



Notes of Meeting			
Subject:	Tenant and Leaseholder Committee		
Date:	30 th November 2023	Time: 7:00pm	8:30pm
Location:	MS Teams and in person at the Forum		
Attendees:	<p>Chair – Paul McMahon</p> <p>Staff – David Barrett (Assistant Director - Strategic Housing & Delivery), Darren Welsh (Strategic Director, Housing & Property Services), Nonye Ebili (Improvement & Engagement Coordinator), Ian Kennedy (Head of Asset Management), Sean Kennedy (Account Manager - Osborne), Jane Nelson (Strategy Director - Cardo Group), Vicky Fordham-Lewis (Managing Director - Osborne), Mark Pinnell (Assistant Director – Property), Dwain Daniel (Improvement & Engagement Officer), Sue Prowse (Strategy, Quality & Assurance Projects Lead Officer)</p> <p>Committee members – Andy Forbes, Charlotte Palmer, Andrea Maloney, Mavis Cook MaC, , Tracey Halls, Mutsa Cornish MuC, Paulette Reed, Michelle Mitchell, Cllr Simy Dhyani</p> <p>Apologies –Max Sengul</p>		

Item	Subject	Actionee
1	Welcome, apologies and notes from the last meeting	Chair
	<p>Chair welcomed everyone to the meeting.</p> <p>Apologies from Max Sengul</p> <p>Everyone agreed that the minutes from the last meeting were an accurate record.</p>	
2	Repairs & Maintenance	MP
	<p>MP introduced Osborne staff and gave an outline of where we are with the procurement process. In response to questions from MuC he explained that due to commercial sensitivities of having our current contractor present we cannot share precise details of the procurement process. Once we have approval to go out to procurement, we will present to TLC and work with a Task and Finish group to develop what the future contract should look like.</p>	

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	<p>We could not have begun the process earlier because Brexit and the COVID pandemic created volatility in the market due to a massive increase in materials costs and the ongoing labour shortage. We started the procurement process in year eight of the contract, which would have been the last year of the pandemic. Any earlier could have carried a significant amount of risk for the Council. It was also in our best interests to give residents and elected members an opportunity to influence what the contract would look like and consider all models of delivery. In summary, it is in the best interests of the Council to have extended the Osborne contract and achieve a better procurement process for the future.</p> <p>The Osborne/Cardo Group team shared a presentation which will be made accessible for everyone.</p> <p>Cllr SD pointed out that the ways we contact residents are quite limited, which may lead to delays and could there be any better ways to contact residents.</p> <p>In response, IK explained that there is no CRM strategy currently in place but it is something being developed. It is something Osborne and the Council need to work on together as a partnership. MP added that an 'Amazon-style' approach is being developed. It is ultimately more of a Dacorum issue than a contractor issue but it is definitely on the list for the reprocurement of this contract. Cllr SD suggested an app called Message Metrics covering all aspects of security and GDPR.</p> <p>Mu C had questions in relation to complaints, planned works and the delays.</p> <p>In response, MP explained that planned works include both energy efficiency and retrofit scheme. They are resourced separately by Dacorum and delivered by Osborne through a separate arm. The Social Housing Decarbonisation fund was introduced and explained. Delays are the biggest cause of complaints that the Council</p>	

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	<p>receives. There have been new actions taken such as a new structure and new rates, which have helped Osborne engage with the supply chain. Hopefully there will be marked improvements regarding delays in the future.</p> <p>AF had concerns about how many repeat telephone calls were coming in and whether the statistics were being independently verified.</p> <p>As a response to these questions, IK explained that the calls are broken down and monitored. They record new repairs, how many are chase calls, new enquiries in regard to mould. Calls that are rent related are redirected. The analysis is done and it is shared at contract and government meetings. Additionally, the statistics being independently verified was confirmed. Validation checks are done on the data every single month. It is independently externally audited. VFL added that there is an open book contract in place where everything is visible to the client.</p> <p>AF had some queries about the partnership aspect and the incentive to improve as there are no financial penalties.</p> <p>In response to AF's concerns, VFL explained why she does the job and how extraordinary environments had an impact on the contract. Osborne do not work in a micro climate, it works as a partnership with Dacorum. The environment has been difficult due to inflation, COVID and the pressure that the housing sector is currently under. Osborne are committed to giving good, high quality services to Dacorum and want to continue to improve on that service.</p> <p>In addition to this, JN explains the goals that Osborne have set for themselves to achieve over the next few months. Getting out to the estates more and being more visible to tenants that do not have mobile phones. They can approach us when they see us in the estates. Trying to keep up with the massive demand on damp and mould.</p>	

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3	Constructive Dialogue – Q&A Session	All
	<p>AM had an enquiry about the advertising of the estate walk rounds. IK advised that his team will work the SQA team as they recently held a Housing Day event that was well attended and learn from that. Typically it would be advertised through social media and leaflet drops.</p> <p>In response to CP's concerns about focusing on delays for the next six months, VFL explained that they have put in more resources into the contract to deliver this work and that it is part of the COVID recovery plan. JN adds that they managed to clear a good bit of the backlog due to COVID and have kept the same resources but have added more resources for damp and mould.</p> <p>PR wanted to understand if calls have increased due to the proliferation of firms offering to pursue disrepair claims and PMcM expressed concerns about our legal teams conceding and not challenging because the cost of doing so may not be justifiable. IK explained that the every case is assessed individually and it would be most beneficial for the customer if they went through the council's complaint system and settle it that way because most of the settlement goes to the lawyers not the customers.</p>	
4	Close / AOB	Chair
	<p>SP- We are seeking volunteers for a subgroup to look at our tenant satisfaction measures.</p> <p>Members interested were Paul, Andrea, Charlotte, Michelle, Mutsa, Tracey.</p> <p>Additional meeting in January to look at the asset management strategy (this has since been amended to ASB with Asset Management placed on the agenda for 25th January). Everyone</p>	<p>SQA Team to organise</p> <p>SQA Team to organise</p>

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	<p>agreed to hold this meeting. Officers will propose a date for the meeting.</p> <p>Osborne issued an invitation for TLC members to visit their Hemel offices to see the progress they are making since the recent takeover. We will liaise with Osborne to arrange a date.</p> <p>DB had suggested at the last meeting about sharing good news stories. SP suggested that a good way of doing this would be for Cllr SD to circulate DW's monthly Good News Report when she receives it. This allows everyone to be kept fully updated without taking additional time at meetings. Everyone agreed on this approach</p>	<p>IK</p> <p>Cllr SD</p>
	<p>Next TLC meeting is on Thursday 25th January 2024 at 7pm as an online meeting. Other meetings TBA</p>	