

**Resident Scrutiny Panel Meeting**  
**Thursday 12<sup>th</sup> May 2011 - 6.30 pm**  
**The Centre, 32 Merchant Street, Bow E3 4PZ**

**Present:**

***Resident Members***

Aleha Begum  
John Courtney  
Margaret Donovan  
Linda Owers  
Amina Rashid  
Catherine Weir

***Officers & Independent***

Raj Kumar – *Independent support to the Panel*  
Debbie Davies  
Peter Griffiths

**Apologies:**

***Resident Members***

Rubiya Begum  
Sadiyya Dastegir  
Usha Begum

- |           |   | <b>Action</b> |
|-----------|---|---------------|
| <b>1.</b> | <b>Introductions &amp; Welcome</b>  |               |
| 1.1       | Raj Kumar (RK) introduced himself to the Panel and asked each of the Panel Members and EEH staff to also introduce themselves                 |               |
| <b>2.</b> | <b>Apologies</b> (see above)  |               |
| <b>3.</b> | <b>Minutes of Last Meeting 8<sup>th</sup> March 2011</b>  |               |
| 3.1       | Minutes Agreed  | <b>ALL</b>    |
| <b>4.</b> | <b>Matters Arising</b>  |               |
| 4.1       | DD Stated that all the proposals that the Members of the Scrutiny Panel had made had been <b>agreed</b> by the Service Review Committee.      | <b>ALL</b>    |
| <b>5.</b> | <b>Minutes of Service Review Committee March 15<sup>th</sup> 2011</b>   |               |
| 5.1       | DD explained that the changes to the “Local Offers“ that were proposed by Panel Members at its last meeting were <b>all agreed by the SRC</b> | <b>ALL</b>    |
| <b>6.</b> | <b>Review of Wish List and Feedback</b>   |               |
| 6.1       | RK said that everything proposed by Members of the Scrutiny Panel had been <b>agreed</b>  |               |

- 6.2 Members of the Scrutiny Panel **agreed** to start future meetings of the Panel at 6.30pm. **DD/PG**
- 6.3 AR asked that another tour of EEH estates be arranged in the evening for those Members that work during the day. This was **agreed**. **PG**
- 6.4 It was **agreed** to provide sandwiches (Halal) at future Scrutiny Panel meetings **DD**
- 7. Role Profile Reviews**
- 7.1 RK Asked the group to go through the proposed profiles including that of “Chair”. AR asked RK to expand on the responsibilities of the Chair’s position.
- 7.2 RK asked if the group had at this stage any volunteers or nominations for “Chair”. LO proposed CW and this was seconded by MD. There being no other volunteers, **CW agreed to be Chair for six months**. **ALL**
- 8. Confirmation of Local Offers**
- 8.1 DD introduced the leaflet and explained the background as to how the Local Offers were compiled and how they were related to the TSA’s six strands. DD further explained how EEH needed to publish to residents how the organisation was doing against each of the “Offers” that had been made to them.
- 8.2 LO asked if weekly cleaning programmes would be put in the notice boards on the estates. DD said they would **DD**
- 8.3 AR asked if the 7 day a week cleaning service included landings. DD explained that there were tasks carried out on a daily, weekly, monthly, and quarterly programme. AR asked if she could have a copy of the weekly schedule. PG to arrange. **PG**
- 8.4 RK suggested that the group may wish to pick one area of the “Local Offers” to scrutinise. **ALL**
- 9. Key Performance Indicators**
- 9.1 DD introduced the report and went through each of the sections as follows –
- 9.2 Voids  
DD said that EEH’s performance in regard to Voids was in the upper quartile in the country.

- 9.3 Repairs  
DD said that EEH staff had carried out an audit of all jobs issued under the categories of emergency or urgent jobs to see if they had been issued correctly.  
DD stated that residents completing a repair satisfaction form were not very satisfied. AR asked what the return rate was and DD said 9%.  
DD said that a new contract on repairs had just been let. EEH staff are now asking residents if their repair had been carried out to their satisfaction and completed on time on the day it is completed. Also residents are being informed if any additional works are required to complete the job and follow up on any delays.
- 9.4 RK stated that it takes around one year for any new maintenance contract to bed down and that the Scrutiny Panel needs to review performance in twelve months time. **ALL**
- 9.5 Rents  
DD explained that Housing Benefit is paid four weeks in arrears therefore the figures are needed to be viewed with this in mind. Rent arrears were performing on target over the year.
- 9.6 RK said that rent collection is fantastic as was the empty homes turn around time of 10 days. However there was room for improvement in regard to repairs performance. **ALL**
- 9.7 Service Charge Collection  
CW said that leaseholders were very confused in regard to the layout of the estimated and final bills they receive from EEH. DD said that Leasehold Services Section has tried to change the layout and had revamped the statements to make them clearer. Also Leasehold Services run surgeries in the Local Offices and urged residents to attend and make an appointment.
- 9.8 Complaints  
DD explained that the Main Board had changed the number of stages in the Complaints procedure from 4 to 3 stages from 1<sup>st</sup> April 2011. On complaint closure, 12% of respondents are happy with case handling and 18% satisfied with the outcome. DD said that in regard to this, indicator residents were either happy or unhappy and that this area of work is very difficult to measure. However EEH regularly reviews the themes and trends of complaints and learning outcomes.
- 9.9 RK stated that the learning outcomes were very important for an organisation to analyse.

- 9.10 CW asked if the process was very lengthy and therefore put people off. DD said that the number of stages in the process had been reduced.
- 9.11 Members Enquiries  
DD said target achieved.
- 9.12 Decent Homes  
DD advised of current progress.
- 9.13 Gas Servicing  
DD stated that EEH wanted to achieve 100% on this very important area. CW said the group will look very closely at the next report in this area.
- 9.14 Lettings  
DD said that this area dealt with how properties are let. DD explained that car free zones are having an affect on satisfaction of new residents moving into EastendHomes new build properties.
- 9.15 Estate Services  
DD explained that the Isle of Dogs was meeting the target required for residents in attendance at inspections. However EEH needed to improve the level of Inspectors on other estates.
- 9.16 ASB  
DD stated that there had been 214 ASB reported incidents (Mile End lots of noise complaints) and the group could see the profile of ASB complaints. Satisfaction levels relating to ASB complaints have increased due to staff following up ASB complaints. LO asked if there was a policy on Leaseholder Sub Letting. DD said that EEH have contractual powers as with tenants that they can use. DD said that EEH were going to run a course for leaseholders on "How to Become a Good Landlord" to help leaseholders.
- 9.17 Aids and Adaptations  
DD stated that this area was below target on major/minor works and that delays in obtaining grant was affecting performance.
- 9.18 Top Ten Key Performance Indicators (appendix 1) **ALL**  
DD said that the indicators were now in the traffic light format that the group had requested. RK said that this report showed the group the trends at a glance and Appendix 2 the national comparison at a glance. RK also stated that the group needed to decide if they needed this level of detail at every meeting or say six monthly or yearly.

**10. Fire Safety**

**DD**

- 10.1 LO said that fire notices needed to be put in low rise as well as high rise blocks. DD said she would send the group their own relevant fire risk assessments before the next meeting.

**11. AOB**

- 11.1 DD explained the role of the Service Review Committee in regard to its relationship with the Scrutiny Panel.

**Date for the next meeting**

**ALL**

Monday 5<sup>th</sup> September 2011 at 6.30 pm in Island Gardens  
Neighbourhood Centre, 137 Manchester Road, London E14 3DN