

HRV

MINUTES OF HRV VIRTUAL MEETING HELD ON TUESDAY 22nd SEPTEMBER 2020 at 5.30PM - 7.30PM

1.0. Welcome, Introductions and Apologies for absence

The Chair welcomed everyone to the meeting and introductions were given.

2.0 Declarations of Interest

None declared.

3.0 Minutes of 21st July and Actions

3.1 Minutes taken as read – signed off

3.2 It was agreed to invite the Customer Charge Team to the next meeting as the actual statements were going out in a few weeks.

3.3 The new concierge service “Profile Security” to go live 6 October 2020 to homes with concierge / security services – tower blocks in Stockwell, St Mauritius House and one scheme in Brighton. This is approximately 650 homes.

3.4 Customer Involvement Strategy; name changes. There was a mixed response from HRV members about the change from resident to customer, there needs to be a more consistent approach. RC; the explanation is in the strategy and supports culture change at Hyde, it will take time for name changes to embed and it will happen incrementally.

4.0 Property Services Update - Mark Batchelor

4.1 MB reported Mears had introduced the track my trade app for Hyde customers who received their services approximately 12,000 and Engie were in the process of introducing a similar app for their 8,000 Hyde customers.

4.2 A survey to residents about providing evening and weekend repairs appointments was almost complete, there were indications customers preferred evenings. HRV to receive an update once survey complete. **Action MB**

4.2 Service during and post Covid lockdown key points - MB

- Responsive repairs service has managed reasonably well, no back log, saved annual leave is now being taken reducing capacity.
- The number of repair calls is higher than usual and the current plan is to deliver a full service, depending on government guidance and any further restrictions, for

example if these are area based and contractors and staff are moving from one to another this could have an impact on services.

- All operatives and contractors are using face masks in sheltered schemes and in other situations normal PPE is being used.
- Planned maintenance work has restarted and the expenditure on new kitchens and bathrooms and other works have been rescheduled to next year's budget due to the restrictions caused by the lockdown.

4.3 HRV discussion points;

- Are heating contractors ready for the cold weather? – Yes, a change in service response is not expected with the onset of colder weather
- Why are masks not more widely used? Hyde should consider all operatives visiting residents' homes should wear a mask. – We will be guided by government advice/instructions. There are also practical problems in asking everyone to wear a mask for all visits, for example availability of masks, these would need to be changed between visits if not enough available jobs could be cancelled.
- HRV gave an example where an operative wore a mask when asked to do so and suggested reusable/washable masks.
- The IVR recorded message and order of options have not changed as recommended by the Resident In section of communal repairs, why has this not happened? - It is not possible to change the current system and these changes will be put in place with a new system.
- HRV provided an example of a job not completed and no follow-up organised, why was this happening? – This shouldn't be happening, and MB asked for more details, so he could investigate.
- HRV said that they didn't expect preferential treatment. – MB knowing what happened would help identify if this was a common issue.

5.0 Policies and Procedures Update for HRV – KWC

5.1 Report taken as read, key points set up an HRV steering group and agree time line for each policy

5.2 HRV discussion points;

- Why do we need a policy group, this should happen as matter of course because it is a regulatory requirement? – The steering group would help decide the scope and consultation process for each policy and procedure. Some might require only a review some might require more in depth consultation and change. It would be good to involve HRV in this process. The suggested membership is 2 members from HRV and 2 involved residents
- HRV were asked if they were happy with the proposed dates for the individual policy and procedure review and proposed scope for each. This was agreed but HRV asked if the steering group could discuss the individual policy scope in more detail. This was agreed.
- Volunteers for the steering group were offered. Initial date set 20.10.20.

6.0 Customer Involvement Projects Update – RC

6.1 Report taken as read.

6.2 HRV discussion points;

- The report easy to read and clearer and was requested on a regular basis.
Agreed action: update to be provided at each HRV meeting RC.

- Could RC tell us more about contact with TRAs? TRAs are contacted quarterly by email bulletin. Since lockdown, Customer Involvement Team members have phoned all TRA's to see if any extra support was needed. The bulletin is due in October. The Team were not always receiving feedback or an acknowledgement. We currently have a list of 50 groups. Where there has been contact feedback was some TRAs have held regular zoom meetings and or are using social media WhatsApp and Facebook to communicate with members and some have become inactive.
- HRV asked for more details about the Fire Safety Group. There will be a steering group who will oversee the work of Fire Safety re Hackett recommendations. And a focus on 2 local pilot areas that have already had fire safety works, including cladding replacement. In both areas the TRA worked closely with Hyde and other agencies for example the Fire Brigade in Gosport and these examples will provide best practice to be used more generally across Hyde. The proposed approach to Fire safety has still to be agreed internally both recruitment to the steering group can begin. This is expected towards the end of the year.
- HRV asked if membership to the steering group would be limited to residents in towers over 18m or who had had works carried out? No any resident can join although those directly affected by the Hackett recommendations would have the best experience to inform the work of the group.
- There had been some confusion with a request on the Oak for a volunteer to join a TPAS resident working party to look at Fire Safety best practice. Hyde could put forward 1 resident and TPAS requested existing experience of fire safety work. A resident who had worked closely on fire safety at Bermondsey was suggested by both residents and staff and agreed to take part.
- HRV members SY, JD & KW put themselves forward for the steering group.
- HRV asked how project areas were agreed? – RC said that some were part of the year 1 delivery plan for the strategy and some originated by teams across Hyde. Since work on the strategy had started there had been an increase in requests for support to consult and engage with residents, which was very positive. Outcomes from activities will be provided in future reports.
- HRV thanked the Customer Involvement Team for their work.

7.0 Resident Inspection update for HRV

7.1 Report taken as read

7.2 The recommendations in the report were agreed;

7.3 HRV discussion points;

- Residents want a good service that is value for money.
- The Resident Inspection Team could not come up with recommendations for bulk rubbish and fly tipping - this a big topic with varied issues and costs and will need to be looked at separately

8.0 HRV Priorities Update 2019/20 & 2020/21

8.1 The report and updates since the last meeting were noted.

8.2 HRV discussed the recent joint meeting with Group Housing Services Board. Key points were;

- The online/video format made the meeting slightly stilted, JD did a good job of chairing and encouraging feedback.
- Good points about communication in general and in response to coronavirus and the increase of partnership working between Hyde, Board members and residents.
- The discussion about the future of Housing Associations and the feedback from GHSB members about Hyde's plans to build new homes was open and realistic given the current uncertainties.
- JD provided feedback that GHSB and particularly the chair said how much they enjoyed the meeting.
- HRV to encourage GHSB to attend future meetings.
- HRV pleased to have agreed a second annual meeting with GHSB in March 2021 to review progress of the Customer Involvement Strategy.
- RC thanked everyone who took part.

9.0 Rolling Agenda Planner

9.1 HRV next formal meeting Tuesday 1st December – agenda item suggestions on Oak

9.2 Ideas for HRV informal discussions to be posted on Oak

9.3 Rolling planner meeting – dates in January and March to be confirmed
Scrutiny day to agree inspection areas in 2021/2 to take place in December

10. AOB

10.1 **Meeting closed 7.14pm**