

Property and Tenancy Standards Panel  
Wednesday 8<sup>th</sup> March 2023  
14.00 – Latton Bush Centre

**ATTENDEES:**

**Tenants-**

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

**Harlow Council –**

(WM), Zulfi Kiani-Mackintosh (ZKM)(Chair), Nathan Ketteridge (NK),

**HTS-**

Shakeel Khan (SK), Debbie Hardy (DH)

<b>1.</b>	<b>Welcome and Apologies</b>	
	Bin Nguyen (BN), Cara Stevens (CS), Wayne Mitchell (WM), Roy Jackson (RJ), Hugh Hoad (HH)	<b>Noted</b>
<b>2.</b>	<b>Minutes from previous meeting &amp; matters arising</b>	
	JS pointed out that items showing on table as collected haven't been collected. Jane showed picture to NK. NK to make sure items are removed.	<b>NK</b>
	JS advised that there is now a bike under tarpaulin outside No 6.	<b>NK</b>

	<p>JS also pointed out that the drains outside 5 – 9 are now blocked so water isn't draining away. SK to deal with.</p> <p>JS asked if permission to store mobility scooters is specific to that tenant. NK advised that it is. JS then asked if there is anything in the sign up pack to highlight that permission is needed. NK advised that the sign up pack is already full of important information and the issue is covered in the tenancy agreement. JS pointed out a disability needs to be known due to the reform bill. NK advised that if a scooter is being stored incorrectly it is covered under tort procedure.</p> <p>ZKM advised that a lot of guidance in the reform bill are proposals at this stage.</p>	<b>SK</b>
<b>3.</b>	<b>Performance update</b>	
	<p>Housing Key Performance Indicators (KPI) for January 2023.</p> <p>ZKM delivered the first half of the report:</p> <p><b>BVPI 66A – Rent collected as a Proportion of Rent Owed:</b> At week 43 97.67% - status is amber – trend is up.</p> <p>JS asked how many other authorities have figures as good as Harlow Councils -ZKM advised that we are</p>	<b>Noted</b>

	<p>in the top quarter.</p> <p><b>HMS 10 – Former tenant arrears (£):</b> At week 43 £744,924 owed – status is red – trend is down</p> <p><b>HMS 9 – Garage arrears (£):</b> At week 43 £21,768 is owed – status is red – trend is up</p> <p><b>LHI S01 Temporary Accommodation Charges Arrears (Shared TA, and B &amp; B):</b> week 43 £40,897 – status is red – trend is up. NK advised this could be due to Universal Credit delay. FF asked how many in TA and ZKM advised that the question was answered in the last minutes – 262 households.</p> <p>NK delivered the next part of the report:</p> <p><b>BVPI 212 – Average time taken to re-let Council dwellings:</b> At week 43 27 – status is red – trend is static. NK advised due to deaths/tenants moving to care homes etc – this should improve when the weather does – there is still time for there to be improvements – possibly in the new financial year. JS asked what the figure should be and NK advised the target is 21 days.</p> <p><b>HMS 8 – Number of empty Council homes:</b> At week 43 133 – status is red – trend is up.</p> <p><b>HMS 5 – Percentage of rent lost through the local authority’s dwellings becoming vacant:</b> At week 43 1.79% - status is red – trend is static.</p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>
--	---	---

	<p><b>HMS 11 – No of garages void (ex H/S):</b> At week 43 1920 – status is green – trend is up. JS asked why a lot of garages aren’t parked in. ZKM advised that this question had already been answered.</p> <p><b>HTS Performance Update:</b></p> <p>SK talked through the first half of <b>Performance Update for HTS (Property &amp; Environment) Ltd.</b> SK advised that all monthly KPIs are in target. The next quarterly updates are due in March 2023. JW asked why guttering takes so long to be repaired – SK advised that guttering has 9 month response time – HTS are prioritising roofing repairs ie issues that affect the inside of the property.</p> <p><b>Customer Service Report:</b> This contains complaints and compliments which are raised through Harlow Council. The overall number of complaints completed during January was 72, 44 were not upheld, leaving 28 upheld complaints. The complaints were looked into and most were due to missed timescales – HTS are trying to reduce these. Partially upheld complaints for January were 9. JS asked what partially means – SK advised it means when some of the complaint is valid.</p> <p><b>Page 5 - % of ALL complaint responses – out of target:</b> SK advised that pre-covid complaints were dealt with in time – more recently there have been more out of target complaints – action plans have been put in place to reduce these – and by the end of the year out of target complaints were down by 6%.</p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>
--	--	---

	<p><b>Page 8 – HTS Plaudits 22/23:</b> 55 for January</p> <p><b>Page 9 – Members enquiries:</b> There were 21 in January – all were responded to in time.</p> <p><b>Health &amp; Safety report:</b> HTS monitors Health &amp; Safety of operatives – inspectors cold call on operatives to check that all Health &amp; Safety is being adhered to. Health &amp; Safety incidents are recorded at a zero rating – there have been nearly 3 million hours without any Health &amp; Safety incidents.</p> <p>Debbie Hardy delivered the rest of the report:</p> <p><b>Right First Time:</b> the report shows 98.95% Right First Time repairs. JS said that that was amazing. JS asked if there were extra checks to smoke alarms, to which DH confirmed there was. JS asked if there was a certificate like CP12 for smoke alarms and was advised that there isn't – they are included in the 5 year electrical test.</p>	<p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p> <p><b>Noted</b></p>
<b>4.</b>	<b>Landlord Survey</b>	
	<p>ZKM advised that 601 were received by post and 120 received online – which is a 3% response rate – SMB are writing up the report from the responses.</p>	<b>Noted</b>
<b>5.</b>	<b>Tenant Satisfaction Measures New Suite</b>	
	<p>ZKM advised that briefing notes were taken to the</p>	

	Housing Standards Board. Due to the reform bill, there needs to be new tenant satisfaction measures suites implemented. ZKM has been asked to lead this project – there are 22 TMS's in total – ZKM speaking to Officers to ensure processes are in place to collect this information.	<b>Noted</b>
<b>6.</b>	<b>Consultations</b>	
	No consultations	<b>Noted</b>
<b>7.</b>	<b>Any other business</b>	
	CC wanted to say thank you to HTS for her door being fixed quickly.	<b>Noted</b>
	JW asked who dealt with the storm drains in the road – SK advised that is ECC Highways. She also raised that the hedgerow near her has been cut recently but it looks very unsightly – HTS advised that they have to use machinery or they would never be able to complete all their work – DH advised that it would grow back and look better once it does.	<b>Noted</b>
	<b>Next Meeting to be advised</b>	