

1. Welcome & Introductions

Chair: Ann Webb

Attendees: Amie Merry, Ryan Pitt-Woodcock, Andrew Slater, Natasha Curtis Warner, Councillor Clare Simm, Glenford Clarke, Melissa Green, Ambreen Raza, Ste Webb

Lyndsey Beckett taking minutes

1.1 AW opened the meeting. The chair, Joan Curtis was unable to attend the meeting due to illness. AS agreed, AW can sign off minutes as VC. All attendees introduced themselves to the new board member, Ambreen.

1.2 Code of Confidentiality – AM discussed the board specific policies. AM is currently working with a group of board members as the policies are up for review and once completed, she will send via post to read and sign. All information discussed at meetings is to be kept confidential until minutes are released to the public.

2. Meeting Opening

2.1 Apologies - Apologies received from Joan Curtis, Councillor Adam Collinge, Sarah Harrison, Stuart Harrison and Councillor Sue Roberts.

2.2 Declaration of Interests – None declared.

2.3 Previous Minutes Aug/Oct 2021 – Proposed and agreed by AS. Seconded by SW.

Matters Arising – No matters arising.

3. Correspondence

3.1 Rent Increase Letter – Letter received from CWC regarding the increase of rent by 4.1%. Letters will be sent to tenants from 25.02.22. Board is concerned of the impact this will have on tenants. AS asked CS and MG why no consultation had taken place. AM stated it was done online only and the link to CWC website was posted on Facebook page. MG will try and find out why consultation was online only and will try and find out response rates and background information behind the decision and will report back to AM. CM asked AM how well equipped are Dovecotes in signposting tenants to external organisations who may offer help, could CWC do better in providing external services. AM explained CAB used to attend the office once a month and could this start again.

5.20pm GC entered the meeting

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

4.1 Voids and Relets – Currently 15 voids. None under notice. Voids are taking longer to complete but are still meeting KPI target. Still having issues with materials and the volume of voids coming in.

Post Tenancy Visits – AM expects home visits to start again from 28.02.22

Arrears – 7 week plus Q3 is way out of target, currently at 13.09%. Target is set at 5.25%. Most of these cases are tenants in receipt of UC.

Tenancy Breaches – AM and MG discussed the abandoned skip in Grangefield Cl. CWC has now served notice and will remove if no contact is made when the notice expires.

5.25pm RPW entered the meeting

Repairs and Maintenance – Targets are being met and Ian has fitted into the team really well and AM has already received 6 compliments on his work.

Income/Expenditure – No concerns with the finances of the business. Spends are due to increase from the surplus due to ongoing programme work.

5. Matters for discussion

5.1 **CCTV** – AM presented the quote received from open view. AM asked the Board to agree in principle.

Vote – Unanimous, all board in favour.

5.2 **Management Agreement** – No updates.

5.3 **Complaints/Compliments** – AM presented the data to the board. Data will be included in annual report. We have received more compliments than complaints. Board wishes to thank the staff for helping with the community events. AM to pass on.

5.4 **TMO Delivery Plan and Action Plan** – Now completed and AM will discuss next meeting.

5.5 **Flexi time withdrawal** – This has been trialled for the last six months. AM explained new working pattern. AM conducted survey with the staff who are all happy to continue. AM now must consult the union. Board agreed they are happy with AM to continue with the consultation.

5.6 **Household Support Fund** – AM had sent the pack via email to all Board members. AR asked if Owner occupiers could apply to the fund. AM said application can be submitted but priority will be given to tenants. MG advised AR that other Council Organisations had received this funding and she may be able to apply via them.

5.7 **Warmer Homes West Midlands** – Information provided in pack.

5.8 **Click to send** – AM explained new text service.

5.9 **Arrears Action Plan** – Performance and targets must be improved so AM has created a new arrears action plan. AM asked the board if they thought opening on a Saturday for a couple of weeks would help, board all agreed it had been tried before and did not work. AM suggested the office should open Mon, Tues and Fri between 9 and 4pm with 1 hr closure for lunch, to start from 28.02.22.

Vote – Unanimous, all board in favour.

6. Health and Safety

6.1 **COVID19 RA** – to be reviewed by AM.

7. Sub Committees

7.1 **Staffing and Employment sub** – Minutes included in pack to read.

7.2 **Tenancy and Estate Man Sub** – Minutes are included in pack to read.

8. Board Calendar

Retro-fit training course at Trafford Hall on 28.02.22. No one has put name forward. Board do not think its relevant.

9. AOB

9.1 Companies House – AM requested all board members to fill in D.O.B on sheet at back of packs and hand in at end of meeting.

AM – Discussed the difference between a section 11 and section 82 claim. A company had been on the estate delivering leaflets and cold calling tenants canvassing for business and we had received a section 11 claim from this.

GC – raised an issue he had with parking in Catisfield Crescent. AM confirmed he can park in the area opposite his home as the estate has no reserved parking.

AR – Raised the issue of the lack of activities on the estate for children. AM explained Dovecotes were not insured for this but CWC may offer activities. AR said there is a self defence class in chapel Ash, AM to make contact. AM said our budget does not cover funding so Dovecotes would have to make partnerships or apply for lottery funding and tenants would have to be prepared to pay for any activities organised. CS said she will speak to AC as he is on a committee for public events and the possibility of events being arranged on Dovecote's estate and not just in the City Centre.

Meeting closed at 6.55pm