

## **Central Home Owners Panel (CHOP) Meeting**

Held Tuesday 19<sup>th</sup> May, 6pm – 7pm

Via Skype for Business

### **1. Welcome, introductions, apologies & declaration of interest**

- 1.1. The Chair welcomed everybody to the meeting.
- 1.2. Apologies were received.
- 1.3. The Chair gave an introduction to how the online meeting would work, asking people to raise their hand or add a message in Messenger if they would like to speak and said she would try to check in with those dialling in on a regular basis too.
- 1.4. The Chair also shared how Hydewide Residents Voice (HRV) had been having weekly online meetings throughout the pandemic where they had provided feedback and advice to Hyde on its communication and response.
- 1.5. There were no declarations of interest.

### **2. Notes from meeting held 4<sup>th</sup> February 2020 and matters arising**

- 2.1. Minutes were agreed.
- 2.2. Regarding 7.6 and the 20 working days service level agreement (SLA) for responding to service charge enquiries, Hyde admitted the SLA had not been met due to the volume and complexity of the enquiries, and that the timeframe had been extended. The Home Ownership Manager reassured members that we were learning from this to reduce turnaround time next time. CHOP asked whether the SLA would be 20 working days next time, the Home Ownership Manager explained that the timeframe had not been agreed yet but would be communicated before the next statements go out. The point was raised that the timeframe for response is 30 days under the Landlord & Tenant Act to provide an invoice pack but that it has taken Hyde around 7 months. Hyde need to be wary of the legal side of this. The Home Ownership Manager reiterated this was the timeframe that Hyde are working to and although we have not been able to meet this for a small number of cases, we would have communicated with the residents throughout to keep them updated.
- 2.3. The following action updates were given:
  - 3.5 Director of Property Services to look into T Brown's lack of customer service – Safer Homes Director happy to attend next meeting to update
  - 4.2 Completed

- 2.4 The Home Ownership Manager said the EWS1 form continues to be required by most lenders and there is still a shortage of competent (and willing) persons to provide these to landlords. Hyde and the G15 are working with lenders to lobby government for changes to requirements and/or permissions for certifying the reports. CHOP members encouraged to lobby their MPs about this.
- 2.5 The Home Ownership Manager said that Hyde communicating with and updating residents who have enquiries open.
- 2.6 Updated homeowner pack/letter uploaded to OAK but no feedback from CHOP.
- 3.2 Group Company Secretary's paper to be shared on CHOP area of OAK and is also willing to attend next meeting if CHOP would like.
- 4.18 IVR (Interactive Voice Response) system was working on the evening of the meeting. No further issues reported by any customers.
- 4.22 Director of Customer Experience to send update to Resident Engagement Advisor to post on CHOP area of OAK on how CHOP can input into Customer Strategy changes.
- 5.3.1 Papers are being shared in advance
- 5.4.3 We now have a list of CHOP outcomes included alongside the action list in the minutes
- 5.3.4 Resident Engagement Advisor has been emailing CHOP when posting items on the OAK
- 5.4 Resident Engagement Manager to update on RE Strategy tonight
- 6.1 Summaries of communal repairs and complaints inspections to be posted on CHOP area of OAK when ready
- 6.2 Survey was only for residents who have complained since September 2019 (excluding those who still have active/open cases), if any members fitted that criteria they will have received the survey.
- 6.3 Hydewide Residents Eye (HRE) Chair attending CHOP tonight to update on HRE
- 6.4 and 7.3 Completed.
- 7.3.6 Review of invoice pack to be scheduled in on forward planner
- 7.4 We do not have any further updates to the government reform proposals. We understand that there are changes proposed but they may be limited in terms of scope. As soon as we receive any information we will ensure that this is shared.
- 8 Completed.

### **3. Chat**

3.1. An incident at Park House, Hove was raised where the lift was turned off for 6 days (starting on a Friday) but residents of the 71 flats which included wheelchair users were not informed, this also caused issues for deliveries. Residents at Park House have set up their own residents' group which is working well but Hyde are not helping. Hyde's response to cleaning also not good and there is concern about buttons etc. that are touched regularly. A complaint has been made and Director of Customer Experience also said he would look into this case.

