

Property and Tenancy Standards Panel  
Wednesday 8<sup>th</sup> January 2025  
14.00 – Latton Bush Centre

**ATTENDEES:**

**Tenants-**

Celia Candy (CC), Jane Steer (JS), Lucy Cooper (LC), Hugh Hoad (HH).

**Harlow Council –**

Zulfi Kiani-Mackintosh (ZKM) (Chair), Wayne Mitchell (WM), Nathan Kitteridge (NK), Patsy Kehoe (Minute Taker).

**HTS-**

Debbie Hardy (DH), Shakeel Khan (SK),

<b>1.</b>	<b>Welcome and Apologies</b>	
	Claire Battleley (CB)–Property Services Energy, Gina Patten–HTS, Frank Feldman (FF), Selena Ellis (SE).	<b>Noted</b>
<b>2.</b>	<b>Minutes from previous meeting &amp; matters arising</b>	
	<u>Consumer Standards/ Tenant Satisfaction Measures.</u>  This meeting was postponed.	<b>Ongoing Action ZKM</b>

<p>DH confirmed roof repaired at 70 Orchard Croft 19/01/2024 and plastering 28/03/2024 completed. JS mentioned property waiting for painting. DH advised if needs plastering, will paint, will get on to it.</p>	<p><b>Action DH</b></p>
<p><u>Estate Walkabouts</u></p> <p>JS advised in last meeting that she would like a breakdown of the estates already visited on Estate Walkabouts, with details of the number of issues picked up in each estate and the dates for when works were to be completed.</p> <p>NK explained that he has not in the office and will get this done.</p> <p>WM advised if there are actions from meetings, make a note of these for someone to do if someone is absent.</p>	<p><b>Action NK</b></p> <p><b>Action NK</b></p>
<p><u>Vulnerable Tenants – Support for collecting large items &amp; Housing Inspections</u></p> <p>WM &amp; NK advised they raised this with Contact Harlow regarding reasonable adjustments, they know to highlight to the Housing Officer and they will assess it, these are different in each case.</p> <p><u>Housing Inspections – Vulnerable Tenants</u></p> <p>WM advised he looked at adding a sentence to rent statements but could not fit this in as too many words, will look at end of March when rent statements next out – reasonable adjustments.</p>	<p><b>Action WM</b></p>

	JS mentioned to put this in the Harlow Times to read rent statement.	
<b>3.</b>	<b>Energy Efficiency Works</b>	
	<p>CB advised there was an overview of the Energy Performance Program asking if properties can go from C to B. Program renew certificates need to be by 2030, all properties rated C or above, certificates tell recommendations to bring up to next bracket eg. C to B. A is new build, B has solar panels. We have one A property, there are a lot of non-standard properties, will struggle.</p> <p>LC asked how much it costs the council to bring up to C and have they taken this into consideration.</p> <p>CB advised it costs 100 thousand plus, when it is an old property and not as structurally sound, government only pay for energy efficiency. We are doing pilots across town to report cost to get to standard. Some are in D bracket even if the loft is topped up, will look at solar panels, they last 25 years, will need to renew roofs before they can do this, they work on daylight for water heating and electricity, some can have under-floor, we are restricted. Some properties are exempt as too expensive, Old Harlow is a conservation area, E.P.C. last 10 years.</p> <p>LC mentioned that St Edmunds Way will never make it. CB advised that they can create a cavity, will do some pilots but rolling it out cost is high, have to do</p>	

