

WOLVERHAMPTON FEDERATION OF TENANTS' ASSOCIATIONS C.I.C

Minutes of the General Meeting 7pm Monday 17th February 2020 at Coven Lodge.

Attendance: as per list.

Ann said that Cllr Bilson had passed away. She said that he had been a good friend to the Fed and had been very supportive of tenants across the City and his passing was a sad loss to the Council.

Bob asked that letters of condolence be sent to the Council and his family.

Ann welcomed Shaun Aldis and Andrew Finch from Wolverhampton Homes (WHs).

1. Apologies:

Margaret Perry.

2. Declarations of interest:

None.

3. Minutes of the meeting on 18th November 2019:

Agreed.

4. Matters arising:

Ann referred to service charges on heating particularly on storage heaters. Shaun said WHs are reviewing heating systems and looking at environmental friendly alternatives for the future. Graham Woolley said some tenants on the Scotlands are still awaiting new systems to be installed.

5. Estate Custodians – Shaun Aldis and Andrew Finch .

Shaun said that on the back of the Housing Green Paper and the tragedy at Grenfell WHs are looking to review the Community Strategy particularly to bring it in line with the Review on tenant engagement being carried out by the Council.

He said now that WHs has moved from Hickman Avenue officers are working more flexibly. He said WHs need to look at service in the long term. He said 75% of ASB occurs in social housing and said it is important to have a presence on estates. WHs has introduced the estate custodian approach where tenancy officers will work more closely on estates to build resilience in the community.

Andrew showed a short film about this. He said that there are 30 tenancy officers split into 3 teams. Each officer is responsible for 700 properties.

The officers will meet with new tenants at their new home to show them around and they will then explain what the tenant can expect from WHs as part of the tenant deal. Officers will also be able to identify any support needs at this point.

The officers will deal with breaches of tenancy but it is more about prevention and building a relationship with their tenants. Officers will also carry out estate inspections with tenants and look to making neighbourhood improvements.

The role of the tenancy officer is to be the 'go to' person, to have face to face contact, he/she will help with on line services, must be approachable and knowledgeable, hopefully they will resolve any enquiries quickly, (there is a 24 hour response target) and will keep tenants informed of progress on issues. Andrew said it is about working together and increasing satisfaction with services. They want to move the service from good to great.

He said there is a list of tenancy officers and which streets they are responsible for on line at WHs web site. He said he was happy to give out information at the end of the meeting to those not on line

Bob asked about the position for leaseholders. Andrew said that the leaseholder team will work in the same way as the tenancy officers. Bob said leaseholders should let WHs know if they have relet their properties and give details of the new occupier. Andrew said this could be difficult to enforce, Bob said it should be built into the original lease.

Bob said there are issues concerning rubbish at Heath Town, and said issues should not have to be raised time and time again. Andrew said issues should be picked up by the tenancy officer. Graham raised a number of issues on the Scotlands to do with trees blocking lighting, and the length of time properties lie empty. Ann said that trees in gardens are the responsibility of the tenant. She said that there is a grounds maintenance meeting at Coven Lodge the next day and advised Graham to attend. Shaun said he was happy to meet with Graham and walk round the estate with him. Marie Lane and Jean Hill praised their local officers and appreciated the close working relationship with them. Jean thanked Louise Ward for the work she had done with their group at Lower Bradley.

Ann said she hoped that officers would not be moved around so that they could build a relationship with their tenants.

Paul Ryder asked how closely WHs officers work with the police. Andrew said they work closely with ASB officers and the police to resolve any problems.

Mr Motawalla raised the issue of bogus callers, Andrew said there is advise on the web site. Shaun said the bad weather has caused a heavy workload for operatives and outlined some of the recent works. Ann said it is important to highlight and promote the good works that are carried out.

6. Correspondence:

None.

7. AOB:

Ann promoted the event on 4th March at the Molineux entitled 'The future of social housing.'

Date/time next meeting: Monday 16th March 2020, 7pm at Coven Lodge.