

MINUTES

Forum	Borough & Bankside Housing Forum
Date	20.04.2016
Held at	19.00-21.00
Present	<p><u>Delegates & Deputies:</u> Peter Davis (PD) Tabard Estate Dada Nwafor (DN) Heiylis TRA Damien Cheetham (DC) Lant & Bittern St TRA Katherine Spence (KS) Perronet House & Princess street Fola Ogunkola (FO) Decima Street TRA Lyn Meade (LM) LSBorough & Scovell TRA Kim Moxey (KM) Perronet House Charles Le Fevne (CLF) Rockingham TRA.</p> <p><u>Officers:</u> Sharron Smith(SS) Southwark Council Antonio Aguallo(AA) Southwark Council Donovan Thompson (DT)Southwark Council-Technical Repairs Louis Rotsos (LR) Southwark Council Resident Involvement</p> <p><u>Councillors:</u> Maria Linforth-Hall (MLH) Cathedrals Ward</p>
Apologies :	Cllr Dennis

19:00	<p>PD Chairs; Introductions around table.</p> <p>PD: Community engagement, list of delegates out of date, out of date minutes missing; did not receive his forum meeting pack. New TRA constitution, lease holder changes - Leaseholders contribute to fund and need to be included. Information needs to be up to date, TRA's list is out of date, Forums should be friendly and provide food, and transport.</p> <p>FO There should be feed back in forums packs. RSVP should be included.</p> <p>DA Letters should be sent out to all forum chairman's.</p> <p>LR To write to all forum delegates.</p> <p><u>Presentation by Donovan Thompson Technical</u> <u>Repairs co-ordinator.</u></p> <p>Subjects covered included:-</p> <ul style="list-style-type: none"> • Repairs to tenant & leaseholders • Monitoring and performance KPI • Contractors monitored monthly • Setting targets • Appointments made/Appointments kept • Appointments measured • Appointment slots AM 8-1 / PM 8-9/ School time 10-2 • Repairs completed first time • Right first time • Satisfaction is measured in a survey • Random survey calls to tenants <p>PD Q - How does these compare to previous years?</p>	
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	<p>DT A - There is trends which are seen over the year.</p> <p>PD Q - Are there any financial penalties to contractors?</p> <p>DT A - If they don't attend or miss appointments they are fined. If work is not up to standard, time are not met then this can incur a fine.</p> <p>KM Q - Why is it random?</p> <p>DT A - Telephone calls to tenants are random to ensure fairness. Repairs need to be satisfactory, everytime there is a dip in standard we need to be aware of it.</p> <p>CL Q - How often do you check anything?</p> <p>DT A - I look on a daily and monthly basis.</p> <p>CL Q - A job is done in January, when are the random checks carried out?</p> <p>DT A - There is a 2 stage closure- customer surveys are based on completion, there maybe more than one trade to complete a job.</p> <p>FO Q - How do you test a repair job for quality?</p> <p>DT A - Contractors issue payment requests, there four technical officers to cover four areas, they carry out as many post inspections as possible within a month, technical officers check standards. The random survey checks are carried out over the telephone.</p> <p>MLH Q - Do you do follow ups?</p>	
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	<p>DT A - We try to, when residents contact us, this can start a chain of events. The new contract manager is very keen to ensure that repairs are carried to satisfaction.</p> <p>MLH Q - When contacting the call centre you can wait up to ten days for reply-it's very frustrating.</p> <p>PD Q - Leaks from flat above and it's a Leaseholder property due to changing pipe work?.</p> <p>DT A - My team has a dictated technical officer to deal with leaks. He/She will try and get to the bottom of the problem. All pipe work that goes beyond your boundary is the council's responsibility.</p> <p>CL Can you do a news letter?.</p> <p>DT There is a lot of legislation we do try our best. I look and check every day and feed back issues to the contract manager, areas showing concern are focused on.</p> <p>LM Call centre, they need more training, I had two contractors do temporary fixes, and no on has been back.</p> <p>DT There should have been a follow up (details taken).</p> <p>LM Q - Community repairs; Damaged paving stones they are not covered, why isn't there any follow up when repairs are being requested there should be follow ups, and repairs should be to standard.</p> <p>PD Estate walkabouts, I've stopped going because nothing is being done.</p>	
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DC

Q - Call centres, are they using KPI's?

DT

A - Call centres work to a service level agreement. There is constant monitoring, they have three tiers and monitor sample calls. If you have a job number then you should be dealt with much quicker.