	<p>Energy Efficiency first, 2030 for all properties, we have more C &amp; above and are in a good position.</p> <p>JS asked how long before starting the ones they cannot do. CB advised they use R. D. Sap to measure rating, rules and guidelines are changing, it is a continuing process as it changes. JS advised that if anyone asks, she will say they are on the list.</p> <p>CB advised cavity, loft, bulbs first, then solar panels. JS asked how soon for loft insulation. CB advised within a month, 275ml top up to 300ml. JS mentioned flat roofs. CB advised that it is difficult, cannot do it, needs new roof, building control stipulation and if a flat block, scope of work gets done energy efficiency and external wall insulation.</p>	
<b>4.</b>	<b>Update on the Landlord Survey – Tenant Satisfaction Measures for 2024-2025</b>	
	<p>ZKM advised that the Government Landlord Survey is issued every year and the cost has gone up this year, need to try to bring the cost down with a different approach, email 4.5 thousand, part email online first – 600 replies back, 2000 questionnaires will be sent out, wait for postal results when back, 68 questions long, need to try to reduce, keep the statutory questions.</p> <p>JS asked if we should go through it with you. ZKM advised yes, online is cheaper but will keep postal. JS suggested sealed envelopes for people to collect maybe? ZKM advised it is an independent survey, the online option is working, introduce this next year and</p>	

reduce postal as got to keep on budget.

LC advised she cannot go online. ZKM advised there is a text option. WM asked what the response rate was. ZKM advised 400, we have achieved, we need to keep postal option for people that cannot go online so that it is fair. JS mentioned that there must be a cheaper way. ZKM advised it is B.M.G., the cheapest, it is a statutory requirement, the regulator cost has gone up and they did not tell us in advance.

WM mentioned it should be done fairly but efficiently. ZKM advised we have to follow the process. SK advised that they did a phone call. ZKM advised that there is a fixed cost for each survey, too much for each call. LC asked what about G.D.P.R. ZKM advised we sign a form regarding tenant details. SK mentioned there would be identification questions asked. ZKM advised it asks questions about the whole of the council service for last 12 months. WM mentioned an option on service you have received.

ZKM advised there are 3 reminders in post if do not do it, if do not want to be involved can call ZKM, that is in the letter, ZKM has list. JS mentioned if you do not want to fill the form in, could send form back blank to save the other 2 reminders going out. ZKM advised there are 3 options online/phone/post, not doing the 3 reminders, first letter with survey, then one reminder only. WM mentioned looking at the most effective way to reduce, i.e. number of questions, as on phone too long, people are busy. LC asked how much will it cost. ZKM advised phone call more than online but still statutory requirement. 70 questions long, need

	<p>feedback, try to reduce questions. JS asked if we have to do all the questions. ZKM advised that so many questions are statutory. JS asked if we should only do the statutory questions. WM asked is the meeting to discuss questions. ZKM advised he needs to meet to discuss all of this, which questions are needed still, if they are used.</p> <p>JS mentioned using other room for meeting to save costs. WM advised he would look into it.</p>	<p><b>Action ZKM</b></p> <p><b>Action WM</b></p>
<b>5.</b>	<b>Housing Performance KPIs</b>	
	<p><b><u>HTS Performance</u></b></p> <p>SK went through the performance report for HTS and answered any questions at the meeting.</p> <p><b><u>Housing Performance</u></b></p> <p>WM &amp; NK went through the performance report for Housing Services and answered any questions at the meeting.</p>	
<b>6.</b>	<b>Ward Inspection Timetable</b>	
	<p>The panel were handed a copy of the ward inspection timetable in their packs.</p>	

<b>7.</b>	<b>Current Consultation - None</b>	
<b>8.</b>	<b>Any Other Business</b>	
	<p>ZKM advised the Housing Finance Training is on 19/02/2025 at 2pm in this room.</p> <p>JS mentioned she asked ZKM to send her some paperwork but he did not do it. ZKM asked to discuss this outside of the meeting and advised he would send the information to JS.</p> <p>DH asked if in the next Harlow Times could something be put in asking all residents of the town to stop putting baby wipes down the toilets as they are not listening and there are blocked drains. ZKM advised to contact Paul Keen, Comms, put article together. JS mentioned when we get stuff in and want to put into the Harlow Times to ask someone senior. ZKM advised we have missed the spring date. WM advised to get list of dates, keep pushing and escalate.</p>	<p><b>Action ZKM</b></p> <p><b>Action ZKM</b></p>