

Property and Tenancy Standards Panel
Wednesday 10th January 2024
14.00 – Latton Bush Centre

ATTENDEES:

Tenants-

Celia Candy (CC), Frank Feldman (FF), Hugh Hoad (HH), Jo West (JW)

Harlow Council –

Zulfi Kiani-Mackintosh (ZKM) (Chair), Wayne Mitchell (WM), Nathan Kitteridge (NK), Bob Purton (BP), Geraldine Russell (Minute Taker)

HTS-

Shakeel Khan (SK), Debbie Hardy (DH)

1.	Welcome and Apologies	
	Selena Ellis (SE), Jane Steer (JS)	Noted
2.	Minutes from previous meeting & matters arising	
	SK advised that the new MD is going through the repairs – there is a new action plan in place which is making progress. SK advised that the Customer Adviser Team were	

	<p>spoken to regarding their telephone manner.</p> <p>NK advised that the Garage Demolition Programme is still ongoing. NK still awaiting figures so carried over to the next meeting.</p> <p>NK gave out the Hoarding Guide which is used as a scale for that situation.</p> <p>NK advised that he had removed the wording “benefit book”.</p> <p>NK advised that due to re-assignment of patches because of the Ward changes the inspection rota will be delayed until February.</p> <p>ZK advised the Panel that Jane Steer (JS) (Tenant Representative) has been in contact regarding minutes from the previous meeting, she advised that under the section “Tenancy Audit” she advised of an issue relating to a leak, she was not referring to herself but a resident who approach JS.</p>	
3.	Performance Update from Harlow Council and HTS	
	<p><u>HTS</u></p> <p>SK went through the KPI report.</p> <p>HTS had failed on the tree works – the Manager has left but a new one will be starting soon so figures should improve by next meeting – otherwise</p>	

	<p>everything else is in target.</p> <p>HH raised the issue with the trees at the entrance to Greenhills/The Downs, saying that the trees haven't been maintained and that the leaves block the drains which then causes rainwater to flood the footpath. DH advised that the drains are ECC's responsibility. She advised HH to report via their website and advised how and where to report this.</p> <p>HH asked if a specific tree could be looked at as it blocks out the light of a streetlamp. WM and NK to investigate the issue.</p> <p>SK then went through the KPI reports for Customer Service. SK advised that the majority of complaints were regarding roofing and that work had been done to reduce the amount of complaints.</p> <p>SK then went through the KPI's for Health and Safety and pointed out that there hadn't been any accidents in September 2023.</p> <p>SK then went through Right First Time report.</p> <p><u>Council - WM</u></p> <p><u>Rent Collection</u> – For November 2023 97.78%</p> <p>HH asked how this figure compares to other Councils. WM advised that it's not bench marked to other Councils. Bench Marking is being looked into to see if it can be done with comparable Councils.</p>	<p>WM/NK</p>
--	---	---------------------

Former Tenants – Performance on Target and has been reduced.

Garage Arrears – Figures are inflated due to when the DD's are taken and when the figures have been pulled for the meeting. Doesn't reflect actual figures but should by next meeting.

Temporary Accommodation – Figures have risen due to number of people who have been placed in TA.

Average time taken to re-let Council dwellings – (NK) Figures have reduced since last meeting.

Total number of voids – Figure now within target.

Percentage of rent lost through the local Authority's dwellings becoming vacant – figures have reduced since last meeting but still higher than target.

No of garage Voids (ex H/S) – Figures have reduced since last meeting but still higher than target.

JW asked why people are allowed to park in front of their garages instead of in them. NK advised that it's impossible to enforce – as a lot of cars are larger today then when the garages were built they might not fit and if garages are taken away for any amount of time it will reduce income and make more voids.

FF asked what is the percentage of garages with major repairs. NK advised he could need more specific information to be able to answer accurately.

	JW asked is there was anything that could be done about commercial vehicles parking on residential streets. NK advised that there isn't any legislation to stop this as long as the vehicle is taxed and MOT'd.	
4.	Any other business	
	<p>BP – Revised repair policy (draft) was handed out. BP advised that the Council has financial pressures regarding legal standard of repairs. More emphasis is being put on planned repair works and recategorise responsive repairs. Panel to email their feed back to ZKM by next meeting, which will then be passed on to BP.</p> <p>WM – advised that a final notice of variation to be served regarding the Variation to Tenancy conditions – the variation should be implemented by 1st April 24.</p> <p>WM also advised that the consultation re changes to Allocations Policy ended in December – the draft will go before the Cabinet in February and gradually introduced from April. A new computer system will also be introduced of which more information will be available at the next meeting.</p>	
	Next Meeting	
	Wednesday 20th March 2024 – Griffin Suite, Latton Bush Centre 2pm	