### **4. Covid-19 Response**

- 4.1. Last year Hyde invested in a lot of new equipment, this enabled us to shift 1,000 people to work from home smoothly.
- 4.2. Hyde identified essential services and workers quickly to continue services and also looked at provision of education for children of key workers, letters to prove staff were essential workers etc. and secured PPE for those who need it.
- 4.3. In regard to repairs and building safety, Hyde have continued with emergency and essential repairs, which is a bit more than many organisations are doing. We stopped domestic electrical testing as this involved the contractor needing to be in every room of a home.
- 4.4. Estate inspections have continued.
- 4.5. In March, there was a period where contractors had issues with sickness and staffing levels but this has been okay since April.
- 4.6. We have prioritised cleaning in sheltered and supported accommodation.
- 4.7. We stopped activity around voids and lettings as this was difficult to do safely although we now have new working practices so are starting to introduce this again.
- 4.8. We have been supporting residents in financial difficulty and reassuring them. We haven't seen significant changes in terms of financial behaviours. We have seen a spike in the number of residents going over to Universal Credit though.
- 4.9. Hyde Foundation have been working with local authorities and stepping in where needed.
- 4.10. We've also been talking to HRV weekly which has been hugely beneficial, in terms of giving us a steer in regard to communication. We are still working with them regarding our recovery plan.
- 4.11. We are planning a careful return to services but not rushing things.
- 4.12. We have a repairs backlog of 4,000 repairs. We are testing method statements and safe working practices on that backlog over the next couple of weeks.
- 4.13. We are looking at returning staff to offices where needed.

- 4.14. Stock investment and planned works will be returning in July
- 4.15. We have made 20,000 outbound calls to sheltered and supported residents and offered comfort calls to those who are isolated etc. Around 70 staff have volunteered to make comfort calls.
- 4.16. CHOP member said the information on the website is very good but it did take a long time to find as it is only in the tenant section of the website and not the homeowner area; could there be a link from the front page instead? Director of Customer Experience to follow this up with Comms. *(Response: There is a high profile banner link to the coronavirus information from the Hyde website landing page. Once you are there, you can see that the information exists in the structure as 'information for tenants'. This is a necessity because our website architecture requires all content to have a primary home. The benefit of having specific information for tenants and information for homeowners is it is easier to find what you are looking for. We cannot duplicate the information in two locations because it confuses web searches. Whilst there is a homepage banner in place, we think this approach is okay. The Digital Communications Manager has offered to come to talk to CHOP about experiences of the website and thoughts about improvements.)*
- 4.17. CHOP member asked if the information is only available online? No, Hydewide Residents Voice (HRV) were very keen for communication to go out to residents who do not appear to be online. In the first 2-3 weeks, the picture was changing very rapidly, however once it stabilised, we sent printed communication out to around 15,000 residents who had no email/were unlikely to be online.
- 4.18. CHOP member asked what about more local information? This has been lacking at estate level, e.g. parking enforcement, local offices etc. Can we have a strategy for that? Director of Customer Experience to follow up.
- 4.19. CHOP member asked whether Hyde have everyone's up to date details? Director of Customer Experience said that this week Hyde launched the MyAccount Customer Portal, which gives the opportunity for people to update their contact details. The majority out of 200 people have updated their details already.
- 4.20. CHOP member asked when Hyde are going over to Microsoft Teams. Director of Customer Experience said this will happen later this year.

## **5. Hydewide Residents Eye (HRE) Update**

- 5.1. Back in November, HRE inspected communal repairs, the recommendations for this have taken ages to get through due to various circumstances. This was an overdue inspection. HRE found the IVR (Interactive Voice Response) system was not useful and made recommendations around this. Some contractors said they were not getting enough information; this has been agreed and raised at Strategic Core Group. HRE looked at lack of communication which comes up in every inspection - people don't know when repairs are taking place or when access is needed etc. HRE recommended Property Managers can access updates.

- 5.2. Most recommendations are due to be completed; HRE encourages managers to err on the side of generosity when agreeing deadlines.
- 5.3. Recommendations should appear on the OAK soon (will also be posted on CHOP area).
- 5.4. HRE carried out their complaints inspection in February and have just had a meeting with Director of Customer Experience.
- 5.5. CHOP asked what about future topics? HRE need to discuss this because of coronavirus – inspections usually involve going out a lot. Estate services including bulk rubbish, cleaning and grounds maintenance is the next one due and HRE need to look at how they can do it digitally. This was last completed about 3 years ago. If you want to know more, please contact the Chair of HRE anytime. Will HRE be looking at homeowners' experiences too? Yes all residents. CHOP invited to be more involved. Soon a summary of the communal repairs and complaints inspections will be on the OAK and Hyde will also post this on the CHOP area.

## **6. Update on how CHOP can input into Customer Strategy**

- 6.1. Director of Customer Experience to provide update to Resident Engagement Advisor to post on OAK and update on Customer Strategy next time.

## **7. RE Strategy update and consultation**

- 7.1. Postponed launch to September due to coronavirus.
- 7.2. What are the key things coming out of strategy? A big area was going to be more face to face engagement plus more digital – targeting to specific audiences. We will also be looking to feedback from as wide a group of residents as possible. We are pleased with the amount of consultation done to form the strategy. We are now looking more at the vision and core principles rather than detailed activities. We'll be talking to HRV about this and CHOP can also feed into this.

## **8. AOB**

- 8.1. It was agreed that virtual meetings were useful and members agreed they would like an extra 1 hour meeting in 6-8 weeks.
- 8.2. CHOP agreed it would be useful to have a priorities document similar to HRV to work against alongside a list of outcomes.

**Next meeting:** TBC – 1-hour meeting in 6-8 weeks