DC

Contractors; They are in and out of gated areas, can you please ensure they close the gates.

FO

Appointments; Southwark need to move away from the 8am-8pm system. The contractors should be able to do AM or PM appointments. KPI's - we do not have their matrix, we need to be part of the process.

****20:15 DT leaves forum.**

****Cllr MLH Leaves at 20.20.**

Louis Rotos –Resident Involvement.

PD

How do we encourage more residents to attend; this is the first quorate meeting in five forums.

LR- Action points.

- **Write to all TRAs in to remind them about their responsibility to attend. As part of this I will update delegate list.**
- **Do a briefing note on the forum for distribution to TRAs.**
- **Speak to colleagues about promoting meetings**
- **Look into raising the profile of meetings through electronic means – website and mysouthwark.**
- **Minutes from Tenant Council and HOC.**
- **Arrange for a manager from call centre to attend the next meeting , if not an AGM.**
- **Attend the next meeting to give an update.**

PD

TFMC budget- People who attends forum meetings, need to be supported. We need transport, why isn't the council supporting the forum, A part of the

	<p>constitution is that the council should provide food.</p> <p>LR TMOS/TRAs are part of the constitution structure; I will be attending the next forum meeting.</p> <p>PD We are proposing that the next meeting is our AGM.</p> <p>LR We will sound out people and see the response we get for the AGM. We need to remind people to contribute to forums and be a part of what they do.</p> <p>DC We need to contact as many as possible to get people to attend. A pictorial diagram showing the current structure would be useful.</p> <p>FO We need to find out how many delegates are attending at TRAs? have they had an AGM? How many members attended? It's important to find out. I'm not saying it should be made a condition. When we approach for funding they should be asked about their AGM and whether they have elected any delegates.</p> <p>LR AGMs and constitutions are part of the process and structure we promote. We need to remind people about forums.</p> <p>PD When we had our last AGM (Tabard –North) the officer didn't know much about forums. Feed back, the forums appear to have been downgraded - JSI- They give funding worth thousands of pounds to the community, the Police signs things off. We get an email saying there's funding with two weeks to reply to and get an unanimous agreement at our forum meetings which is unrealistic. I'm expecting later in the year lots of money for projects. This again happened without forum involvement. Why was the constitution changed, did it go to tenant council? It never came to the forum.</p> <p>LR</p>	
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	<p>Yes it did Peter sometime ago.</p> <p>PD It went to tenant council, why didn't it come down to the forums, tenant council isn't above us, it's made up of our representatives.</p> <p>LR It did go to the forums.</p> <p>PD It didn't come to this one.</p> <p>LR It did sometime ago.</p> <p>PD We never got an agreed document, Just an email, there was disagreement at home owners council. Our forum looked at it and adopted some of it very quickly. We don't engage in party politics, that was something that was removed-I don't know why.</p> <p>LR Call centre; I can get a call manager to attend the next meeting; the call centre is in Queens road. 'My Southwark' has details.</p> <p>CL People, who attend TRA meetings need to big it up the forums.</p> <p>PD Repairs are we just a talking shop, we have had no feed back.</p> <p>DC Could we have the dates for the next six months?</p> <p>PD We could possibly look at having our forums on a different day and in a different location.</p> <p>LR I will get an updated list of TRAs for next meeting, we can then set out new dates.</p> <p>FO Firstly we need to contact TRAs and find out why they are not sending delegates, and find out what</p>	
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people get from these meetings. We also need to celebrate our heroes who regularly attend forum meetings.

DC

'My Southwark'- Is it possible to add a general dairy to it?

SS

We are moving towards that.

LR

I will speak to 'My Southwark' web site and see what can be done. LR gives leaflet out to delegates covering the following:-

- Training-Virtual College.
- Resources centres.
- Financial support.
- Small grants.
- TRISG Grants.
- Neighbourhoods fund.

PD

Applications have changed.

LR

I will send out the new application form.

PD

Peckham has a very good news letter, Borough and bankside is not very good. The council have unrealistic deadlines for applications.

FO

AGM, It is important that we decide whether next meeting will be AGM tonight.

Vote taken around table from delegate members. Next meeting will be the AGM.

PD

Maybe we can have someone from high up in the council to attend, check and see if Cllr Livingstone can attend.

FO

People, who leave the meeting early, need to do so with apology.

Next meeting will be AGM In six weeks time.

	21.00 meeting closed.	
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