

Property and Tenancy Standards Panel  
Wednesday 19<sup>th</sup> June 2024  
14.00 – Latton Bush Centre

**ATTENDEES:**

**Tenants-**

Celia Candy (CC), Frank Feldman (FF), Jane Steer (JS), Jo West (JW) Selena Ellis (SE)

**Harlow Council –**

Zulfi Kiani-Mackintosh (ZKM) (Chair), Emily Pridmore (EP)  
Nathan Kitteridge (NK), Vicki Marshall (Minute Taker)

**HTS-**

Shakeel Khan (SK), Debbie Hardy (DH)

<b>1.</b>	<b>Welcome and Apologies</b>	
	Hugh Hoad (HH) Wayne Mitchell (WM)	<b>Noted</b>
<b>2.</b>	<b>Minutes from previous meeting &amp; matters arising</b>	
	The issue with Street lamps has been reported to Essex County Council.	<b>NK</b>
<b>3.</b>	<b>Open Parking Presentation</b>	

	<p>EP gave a presentation regarding the current garage and hardstanding program.</p> <p>The aim is to generate more parking spaces for the town, alleviate congestion and potentially generate 700 parking spaces.</p> <ul style="list-style-type: none"> <li>• Potential for 700 parking spaces</li> <li>• Demand vs Stock</li> <li>• Condition of Garages</li> <li>• Anti-Social Behaviour</li> <li>• Demolish Garage Blocks</li> <li>• Extinguish Hardstanding's</li> <li>• Change landscapes</li> </ul> <p>JS mentioned the fencing that is erected in Woodcroft. JS said that the concrete blocks used to stand the temporary fencing are protruding out and could be a trip hazard. (Bob Purton to action)</p> <p>NK said that letters go out to tenants requesting information for any concerns or issues the residents have. Disabled bays are being created. Any larger bays are being created if the area allows.</p> <p>ZKM has asked for figures from April 23 / March 24 for hardstanding/Parking to be forwarded to him.</p>	<p><b>EP</b></p> <p><b>Action DH</b></p> <p><b>Action EP/NK</b></p>
<b>4.</b>	<b>Performance Update from Harlow Council and</b>	

HTS	
<p>An overview of HTS performance was discussed by SK.</p> <ul style="list-style-type: none"> <li>• All Complaints – March 24 decreased from March 23</li> <li>• Upheld Complaints – March 24 increased from March 24</li> <li>• Percentage of all complaints responded in target was down from 100% in March 23 to 98% in March 24</li> <li>• Gas Compliance - 100%</li> <li>• Customer Satisfaction - 98%</li> <li>• HTS Plaudits - March 24 have increased from March 23</li> <li>• Councillor Enquiries March 24 decreased from March 23</li> </ul> <p>ZKM said that Wendy Makepeace was previously investigating why HTS were not responding correctly to residents. ZKM has asked if HTS staff are receiving up to date training. SK says that the HTS system is being made simpler for the staff in the call centre so that the correct information is passed over to residents calling.</p> <ul style="list-style-type: none"> <li>• Health &amp; Safety Report</li> </ul> <p>SK has confirmed that the HTS annual injury rate has</p>	

	<p>increased to 250 marginally above the HTS rate of 207 following a reported incident in June 2024.</p> <ul style="list-style-type: none"> <li>• Right First Time</li> </ul> <p>3796 repairs carried out in March 2024. HTS have achieved 96 against the target of 95.75% Right first time repairs</p> <ul style="list-style-type: none"> <li>• Housing Performance Management</li> </ul> <p>BVPI 66A– March 24 98.5% above target of 98% (Green)  HMS10- March 24 below Target (Green)  HMS 9 – March 24 Above Target (Red)  LHI S01 – March 24 Above Target (Red)  BVPI 212 – March 24 below Target (Green)  HMS8 – March 24 Below Target (Green)  HMS5 – March 24 Above Target (Red)  HMS 11- March 24 Below Target (Green)</p> <p>Panel wanted to congratulate Housing Services for the reduction in former tenant arrears.</p>	
<b>5.</b>	<b>Discussion Around Joint Chairing</b>	
	<p>HH has previously asked why officers are chairing panels. ZKM said that there was a 2 stage approach. At previous Housing Standards board it was said that HDC are okay with the current arrangements. ZKM said that a process needs to be in place to cover any future meetings.</p>	

	<p>JS said that anyone that has not completed training should not be chairing meetings. ZKM mentioned that more representatives were needed.</p> <p>ZKM has confirmed that the chair should not be participation in in meeting.</p> <ul style="list-style-type: none"> <li>• Carry on next Standards Panel Meeting</li> <li>• Recruitment &amp; Training Schedule</li> </ul>	<b>ZKM action</b>
<b>6.</b>	<b>Update on Housing Regulation &amp; Consumer Standards Performance</b>	
	<p>ZKM discussed the current action plan that he will be working on with Cara Stevens and Richard Oliver. ZK to keep panel updated.</p> <p>Any question that the panel have can they pass them to ZKM.</p> <p>Some tenancy auditing inspections are already taking place alongside other general appointments.</p> <p>NK has said that he and WM will need to be a strategy in place before Property Audits start.</p>	<b>ZKM action</b>
<b>7.</b>	<b>Update on Housing Regulations &amp; Consumer Standards</b>	

	ZKM has passed out information regarding the new consumer standards board information. Any questions then please forward them to ZKM.	
<b>8.</b>	<b>Current Consultations</b>	
	None	
<b>9.</b>	<b>Any Other Business</b>	
	JG- 70 Orchard Groft has a roof leak that needs further update	DH action
	<b>Date of next meeting – 18 september 2024 beginning at 2pm in the Blue Room at the Latton Bush Centre</b>	