

Board Meeting Minutes – Tuesday 12th April 2022

1. Welcome & Introductions

Chair: Ann Webb

Attendees: Amie Merry Chief Officer, Andrew Slater, Councillor Adam Collinge, Stuart Harrison, Ste Webb, Janet Smith, Sarah Harrison, Ryan Pitt-Woodcock, Councillor Claire Simm, Melissa Green.

Lyndsey Beckett Minute Taker

1.1 AW opened meeting.

2. Meeting Opening

2.1 **Apologies** - Apologies received from Joan Curtis, Natasha Curtis-Warner and Councillor Sue Roberts.

2.2 **Declaration of Interests** – None declared.

2.3 **Previous Minutes Feb 22** – Proposed and agreed by SH. Seconded by SW.

Matters Arising – None

3. Correspondence

3.1 **Allowances 2022/23** – AM received letter for CWC confirming allowances for next 12 months. Has increased to £1,148,0000

AM reminded Board that once we take on rental of whole building bills will increase as will have to start paying for gas and electric.

4. Chief Officer Reports – AM displayed reports on TV monitor

4.1 **Performance report** – AM has created a new void sheet to monitor progress of voids. Admin staff will be more involved in the process of booking post tenancy visits.

Geowolf system is being used to determine who is responsible for collecting fly tipping from areas. System is much quicker than reporting via the love clean street app.

LB provided an update on the abandoned skip issue in Granary Road/Long Furrow. MG confirmed CWC were paying for the additional skip ordered.

Total budget not overspent for the year. Day to day repairs overspent but now Ian is employed this should decrease as no big bill will be received from Wolverhampton Homes.

Board costs, overspent in miscellaneous but AM said not enough budget was placed in there at the start of the year, other areas underspent. Overspend on March wages due to the backdated pay rise from April 2021. Canopy and kitchen programme bill are still due. AM said overall no problems with the budget.

5.35pm Janet Smith entered the meeting.

AM changed the process for collection of rent at the end of January. SR managed cases above £1000, LC & KS manage £400 - £1000 and MB under £400.

AW asked if UC payments had increased inline with the rent increase, AM confirmed most tenants had requested this via their portal and updated their Housing Costs. JS explained this cannot be done in advance, only on the day of the increase. AM explained SR is trying to get a contact in UC. AM has created a table on rent performance, staff receive a copy. AM praised the Housing Staff for doing so well in reducing the arrears. Fantastic work, they have

really taken on board the new process and the rent roll is lower than April last year. The changes are working. Claire in her new role will help maximise tenants' income by looking at what other local agencies can help. Eviction is last resort.

JS asked if we had any interaction with the Seventh Day Adventist church, AM confirmed none. AC said only open 1 day a week. AS said they have great facilities. JS will try and make contact as would be great to offer youth services.

Staff sickness was a total of 22 days, all Covid related.

All training is up to date.

1 fire incident at a tenanted property.

Kitchen and door programme have been started. 100% tenant satisfaction for repairs.

JS asked if we had thought about providing electric car charging ports. AM said tenants would have to ask for permission in writing. AC said there is a feasibility issue and our estate and property types are not built for it.

5. Matters for discussion

5.1 CCTV – After visiting the workplace event last week AM said she will shop around for the monitoring costs as the quote received seems expensive.

5.2 Management Agreement – Next management agents meeting AM and MG to discuss.

5.3 Complaints/Compliments – A lot more compliments have been received than complaints. AM received a compliment today for Grays Property Maintenance.

5.4 Household Support Fund – Closed 31.03.22. All money spent. Helped 71 households. 85% of those are households with children. AM to send fund spreadsheet to MG. Due to be a renewal of fund focusing on pensioners and vulnerable. Awaiting details.

5.5 TPAS visit – Meeting with Board arranged for Wednesday 20th April at 10.30am to introduce themselves.

5.6 Kitemark – AM to send application before Friday 15th April. Assessment will be May and will hear in June if successful.

6. Health and Safety – No update

7. Sub Committees – No meetings have taken place.

8. Board Calendar – AM discussed what training/events are taking place, board members are to let her know if wish to attend. NFTMO conference is all booked.

9. AOB

Easter event taking place tomorrow between 11am and 1pm.

Office will be closed on Friday, Monday and Tuesday for Easter. WF will be the only member of staff working on Tuesday.

AW asked if a board member misses a meeting due to Covid will it go on their record as a missed meeting, AM confirmed no it will not.

AC – Still working on events with Jubilee, he will let AM know and maybe Dovecotes could work in conjunction with schools. AM said Dovecotes could look at doing something after school but could not ask staff to give up their time over that weekend as will be off work for Bank Holiday.

JS – Wanted to know if Dovecotes were planning to organise an event for Windrush/Jamaican Day celebrations. Possibly could have steel band, Jamaican food stall. Board to discuss.

6.15pm – meeting closed.