

Agenda
New Home Service Improvement Panel
27th January 2011

- Minutes from the last meeting

- Matters arising
 - Empty Homes Standard Leaflet
 - Cleaning/Welcome Packs
 - Golden Goodbye Leaflet

- Choice Based Lettings & Vulnerable Applicants Strategy

- Decorating Allowances

- Performance
 - Relet Times
 - Satisfaction Surveys

- AOB

New Home Panel Meeting held on 25th November 2010, 2pm
City Learning Centre

Present:

Paul Dillon (PD)
 Mark Humphries (MH)
 Paul Ellis (PE)
 Tracy Ansell (*minutes*) (TA)
 Keith Edwards (KE)
 Dorothy Cameron (DC)
 Elaine Christian (EC)
 Maurice Christian (MC)
 Irene Bishop (IB)
 John Raine (JR)
 Mary Everett (ME)
 James Jason (JJ)

Apologies:

Viv Critchley (VC)
 Martin Lawless (ML)
 John Morris (JM)

ITEM		ACTION
1	<p><u>Apologies</u> Apologies and housekeeping.</p>	
2	<p><u>Minutes of the last meeting</u> All agreed a correct and true record</p> <p><u>Matters Arising</u> <u>Empty Homes Standard Leaflet</u></p> <p>In the process of being amended but keeping with the current BCH format and making some minor changes and then look into changing it early next year and the group could work with it and take forward</p> <p><u>Service Standards – EHT</u> MH gave the panel a handout of feedback from the Tenant Conference of what tenants expect from the service and the following was relayed:</p> <ul style="list-style-type: none"> • Customers wanted faster turnarounds for void properties. • Incoming tenants to have the choice of options for Decent Homes works. • Consult regularly on lettable standards. • Felt a Voucher system for painting in voids was a good idea. • Cleaning packs a good idea. • Welcome packs also a good idea. <p>MH explained that the Service Standards have been designed to work along side the existing Tenant Inspectors regime and a sample of empty homes will be inspected on a monthly basis by Tenant Inspectors and will report back to the panel any outcomes and improvements to be made.</p> <p>There are 4 Empty Homes Service Standards:</p> <p>VO1 When a property is ready to let we will ensure that a Tenant</p>	

	<p>Inspector inspects the property to ensure we have met the lettable standard for Health & Safety</p> <p>VO2 When a property is ready to let we will ensure that a Tenant Inspector inspects the property that we have reached the lettable standard for internal works</p> <p>VO3 When a property is ready to let we will ensure that a Tenant Inspector inspects the property to ensure we have reached the lettable standard for external works</p> <p>VO4 When a property is ready to let we will ensure that a Tenant Inspector inspects the property to ensure we have reached the lettable standard for cleanliness</p> <p>MH asked the panel for any comments and all agreed they are ok PD confirmed Helping Hands and Refurb are two separate organisations.</p> <p>3 <u>Local Offers</u></p> <p>Lettings</p> <p>PD briefly explained to the panel that Local offers represent a new way of tailoring the services of social housing providers based on what tenants want. Local offers could take in a number of different areas for example, how we consult tenants and manage your neighbourhood and estate. These local offers will represent a shared vision for developing and improving a variety of services across BCH and will allow BCH to target funds to the services that you feel are most important.</p> <p>PD explained that tenants who visited the Tenant Conference were asked for their views on the homestop service. Applicants were also asked for their comments at sign up interviews and accompanied viewings.</p> <p>Having looked and analysed this information PD provided the panel with two different styles types of Local Offers, one named 'Homestop' and one 'Allocations'. The panel agreed that they preferred the 'Homestop' version which was set out with bullet points.</p> <p>Empty Homes</p> <p>MH explained that local offers will be developed through the feedback from the tenant conference based on what tenants want. (see handout) MH asked the panel if we are asking the correct questions and all agreed we are.</p> <p>It was asked if a sample of a cleaning pack and welcome could be brought to the next meeting MH agreed. Also will discuss with the panel what should be in the welcome pack as it was suggested including a list of measurements of rooms and windows in the property for the new tenant.</p> <p>To be discussed further at next meeting</p> <p>4 <u>Information Leaflets</u></p> <p>Golden Goodbye Scheme</p> <p>PE explained to the panel the scheme was rolled out in September and there have been some successes but there are still a few 'teething' problems and some confusion in certain areas. These seem to be around the standards required to qualify i.e. the property must have been painted and looked after by the tenant and not undergone decorating prior to the tenant moving in. The leaflet is currently being altered to reflect this and the final draught will be brought to the next meeting, in the meantime if the panel have any thoughts or comments let the Customer Involvement team have them</p>	
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	<p>by 24.12.10. It was proposed by some members of the group that we limit the scheme to Secure Tenants only and link into the Empty Homes Standards.</p> <p>5 <u>Satisfaction Survey</u> TA to send out the results to the group.</p> <p>6 <u>Performance</u> PD ran through the Homestop Quarter 2 results as follows:</p> <ul style="list-style-type: none"> • We will publish results of successful bidders within 3 working days - 100% • If your bid is successful we will contact you within 3 working days of the closing date to make you an offer – 57.34%. The team fell short of the 60% target although performance has improved since Quarter1. It is hoped that with the implementation of Orchard it will allow performance on this standard to be more accurately reported upon. • We will relet a property within 31 days of becoming void – 42.99%. Prior to the implementation of Orchard a data cleanse exercise was undertaken. It became clear that some empty properties had been incorrectly categorised. Mark has been working on this and anticipates that we will be looking at an increased relet time of 31.6 days. • If your bid is successful we will arrange an accompanied viewing within 24 hours of the property being ready to view – 86.09%. We have exceeded the 85% target this in the main is due to increased working between Technical and Housing Officers. This will further increase following the move to Coastal House where the teams are sat in close proximity to each other. • Within 24 hours of your property being ready to let we will arrange an appointment for sign up – 79.19%. Once again the target of 75% has been exceeded. This is also due to enhanced communication between the teams. <p>Results around who the successful bidder was for each property advertised are published on the BCH website, displayed in Homestop. Housing Offices and Council Offices.</p> <p>7 <u>AOB</u> Q. Are people who are bidding on properties checked out? A. Blackpool Council are responsible for allowing applicants on to the housing register. Decisions can only be made on correct information being provided by each applicant. All applicants that are accepted onto the list are required to provide two satisfactory references before they are allowed to be signed up for a new property. Q. Do Homestop staff at Coastal House act as the main reception as well as doing their own work? A. Yes, but they do get support for breaks and lunches, it is too early to say if it is having a negative impact on their own work but it is being monitored. It was suggested that the reception at Coastal House be 'brightened up', it will be having a plasma screen and telephones installed.</p> <p>8 <u>Date and time of next meeting</u> Thursday 27th January 2pm CLC</p>	TA
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