

WOLVERHAMPTON FEDERATION OF TENANTS' ASSOCIATIONS C.I.C

Minutes of the General Meeting 7pm Monday 17th June 2019 at Coven Lodge.

Attendance: as per list.

Ann said the agenda item re Local Lettings policy is cancelled due to the speaker not being able to attend.

1. Apologies:

John Pemberton, Marie Lane, Graham Childs, Jean Spence.

2. Declarations of interest:

None.

3. Minutes of the meeting on 15th April 2019:

Agreed.

4. Matters arising: Ann said the Warm Home Allowance is not available to all – it is means tested.

5. Anti-social behaviour (ASB) – Jo Mason and Andy Bryant

Jo explained about the ASB team and that there are 3 sections within the team the north, south and business sectors. She said the majority of the cases, 80%, relate to W'ton Homes properties and 20% relate to private and non- housing. She said noise nuisance is the key issue and the second is misuse of communal areas. The majority of complainants and perpetrators are in the 36 to 50 year age group. She said this may be because young people are not out on the streets as much due to social media. As regards gender profile she said that there are more female complainants and perpetrators than male. She said the enforcement action for last year was low compared to the number of cases dealt with. She said the satisfaction with performance is high. Customers satisfied with the way ASB cases were handled was 97.9% and those satisfied with the outcome was 97.7%. She said response rates were good but could be better.

Andy gave details of casework and stressed the emphasis is on prevention.

Mr Motawalla asked why there is an increase in ASB. Andy said he thinks that it is because of lower tolerance and more reporting. He said in some instances there are limitations on what action can be taken.

Darren Baggs said that WHs are introducing tenancy officers or custodians who will be the link person in their designated area. WHs are to pilot a scheme whereby the tenancy officer will deal with the low level ASB leaving the ASB Team to concentrate on more serious matters.

Ann said WHs need to enforce the tenancy agreement.

Andrew Slater asked about the position for the TMO areas. Darren said that the TMOs are responsible for the ASB in their areas but will get support from the ASB team that will be sponsored by W'ton CC.

Ann said the pilot sounds like a good idea but WHs need to come back with the results. Darren said he thinks ASB is under reported and issues need to be dealt with confidentially in order for there to be no reprisals.

6. Correspondence: None

7. AOB:

None.

Date/time next meeting: Monday 15th July 2019, 7pm at Coven Lodge.