

RESIDENT SCRUTINY PANEL 22nd JANUARY 2014 – 6PM
TAYSIDE OFFICE

Present:

Resident Members

Genia Leontowitsch (Chair)
Margaret Hughes
Margaret Donovan

EEH Officers

Debbie Davies
Peter Griffiths

Apologies

Usha Begum, John Courtney

1. Introductions and Welcome

1.1 Genia welcomed the group.

2. Minutes of the last meeting - accuracy

2.1 Minutes of the last meeting were agreed.

3. Matters Arising

3.1 Electricity Meters - (item 3.2 previous minutes) Margaret Donovan said that John Hinds was to have contacted her in regard to the possibility of moving her gas meter located in the intake cupboard on the estate to the inside of her dwelling and he had not. Following discussion by the group it was agreed that Debbie contact John Hinds to clarify who was responsible for relocation of the gas meter. **ACTION DD**

3.2 Flooding Procedure – (item 3.3 previous minutes) Debbie confirmed that an article on water penetration or flooding featured in EastendHomes Christmas newsletter.

3.3 Mystery Shopping – Genia asked if Debbie could explain how the ECO contractor scoring system worked. Debbie said that in terms of price Pinnacle was the cheapest. Genia asked what Method Statements were? Debbie said that they were statements on how each organisation would carry out certain tasks or how they would react to certain situations or scenarios. Debbie said that the “Other Qualitative Assessment” (mystery Shopping) stood out from other factors and was the deciding factor in the scoring process. Genia said that Mystery Shopping was very worthwhile.

3.3.1 Genia asked if Mears had been appointed yet? Debbie said they had but they had not started yet as the data that Mears were to use was still being set up.

3.3.2 Genia asked if residents could visit Mears ECO centre. Debbie said Mears are keen to have residents visit their centre in Canning Town. Debbie to arrange a visit to Mears Canning Town ECO centre once the contract had been running for some time. **ACTION DD**

3.4 ASB system – (item 6.1 previous minutes) Genia to arrange to contact Gill Parker in February 2014 to interview her on how EEH'S ASB system works. **ACTION GL**

4. Feedback Tower Hamlets Scrutiny Panel (verbal update GL)

4.1 Genia stated that LBTH'S Scrutiny Panel had not been working well over the years. An external Consultant had been appointed to carry out a review of the service. Genia stated that a considerable amount of time and work had been put in by her and other residents into a review of the Mutual Exchange process.

4.2 Margaret D asked what was expected from the review. Genia explained how the process of comparing various Landlords policies and procedures should result in an improved level of service and a more efficient/effective service. Genia said that mutual exchange policies and procedures were being reviewed. Margaret expressed her concerns in regard to these current policies and working practices, and said there were flaws in the Home Swapper website and how information on these matters is accessed. Margaret advised Home Swapper worked like a social networking site with a lot of people just looking for information rather than being serious about moving. Genia said she would take this information on board and also go through any recommendations that are made with the group.

ACTION GL

5. A.O.B

5.1 Agreed that a future item on the agenda would be ASB. Agreed that Debbie would send members of the group an explanation of the standard categories used to identify the type of ASB being perpetrated and the percentages of each category of ASB that had currently been recorded per estate. Debbie explained that EastendHomes had entered into partnership with Poplar Harca to share the cost of two Police Officers with powers of arrest to tackle the problems of ASB on EEH'S estates. The PC had already had success in regard to resolving the ASB that was being experienced by residents on the IOD. Genia stated that a gang of youths were causing nuisance to residents on the St Georges estate at a certain time every night. Debbie advised Genia to open an ASB case with the Housing Office in order to monitor and enlist the help of the Housing staff and the Police to resolve this matter.

ACTION GL

**DATE OF NEXT MEETING WEDNESDAY 26TH FEBRUARY 2014 AT 6PM
TAYSIDE HOUSE**

ACTION ALL