

Central Home Owners Panel (CHOP) Meeting

Held Tuesday 3rd September 2019, 6pm – 8pm

Board Room, Park Street

1. Welcome, introductions, apologies & declaration of interest

- 1.1. The Chair welcomed everybody to the meeting.
- 1.2. Apologies were received from one member.
- 1.3. There were no declarations of interest.

2. Notes from meeting held 7th May and matters arising

- 2.1. Minutes were agreed
- 2.2. 4.5 Home Ownership Team (HOT) to review information on website, need to look again and refresh
- 2.3. 4.9 Changes to app still on hold
- 2.4. 4.10 Still being followed up
- 2.5. 6.1 Procurement of concierge/security services – interviews currently taking place, more information will be available at the next CHOP meeting

3. Brief update on service charge improvement

- 3.1. As part of Hyde's Customer First change programme, the team are proactively contacting residents and a project team has been set up to look at how service charges are managed. This team will also incorporate the recommendations from HRE's inspection of service charges. Activities include reviewing existing process and the way we operate will change.
- 3.2. Service charge statements – 20,000 going out to the printers, residents will receive statements from 13th September onwards as the mailout will be staggered to help manage any enquiries. The accompanying information sheet has been posted on The OAK for resident feedback prior to the statements going out.

4. Review role of Property Manager

- 4.1. The Head of Housing introduced one of the Property Team Managers (PTMs) and one of the Property Managers (PMs) to the meeting.
- 4.2. Q. How do you think the introduction of the role of the PM has gone? A. Mostly successful, although there have been challenges and issues related to service charges.
- 4.3. The PTM explained that there were 37 PMs across the business, said that the role was varied and broad and talked about how PMs feed into service charges. All elements of the PM's role have been reviewed - grounds maintenance; communal

repairs; checking enquires from Service Charge Team; service charge contact with the PMs. Challenges recognised and currently looking at how they can do better, from generating purchase orders from POPS (our Purchase Ordering Procurement System), reporting communal repairs, relationships to contract managers, issues of re-raising repair orders, but not charged.

- 4.4. The PM in attendance gave an overview of what he does during the day.
- 4.5. Q. How do PMs liaise with residents, e.g. estate inspections? A. The PM said he carries out his estate inspections with residents, helps as they can see jobs have been raised and completed. PM gave an example of a service charge refund regarding multiple call outs to the contractor which resulted in refunds to residents via service charge.
- 4.6. The PM said that the 1st week of the month is a solid week of inspections for him - checking repairs, if not, why not, chasing contractors to action repairs. All PMs have a checklist to work through and this is linked to KPIs. The role of the PM varies across the business. Part of the inspection process is passing or failing communal cleaning and repairs.
- 4.7. Q. How do PMs engage with residents working full-time, when inspections are carried out during the day? A. PMs publish inspection dates ahead of time and notices are put on The OAK. A lot has been done with how PMs carry out site inspections, e.g. PMs are flexible and can adjust.
- 4.8. The PM in attendance manages 1,000 properties including 17 blocks across Kennington, Camberwell, Borough and Bermondsey. There are times when KPIs are not met due to sickness, annual leave, but inspections are picked up and shared amongst PM teams. The PM's role also includes taking photos of inspected areas using the app, electric meter reading. The teams are working on how they can give customers a better service going forward.
- 4.9. Discussion on the Housemark Photobook mobile app which Hyde PMs have been using for almost a year. Everything is picked up by the app. Discussion comparing the Housemark app, currently looking at trialling the heat map feature.
- 4.10. The PM role has also provided a career development opportunity for those in the Caretaker role, this also means their local knowledge can be put to good use.
- 4.11. How will residents know when the cleaning has been done? A. We are trying to get contractors to use a sign in sheet and scheduled clean for garden maintenance and window cleaning. Residents want more transparency to see when work has been done.
- 4.12. Terraced houses – PMs only pick up on communal issues with and are not involved with checks, these are carried out by the Compliance Officers.
- 4.13. Q. Could Hyde do better? There is not enough clarity. PTM will ensure PMs put notices in communal areas of their patch.
- 4.14. Residents want Hyde buildings to have a PM specific noticeboard.

- 4.15. Q. When a PM raises works to be done without checking with residents, i.e. paving stones example, can residents be informed first as these affect service charges? A. We will follow up on the specific example given and also reiterate to PMs that they should check work is necessary and inform residents when ordering service charge related work.
- 4.16. There was a discussion about the sinking fund provision; residents thought that PMs should input into the sinking fund per building as they should have local knowledge and know each building in their patch intimately. Residents expect PMs to know when anything should be replaced, e.g. a lift and is covered by the sinking fund.
- 4.17. Residents want more clarity and sense check on what Hyde expects the PMs to cover as part of their role.

5. Forward planner

- 5.1. The next CHOP meeting is 3rd December. Resident Engagement will be consulting on the Resident Engagement Strategy at this meeting.
- 5.1.1. What residents want in the strategy:
- 5.1.2. How CHOP meetings have been managed
- 5.1.3. What would residents like to see done differently to help shape how the strategy looks
- 5.1.4. Feedback from service charge actuals
- 5.1.5. Looking at repairs – contractor time scales, how long does it take to get repairs done?

6. Any other business (AOB)

- 6.1. Topics raised under AOB:
- 6.1.1. Abandoned cars – feedback from PM poor
- 6.1.2. No updates re. leasehold reform
- 6.1.3. Themes for next year – Resident Engagement to put on The OAK
- 6.1.4. Self service
- 6.1.5. Process for leaseholders selling their property – Hyde has no role, Hyde do not check leaseholders' homes before selling
- 6.1.6. Would Hyde get involved in parking issues – if Hyde land, would instruct car parking management to manage this

7. Agenda items for next meeting

- 7.1. CHOP members noted the following topics for possible agenda items at the next meeting:
- 7.1.1. Property repairs – get someone to attend the next meeting, poss. Director of Property Services

- 7.1.2. Customer Programme – communication with contractors
- 7.1.3. Service charge update
- 7.1.4. Process re alteration fees, lease extension, pre-sale – currently up for review
- 7.1.5. Changes in how Hyde delivers
- 7.1.6. Why are fees charged? (Not core landlord services)

8. Any other business

- 8.1. Chair and Vice Chair of CHOP have met with the new CEO and were impressed.
CEO to be invited to future CHOP meeting.

Meeting closed at 7:45pm