

RESIDENT SCRUTINY PANEL 17th JULY 2013 – 3 PM
TAYSIDE HOUSE, 31 PEPPER STREET, E14 9RP

Present:

Resident Members

Usha Begum
Genia Leontowitsch (Acting Chair)
Margaret Donovan

EEH Officers and Independent

Debbie Davies
Peter Griffiths
Raj Kumar (Independent Support)

1. Introductions and Welcome

1.1 The group individually introduced themselves. Genia agreed to chair the meeting.

2. Apologies

2.1 Margaret Hughes, Rubiya Begum, John Courtney and Farah Rashid gave their apologies.

3. Minutes of the last meeting – accuracy and matters arising

3.1 Accuracy - Minutes of the last meeting were agreed by Usha and seconded by Margaret.

3.2 Matters Arising - ASB Complaints Case Studies – Genia said that she had spoken to Linda Standing who had stated that she liked the current ASB software reporting systems. Genia felt that the current software was not very user friendly.

3.3 As the React software licence runs out in 2014, Raj suggested that the Scrutiny Panel fed their views into the tender process for replacing this software. Debbie stated that Poplar Harca had now got another system to record complaints.

Action - That Debbie would arrange for Genia to contact other EEH Housing Officers in order to get their views.

4. Repairs – ECO Information review

4.1 Debbie went through the draft specification of the Repairs/ECO contract with the group with regard to call handling and explained how the service should operate. Genia said that text updates where possible could be less intrusive than a phone call for residents.

4.2 Debbie then went through the proposed key performance indicators for the contractors who will be tendering for the work. Genia asked if vulnerable residents would be flagged, Debbie said they would provided they had self identified themselves as vulnerable.

Action – Debbie said that the group could have the draft contract document to review and comment on before the contract was put out and to also take part in the contractor selection process.

4.3 Residents meeting with their Independent Advisor (3rd July 2013) the group asked for a number of questions to be answered - e g

4.4 ECO Service -

- Why is Mile End having the most call outs also is there a pattern?
- Lifts why does Mile End have the most call outs?
- Glamis why are there so many heating /hot water call outs?

4.5 Debbie stated that Mile End has the most lifts and the highest number of properties. Ennerdale House still have to have its lifts replaced. There are now more door entry systems installed in blocks than before with the result that there are more components to fail.

4.6 Debbie said that there was an internal review meeting which looks at how the repairs service is being delivered and any component failures would be discussed there. Debbie further stated that any Scrutiny Panel member could attend the Contractor Performance meeting if they wanted to.

4.7 Raj said that the group wanted an explanation of last years ECO data. Raj also stated that the group needed feedback in six months time of the completed satisfaction surveys.

4.8 Mystery Shopping –

Action It was agreed that members of the Scrutiny Panel could take part in the interviews to appoint a “Mystery Shopper” to shop the repairs and ECO contractors. It was suggested that void addresses could be used by the Shoppers to in order to disguise who they were. It was also agreed that scenario’s needed to be created for out of hours shopping. John Hinds to be asked to come up with scenario ideas.

4.9 Debbie said that the questions could be centred around the new general build contract, and that EEH had an 004 number that which cheaper for tenants to use than an 0800 number. Debbie gave a few examples of ECO callouts for Panel Members.

4.11 Raj said that it would be good to test the ECO contractor's ability to accurately identify callers as tenants or leaseholders, and how they respond.

5. Value for Money

5.1 Debbie said there is currently a 79% level of resident satisfaction. Genia said that the residents were a problem and the cause of anti social on the St Georges estate and that Leaseholders feel that works are not VFM.

5.2 Raj suggested that an annual VFM self assessment in understandable language be sent to residents. The draft of which would go to the Scrutiny Panel before it went out to residents. Also the Scrutiny Panel needs to stand back and review the Landlord re VFM, and be more challenging.

6. Terms of Reference – policy comment

6.1 **Action:** The Scrutiny panel asked to review any policy relating to Health and Safety so they could comment before it went to the Service Review Committee for approval. Debbie said she would need to amend the terms of reference for the group.

7. Mystery Shopping (see 4.8 above)

8. Any Other Business / Date of Next Meeting

Brain Storming meeting re VFM with Raj 4th September 2013 at 2.30 pm at Tayside 31 Pepper Street