

BOARD MEETING 12TH JANUARY 2021

VIRTUAL

16:00

ATTENDED

APOLOGIES

JC - Chairperson

BD & RP-W

AW - Secretary.

SH - Treasurer

AM - Chief officer

AS

BC

NCW - Owner Occupier

SW

STH

Previous Minutes: Recorded

Proposed: **BC**

Seconded: **STH**

CORRESPONDENCE: BC raised issues with **Paul Murray CWC Highways & Severn Trent**. Alderford Close road and parking is in a poor state of repair, AM hopes they will resurface.

Payroll services currently provided by CWC. Audit report raised that staff of the TMO should be paid from the TMO's bank account not CWC's. From April 2021 CWC will no longer be paying direct to TMO staff, AM is to discuss this matter also get a quote for payroll services from GCN (our accountants) then bring feed back to the board. JC suggests even if it costs a little more it will be better for GCN to handle it.

JL from **CWC** emailed **AM** to notify that our current insurers are okay. **BC** does not know why **CWC** are unhappy with current arrangements; we are evidencing value for money, **AM** agreed that the decision from **JL** reflected the outcome the **TMO** desired.

PERFORMANCE REPORT: **AM** shared the performance report on her screen for the board to see. **AS** asks "Why voids time are so big?" **AM** replied "We have a backlog due to Covid-19; we will not get scrutinised."

AM There is rise in rent arrears. New complaints procedure is now in operation.

November the vulnerable calls made were 250. December the vulnerable calls made were 135-142. Staff members **M** & **B** make these calls. Housing Officers are on target.

Lodger in possession - 4 properties, nothing can be done due to Covid-19. **NC-W** suggests "Wouldn't it be easier to have the property and we gain rent from it?" **AM** "No rent is paid but there is a use and occupancy charge that is equivalent to rent." **SR-H/O** is keeping a log and monitoring. Housing Management identified some tenants need home visits, currently doing this via the telephone but, checks required on some tenancies.

ASB cases with **WH**- two live cases on Dovecotes which are both noise nuisance cases.

1 awaiting noise monitoring equipment to be installed to assess noise levels 2. first stages where perp has been contacted **WH** will monitor for improvement.

TMO Cases – 11 Live cases

BUDGET REPORT: We are under spent, **AM** suggests the board and herself hold a separate meeting for budget planning, maybe think external, internal programmes put tenants and contractors at risk. **AS** explains the "NFTMO conference there will bedrooms going spare due to **TMO'S** pulling out of the event". **NC-W** does not think the conference will go ahead. **AS** "At least it will be booked and if it is cancelled, we will ask for our money back, extra rooms are needed due to **SW** & **STH** joining the board." **AM** explains "Arrears will be high after Christmas then settles out again, **UC** straight to landlord is a **BAPA** payment that safeguards the rent." **AS** "Look at the Furlough rent cases." **AM** "These are not Furlough these are tenants that choose not to pay the rent. Beginning of lockdown then over time it starts to increase, no worse off." **NC-W** "The arrears are not coming down!" **AM** "Feb & March came down then

Covid-19 came and had a massive impact so rent went up in June, when lockdown is over the courts will reopen and evictions will take place." **NC-W** "It is a lot of money and not coming down enough with the amounts and this is the problem we have got." **AM** "Yes and H/Officers are on the phone to tenants monitoring arrears weekly for them to agree help or maybe a payment made within 2 days." **BC** "Government stated this." **NC-W** "If they are in the property then paying rent needs to be done, I have to pay my mortgage." **JC** says, "Before tenants attend the court you will find them coming into the office to pay lump sum." **AM** "Even in front of the judge this happens. It is demoralising to our H/officers." **AS** looks at figures on **AM** screen and tells **AM** that they are not adding up, **AM** "CWC send us the figures on a spreadsheet, not keen on this idea."

HEALTH & SAFETY: AM "2 separate absences this year caused by illness but overall very low, DSE assessments will be updated when return to work but home assessments have been completed."

MATTERS FOR DISCUSSION: AM "Customer insight strategy, talks of the green paper, lots of sub areas, choice, complaints maybe more investment, not what we are going to do, it is **CWC** Managing Agents Meeting minutes, have the board looked at the minutes I sent out?" **AM** continues "AGM, Insurance, Audits, rent arrears (sharing with other TMO'S) Section 11 claims, repair claims but not so much for TMO's." **ASB** has 47 cases, procurement & allocations monitor we go through checks and contractors. Northgate to help with rent arrears, voids, scrutiny report to see length time between void and signing the tenant and additional information, look through the report. Any voids Jan-March there is an 8 week hold up on that."

COVID RISK ASSESMENT: WF is in the office for contractors.

A.O.B: Updated signatures to the bank have been refused **AM** will sort the matter.

Individual board members A.O.B matters:

NC-W - Fly tipping by her.

SW – None.

SH – None.

STH – Rubbish at the back of his again.

AS – Calendar winners been notified? **AM** “Yes today by email.”

AW – Rubbish by her, also asked an owner occupier to pick their rubbish up of the floor he threw.

JC – None

BC – Car park at the back of the TMO office, get bollards. **AM** is setting up a meeting with Little Doves Centre and chat about car parking of the staff and customers. Also getting quotes for bollards to be in place. “City Fibre are doing nothing about complaints, **AM** is willing to contact the councillors with board member’s permission and board agreed for **AM** to carry on. **NC-W** “I had work on Sunday and her husband was driving her and had to drive on footpath due to City Fibre blocked the road of totally, if they were to park properly it be ok.” **BC** was asked to take pictures of the workers for them. “Get the estate back to the way it was” **AW** “There are small silver gas cannisters in certain places on the estate.” **AM** is emailing the police about this.

MEETING ENDED

17:15
