

## HYDEWIDE RESIDENTS VOICE

### MINUTES OF HRV REVIEW CALLS HELD ONLINE

TUESDAY 24 MARCH & WEDNESDAY 1 APRIL 2020, 5.30PM - 7PM

#### **Welcome, introductions, how is everyone**

- 1.1. Members shared their experiences of social distancing and any challenges they are facing

#### **2. Role of HRV during the coronavirus pandemic**

- 2.1. HRV discussed practical ideas for how they can best support Hyde during this time
- 2.2. All agreed that HRV should hold regular online meetings to review how Hyde are doing
- 2.3. Agreed that weekly one-hour meetings on Wednesday evening works for most members
- 2.4. HRV will test various online tools to find the most effective one
- 2.5. Agenda items will be agreed by members but also shaped by Hyde's priorities

#### **3. Communications**

- 3.1. An update on the planning for resident comms was provided. HRV discussed:
  - 3.1.1. Good communication with residents is more vital than ever
  - 3.1.2. Need for empathy to be the overriding tone
  - 3.1.3. Residents do not have head space to take in a lot of information if it is not engaging and presented in the right way
  - 3.1.4. In order for communication to be effective Hyde needs to be mindful of resident priorities and display awareness of these e.g. show care before you emphasise importance of paying rent
  - 3.1.5. Residents are particularly worried about not being able to keep up with rent and potential evictions – Hyde information needs to reassure about these issues
  - 3.1.6. Suggestion for Hyde to link to local support and services where possible
  - 3.1.7. Be careful of promoting work being done by Hyde Foundation as if this is not happening everywhere it could appear unfair
  - 3.1.8. Need to think about what tools are being used and how - not all HRV members received the initial email sent to residents – issue with it going into junk folders for some
  - 3.1.9. Many residents do not have email
  - 3.1.10. There is still some concern about the level of advice and support being provided to residents who have lost their income (e.g. self-employed, made redundant etc). This will be picked up on the 8.4.20 call.

#### **4. Customer service**

- 4.1. HRV are keen that front line (incl. customer services) staff are provided with training about how to deal with reports of self-isolation, this can be for various reasons not just that someone has the virus. Importance of not making residents feel more isolated.
- 4.2. Some members reported positive examples of how well customer services staff had managed their contact; empathy and care shown.
- 4.3. It was acknowledged that on the whole staff are doing a good job of keeping services going considering they are working from home.

#### **5. Repairs**

- 5.1. The Director of Property Services gave an update on the work being done by his team so far to maintain Hyde's repair services:
  - 5.1.1. It was acknowledged early on that the workforce would be affected by the virus

- 5.1.2. Initially it was envisaged that demand for repair requests would decrease at around the same quantity as the expected reduction in available workforce
- 5.1.3. This was disproven as various trades reported high levels of absence
- 5.1.4. Certain trades have had higher levels of absence than others for example lift companies have been particularly affected
- 5.1.5. Hyde staff have been working hard to maintain a service from various trades through the pandemic so far
- 5.2. There has been a lot of discussion around 'essential' repairs - this term started being used before it was clearly defined, which has caused confusion. There has been no government or sector guidance around what constitutes essential; organisations are setting this for themselves. Some organisations are carrying out emergency repairs only at the moment.
- 5.3. There is a difference between what Hyde has defined as essential repairs, and emergency repairs. The definition is now on the website for residents to see.
- 5.4. Hyde will carry out all essential repairs for residents as long as they are not self-isolating. If they are self-isolating (whether because of shielding or illness) then we can only carry out emergency repairs using Personal Protective Equipment (PPE)
- 5.5. Ongoing access to PPE is going to be one of the main issues for maintaining our repairs service.
  - 5.5.1. Hyde has a duty of care towards our staff and contractors and we must ensure their safety at all times.
  - 5.5.2. PPE e.g. gloves, masks etc are single use only and once these supplies are exhausted we will not be able to carry out emergency repairs to self-isolating households
  - 5.5.3. One area to improve on is the questioning around reasons for self-isolation e.g. due to virus symptoms or pre-existing conditions and/or shielding. Then levels of PPE required can be adapted. But this can be complex as sometimes these cross over – shielding residents may not want a contractor in their home.
- 5.6. HRV asked about gas servicing and whether any flexibility will be allowed for performance against timescales at this time
  - 5.6.1. The guidance being provided to social landlords on this is not very helpful as it doesn't really reflect our services
  - 5.6.2. The regulator, HSE, GasSafe are adamant that we need to take reasonable steps to carry out gas works.
  - 5.6.3. Hyde will do this until someone is self-isolating due to illness, then we will not be able to enter the property
  - 5.6.4. As long as we maintain good records of contact then we are confident we will not be penalised
- 5.7. HRV asked about asbestos tests and whether these are ongoing
  - 5.7.1. If they are in communal areas then we will continue to do them alongside any resulting work
  - 5.7.2. The only other time would be if they are related to other essential work
- 5.8. HRV asked how Hyde are monitoring the journey of repairs and performance including complaints – is this still happening?
  - 5.8.1. Complaints are being monitored through the usual channels by the complaints team
  - 5.8.2. Property Services are monitoring the delivery of emergency requests. This is being done daily and is reliant on real time reporting by contractors
- 5.9. HRV shared some examples of where communication around what work will be carried out under 'essential' repairs has been confusing or potentially inconsistent, this has included lift work and work relating to leaks
  - 5.9.1. It was clarified that essential lift work will continue but not cosmetic – we will check to see if lift lights fall under essential or not
  - 5.9.2. Leaks should fall under essential repairs but may depend on whether access to the property is required or not and whether residents are self-isolating. Information around this will be reviewed

## **6. HRE Inspection – update**

6.1. The chair of HRE provided HRV with an update on the HRE inspection programme. It is being proposed that the programme be put on hold for the moment, for the following reasons:

6.1.1. Hyde staff are preoccupied with reorganising essential services so that they can be maintained during the epidemic.

6.1.2. Some members of HRE are unable to commit their usual level of dedication to the inspections

6.1.3. The upcoming inspections are important to both Hyde and residents and need everyone's full attention to achieve their planned outcomes

6.2. HRV agreed that this is the right decision for the moment.

## **7. Next meeting**

7.1. Date of next online meeting. Wednesday 8 April 2020.

7.2. HRV will be joined by the Head of Hyde Foundation to discuss the steps being taken to support Hyde's most vulnerable residents at the moment

7.3. Further discussion will be had about Hyde's ongoing resident communications around the coronavirus pandemic