

HYDEWIDE RESIDENTS VOICE

MINUTES OF A MEETING HELD ON TUESDAY 21 MAY 2019

AT PARK STREET FROM 5.30PM - 7.30PM

1.0. Welcome, Introductions and Apologies for absence

1. The Vice Chair welcomed everyone to the meeting in the Chair's absence and introductions were given, including the observers. Apologies as above.

Declarations of Interest

- 1.1 None declared.

2. Minutes of 19.3.19 and matters arising

- 2.1 There are questions on the OAK re the grant figures provided that needs to be re-addressed.
ACTION

- 2.2 Camberwell Green Road development information to be sent. **ACTION**

- 2.3 The minutes of 19.3.19 were agreed to be a true and accurate record.

3. CEO update with Elaine Bailey (EB)

- 3.1 EB answered questions sent in advance from HRV.

3.2 HRV: What improvements are you most proud of in your tenure as Hyde's CEO?

- 3.3 Influencing within the sector.

- Recently we have engaged with Government about the benefits of social housing. The "Value of a Social Tenancy" work was launched in the House of Commons and has been effective. It is now quoted by Government departments including Housing and the Treasury and by Homes England. As a result additional funding for 600 social housing properties has been provided and it is being considered by the Treasury as part of its comprehensive spending review.
- Hyde have provided the sector with a comprehensive piece of work that details how providing a social tenancy allows a family, who previously would have been in poor quality rented/hostel/b&b accommodation, to have a home and has such a lasting impact on their lives. It also saves UKPLC money and the work shows how they should be treating social housing like infrastructure. Each social housing home repays its value in saved services within 4 years.

3.4 Work with fire safety.

- Hyde has taken a lead amongst housing associations in responding to the issues as a result of the Grenfell tragedy and in some instances going beyond the Hackitt report recommendations. Examples including checking all blocks over 18m tall not just 30m, checking all supported and sheltered schemes regardless of height, addressed all cladding issues and not just ACM cladding used at Grenfell and addressed issues of poor workmanship and compartmentation.
- Hyde also provides information about each tall block on our website, this includes how many lifts and staircases, stay put policy, built of brick, lifts get serviced every 6 months, fire service was complete on x date and the works from the FRA4 inspection.

- Hyde are not charging leaseholders for any of the work. The fire safety works have cost nearly £50 million, and the money has come from selling properties to other HAs, which has meant there has been no reduction in the number of new homes we can build.
- Hyde are protecting the value of their investment as well as ensuring the safety of our residents.
- As a result of Hyde's actions the Chief Executive RB of Kensington and Chelsea TMO has approached us to talk through our approach to fire safety and the Government has called Hyde's work exemplary.

3.5 **HRV: Are you happy with the progress Hyde is making in delivering better services to residents and the culture is becoming more resident focused?**

- Content rather than happy, Hyde could always be better. However, we have been laying the groundwork for the Customer First programme. Performance statistics are improving and we are within the upper quartile of the G15.

3.6 Statistics were given of the six different types of service bring received by residents, surveying people who received the service;

- 82% satisfaction overall – the G15 reported 74%.
- 94% repairs completed in target time and recalls 0.22%
- Complaints has got better; the Ombudsman received 25% fewer complaints and Hyde ended the year at 60% satisfaction.
- 75% customer satisfaction with ASB handling – the G15 reported 57%.

3.7 Progress has also been made in areas of compliance, ensuring residents are safe.

- There are only 20 people currently without gas certificates – all no access for gas appointments –and they are being addressed through legal channels. Hyde will, in future, address these no access issues more seriously and introducing appointment slots. In the future, residents will be able to book their own slot within a 2 week period for electrical testing and gas safety.

3.8 Staff engagement has also improved from mid-70% over the last 15 years, to 80% and has continued to stay at 80%. Staff did report that they were less satisfied in the structure of the organisation though.

3.9 **HRV: What is the future vision for Hyde and will a CEO bring a change in direction? Will social housing be a priority for the new CEO?**

3.12 **Future vision.** This is set by the Board and includes Hyde's values, the strategy and the vision. The CEO does not have the autonomy to change Hyde's direction. One of the main the priorities for the new CEO will be **social housing**, putting a roof over people's heads, making a home and helping to improve life for their family.

- We are currently looking at how we can provide a property for our customers over the course of their lives; a location where they can access services, schools, doctors and good transport. The property needs to be solid, well maintained and easy to heat and fuel.
- We are currently looking at the suitability of our properties for future customers at void stage. This would include location, services, condition, age and size. Those that are

unsuitable for example, in isolated areas, no gas, single glazing, and bad Victorian conversions with no noise insulation are sold and the money used to build new homes.

