

RESIDENT SCRUTINY PANEL 21st MARCH 2012 – 7PM
ISLAND GARDENS NEIGHBOURHOOD OFFICE

Present:

Resident Members

Margaret Hughes (Acting Chair)
Margaret Donovan
John Courtney

EEH Officers and Independent

Raj Kumar – Independent support to the Panel
Debbie Davis
Keiron Carroll Surveyor
Peter Griffiths

Apologies

Rubiya Begum
Catherine Weir
Usha Begum

1. Introductions and Welcome

- 1.1 Peter asked members of the group to introduce themselves.
- 1.2 Margaret Hughes agreed to Chair the meeting in the absence of the elected Chair.

2. Minutes of the last meeting

- 2.1 Minutes of the last meeting were agreed by Margaret, seconded by John.

3. Matters Arising

- 3.1 None

4. Void Meeting/Training

- 4.1 Keiron explained the Void Inspection Process – it was agreed by the group that photographs should be taken before and after the works had been completed in order to see the quality of the finished works.

ACTION - DD/KC

- 4.2 The group visited 62 Galleon House (7th floor) and were made aware of the EEH void standards.

4.3 Raj asked for the background of the tenants who had previously lived in the property, due to its current state of disrepair, and also why twelve other potential tenants turned the flat down.

ACTION- DD

4.4 The Chair asked what the total cost of the repair works to the flat was. Keiron stated that the contractor (Breyers) had been given £1500 worth of works to be carried out.

4.5 Raj asked what Keiron's perception of the quality of the works completed so far was, and would spending more money on this particular void support it being let more quickly. Keiron said he felt it would.

4.6 Raj asked if showers were now being installed in voids instead of baths. Keiron stated that they weren't although there is the potential for tenants to install shower hoses to the new bath taps.

4.7 Debbie explained that the tenant moving into the void in question (62 Galleon) would get about £1,500 decorating allowance.

4.8 Raj asked if EEH would allow tenants to carry out their own repairs. Keiron replied that he had concerns over demonstrating competence, particularly with specialist trades.

4.9 Raj asked if photos were taken of all void properties when they were ready for letting. Keiron stated that he did take photographs but this was possibly not uniform throughout EeH. DD advised that there were procedural difficulties in that currently any photographs cannot be tied to the void on EeH computer system.

4.10 Raj asked what the cost of void repairs were throughout the year. Keiron said it was approximately £200 K.

4.11 Debbie stated that EeH's short term void turn around time is very good, but this is skewed by new build properties.

4.12 Raj asked Keiron what would make the void process easier for him. Keiron stated that he needed more time to undertake the works and get the property ready for letting. Keiron said in his opinion 62 Galleon should never have been offered to be viewed in its current state.

4.13 Margaret Donovan asked if wooden floors were automatically taken out of void properties. Keiron stated that they were because EEH cannot maintain them and they would not normally meet statutory noise transmission requirements. EastendHomes also removes fitted wardrobes.

4.14 The Chair said she felt it was a waste of money to take out perfectly good showers, or fitted wardrobes. Kieron said EEH would assess who was

going to live in the property before the decision was made to take these things out.

4.15 Raj said that the void performance figures and customer satisfaction figures compared to EeH's peers were good.

4.16 Keiron stated that it would help in letting a property if the Housing staff could ensure all plastic bags, old wood and cardboard etc was removed from the walkways leading to and around void properties before the viewing.

ACTION- DD

4.17 The Chair asked how long local staff had to turn round each void property. Keiron stated that they had twenty days from keys being handed in to keys being handed over as a target.

4.18 The Chair asked if EEH were carrying out loft conversions. Keiron said no, not at this time.

5. NEXT MEETING DATE, TIME AND VENUE

30th May 2012 at 6pm Island Gardens Neighbourhood Office, 137 Manchester Road, London E14 3DN

ACTION - ALL