organisations do this process and tenants and staff need to work together. RG said he was a resident inspector and he visited Windsor and Wycombe and both organisations do void inspections.</p> <p>IM spoke of an incident where he was unable to visit a void property in a sheltered scheme, due to the scheme manager being at a meeting at Berkshire Court.</p> <p>TR asked about structural voids. AH said this would be part of the Asset Management team.</p>
<p>6.</p>	<p>Any Other Business</p> <p>SV explained what the National Tenants Voice is and that they are currently in the process of recruiting 26 members, the deadline to apply as a volunteer member is the 16th October. If any further information is required please contact SV on 01344 382913 or Stephanie.verstraeten@bracknellforesthomes.org.uk</p> <p>IM and AM had a meeting with Stanley Baxter, Landscaping Manager on the 14th September and they will be trialling a new initiative for tenants to look after their own squares in Great Hollands once the landscaping team have planted new flowerbeds, etc. Hopefully, this will be a success and roll out across the borough.</p> <p>RT said he lives in sheltered accommodation and had recently had new windows and doors fitted and the railings in front of the bungalows need painting to make them look more attractive. BB and MB will take this and raise it at the SSRA on the 16th September.</p> <p>BP said how a lady at Swan House had her homes cistern repaired after 2 hours of reporting the issue. BP said the lady was very pleased with the time it had taken the workmen to respond and the quality of the work was very good.</p>
	<p style="text-align: center;">Date of next meeting Tuesday 13th October, Berkshire Court, 10am</p>