- By selling these types of properties post void and redecoration works, Hyde can build 1.5 properties for social housing. 23 were recently sold to Lewisham; now Hyde can build another 200 properties outside London.
- Building in London is more difficult, land is not readily available usually very large schemes or small infill sites neither suitable. Hyde has been able to secure land outside London, in Kent that does not come with council nominations, meaning that current Hyde tenants will be given the option to move into one of the new properties based on need.

3.13 **HRV: Will residents be involved in the selection of the new CEO?**

3.14 Yes, residents will be involved in the selection of the CEO and two engaged residents will interview the prospective candidates.

3.15 EB to send 'look back' document to HRV. **ACTION**

4. **Customer Strategy Update**

4.1 Before HRV's meeting members and observers to the meeting were invited to a walkthrough of the teams delivering the change program of which the Customer Strategy is one of 4 strands for improvement. The Customer Strategy presentation was taken as read and HRV moved straight to questions.

4.2 **When will customers see change from the work being done as part of the Customer Strategy?**

- Change will be incremental and improvements will be felt along the way. These may not be measured as one single huge impact and it is important that residents are involved in recognizing what has been achieved to date and that this message is delivered in a way that everyone can understand. The initial improvements should be evident early 2020.
- Hyde has focused on the high 'pain' points, such as income, service charge and compliance and it is here that customers will see improvements first. Improvements will be measured by increases in customer satisfaction and fewer complaints.
- Service charge transparency is a particular area of concentration based on resident feedback. The IT system has been changed. The next stage of accurate information collection is ongoing. HRV members noted that the HRE recommendations from the Service Charge inspection need to be aligned with the Customer First program. **ACTION**

4.3 **HRV asked how the changes would be rolled out.**

- Key improvements and changes have been tried out with HPS and are being developed based on customer reaction before being rolled out more widely. Initial results have seen more jobs completed first time and complex case resolution is now being looked at.
- The changes will be communicated to customers and rolled out on a need to know basis at first, then stage by stage. It was confirmed by HRV the majority of customers will be more forgiving and better satisfied if Hyde communicate to them what is going on/being changed in advance.

4.4 HRV asked if the appointment of a new CEO would impact on the delivery of the Customer Strategy or change it in any way.

- Customer First is a 2/3 year programme, which has been confirmed by the Board and funded. The programme won't necessarily be delivered in 3 years; we are focusing on the first year's work, then review using customer insight information to check its working. There will also be a review of support for staff to adapt to new ways of working and a new resident first culture.
- Customers will be consulted throughout the processes via the OAK, focus groups and doing some 'deep dives' with our consultants. If the changes are due to be estate specific, we would visit estates, but for overall changes we may not. It was asked by HRV that any updates are also provided to Hyde's recognised TRAs.

4.5 HRV thanked staff for their presentation walk through and welcomes the opportunity of future updates.

5. Reports to HRV

5.1 **Resident Engagement Strategy 2020-23.** The current strategy ends next March and a new strategy needs to be ready for GHSB approval in May 2020. This report set out the process and timeline for development and consultation of the strategy. HRV agreed the following;

- A resident steering group to oversee the process, to be involved in planning consultation and reviewing feedback and that the steering group should report back to HRV and be open to other residents.
- The proposed strategy development process and consultation timeline
- HRV also agreed that the consultation should be wide as possible and reach as many residents as possible especially those who are not currently involved.

5.2 The **resident tick** process has now been drafted and is with the Communications Team and the Director of Customer Experience. HRV were asked to give their thoughts on the draft via the OAK.

5.3 The HRF update report from the last campaign before Christmas was discussed. It outlined how the feedback had been used including improvements made at a very local level. This hadn't been the intention of the campaign and had been initiated by staff. It was noted that HRF campaigns should not be 'deep dive' and should focus on resident feedback on a particular area of service. Repair and other issues picked up should not be included in the report in future. Should be general and feedback only.

5.4 HRV need to discuss what the next HRF campaign will be and how future ones are decided. A conference call will be set up for next week. **ACTION**

5.5 HRE Chair noted that actions promised at the HRE meeting relating to grounds maintenance and communal cleaning had not been actioned and needed to be moved into the HRV actions for this meeting along with estate inspection information. **ACTION**

5.6 HRE validation report was discussed and it was decided to escalate the information relating to gas uncapping for new residents to the Director of Property Services. **Action** update next meeting.

5.7 HRE report update. The Resident Communications inspection report has not been signed off; one action is yet to be agreed

5.8 Observers would like to have dates in advance for HRE meetings to come and observe/be involved. **ACTION**

6 HRV Priorities Update

6.1 The HRV priorities papers were confirmed as read and further discussion to take place via the OAK.

7. Rolling Agenda Planner

7.1 Agenda item suggestions for the meeting in July were;

- Repairs update
- Welfare reform – how it will be rolled out
- Asset Management and disposals

A separate meeting with Finance Director Peter Denton is also to be arranged

8. AOB

8.1 Comment was made that it was clear Hyde is aspiring to communicate with residents but using business language. This needs to be addressed.