

Homeownership Improvement Panel Meeting
Thursday 24th November, 2pm
at Coastal House

Attendees:

Jean Gill (JG)
Jean Mills (JM)

Gail Moyle (GM) Business Support Manager
Ann Carter (AC) Accounts Officer
Suzanne Tomlinson (ST) – Customer Involvement and Projects Officer

Apologies:

Carol Thornber
Trevor Clayton
Diane Clayton

1. Terms of Reference

Attendees were provided with a copy of the Terms of Reference for this Panel illustrating the purpose of the group which is to monitor and scrutinise the performance of the Leasehold and Homeownership Service. All Improvement Panels now have Terms of Reference and a Code of Conduct for each meeting.

As apologies had been given from some members, the meeting was inadequately attended so GM ran through the new structure of the meeting with those present. It was discussed that although the maximum for SIP panels is 15 members, as there are fewer leaseholders than tenants, a membership of 5 or 6 for the Homeownership Panel will be representative.

2. Minutes of previous meeting/ Matters arising

The minutes were read through.

Computer System

GM advised that the new computer system is settling down but there is still some inconsistency.

Service Charges

Service Charges are to be looked at every 3 years, GM advised this is something the Panel can help with.

3. Quarterly Report/Panel Report

GM explained that this report will be sent to members around two weeks prior to the SIP meeting and will include performance against KPIs and Service Standards. Members will have the opportunity to discuss the performance with the Service Manager and challenge any poor performance.

4. Service Development and Benchmarking

GM advised that this section provides an opportunity for BCH to discuss improvements to the service with members, discuss new ideas and examine what other organisations are doing.

5. Complaints, Compliments and Comments

In this section Service Managers will discuss complaints, compliments and comments received within the service over the quarter and explain what happened and what has been learned.

6. Satisfaction Results

GM explained that this section would discuss any customer satisfaction survey results and examine what can be improved.

7. Customer Involvement Activities

ST advised this section provides the opportunity to discuss how the Leasehold service involves tenants and will provide updates on current involvement activities. Leaseholders are eligible to take part in any of the involvement activities.

8. Value for Money

GM advised this section looks at issues relating to Value for Money within the service and discuss what possible measures can be put in place to increase efficiency.

A discussion took place regarding the Leaseholder newsletter and whether it would be more efficient to have a specific page in Viewpoint for Leaseholders bi-annually rather than sending out an individual newsletter to Leaseholders twice a year. It was agreed that this will be discussed at the next meeting.

9. Customer Issues

This section provides an opportunity for Panel members to raise issues. These should be generic issues relating to the Leasehold service or other BCH services and should not be member's own personal issues. Such issues can be dealt with by staff members after the meeting. Feedback will be provided to members regarding any issues raised at the previous meeting.

10. Any Other Business

A query was raised regarding Leasehold Insurance and whether glazing is covered under contents or building. AC to look into.

A query was raised regarding payment for Section 20 work. GM confirmed that payment arrangements can be made for these costs.

Date & time of next meeting: Thursday 16th February, 2pm at Coastal House.