

Property Standards Panel  
Wednesday 12 June 2019  
10.00 – Civic Centre Committee Room 2a

**ATTENDEES:**

**Tenants-**; Hugh Hoad (HH), Roy Jackson (RJ), Margaret Mackenzie (MM), Selena Ellis (SE), Jane Steer (JS) (Round Table Representative)

**Harlow Council** – Nigel Perks (NP) (Chair), Zulfi Kiani-Mackintosh (ZKM), Claire Battelley (CB) (Minutes)

**HTS (P&E) Ltd** –Debbie Hardy (DH), Shakeel Khan (SK)

<b>1.</b>	<b>Welcome and Apologies</b>	
	<p><b>Apologies:</b></p> <p>Wendy Makepeace (WM), Shaun Russell (SR), Gina Patten (GP)</p>	<b>Noted</b>
<b>2.</b>	<b>Minutes and Matters arising from previous meeting.</b>	
	<p>JS- advised that there property that is causing issues with other gardens and garages, addressed supplied. NP to ensure Housing Officer picks up through Estate inspection</p> <p><b>MM</b> – Pigeon’s Tany’s Dell- They seem to be sitting on the roof rails and making a mess everywhere in particular the communal stairs windows. NP to speak with WM for an update, <b>NP advised that they are currently looking into various ways to deal with the Pigeons and have asked a specialist company to provide information and is currently on going.</b></p> <p><b>HH</b> – Raised again around the overgrown bushes and shrubs at the Green Hills common room building including Ivy growing and getting into the roof.</p> <p><b>Action</b> – HTS should pick this up as part of the environmental works – SK to check , GP advised that this work is on the winter programme and will be completed by end of April, HH advised some areas where the Ivy had been killed is growing back, GP advised she will report this back.</p> <p><b>12.6.19 update DH confirmed Ivy has been killed and hedges are on the programme.</b></p>	<p><b>NP</b></p> <p><b>Complete</b></p> <p><b>Complete</b></p>

	<p><b>Action</b> – SR noted a lot of dumped rubbish on the path between Dads wood and Occasio House, GP advised she would arrange for rubbish to be removed. <b>DH advised this rubbish was removed, however there is an ongoing problems in this area</b></p> <p>The Panel asked if these good news stories can be shared, maybe Harlow Times Etc. <b>Action</b> – For good news stories to be shared</p> <p>Enclosed in the pack is the details of the training day for GDPR, which is being held <b>Action</b> – ZMK to confirm the date</p> <p>JS – raised concerns over the standard of the letters being issued by HTS for works to be carried out, also receiving final access letter when appointments already booked. <b>Action</b> – DH to discuss with JS and take back and investigate, <b>DH advised that this has been looked into and currently the letters are being reviewed by HTS and Harlow Council, ZKM also noted that any letters that are being issued to over 50 residents need to be authorised by the editorial panel.</b> <b>JS – advised that there is issues with letters and replying to resident written correspondence by HTS, Resident at Netteswellbury Farm – JS to Provide full information to DH so this can be investigated</b></p>	<p><b>Complete</b></p> <p><b>Complete</b></p> <p><b>Complete</b></p> <p><b>Complete</b></p> <p><b>Completed</b></p> <p><b>DH</b></p>
3.	<b>Performance</b>	
	<p><b><u>Noting The reports are for March 2019 Performance</u></b></p> <p><b>KPI's</b> – monthly Majors and Minors all within target,</p> <p>Customers Services – For March there were 31 complaints of which 22 were not upheld and 9 valid complaints. Examples included in Pack</p> <p>RJ – Raised concerns over HTS cancelling appointments and not informing residents, there have been a few occasions this has happened <b>Action</b> – SK, to speak with team leaders to ensure that communication to residents is being done when appointments are being changed or cancelled. SK to email response to ZKM for distribution.</p> <p>It was also noted that from April 2019 the appointment slots have</p>	<p><b>SK</b></p> <p><b>Noted</b></p>

	<p>change to AM and PM times and the Planned priority has reduced from 12 months to 9 months.</p> <p>Plaudits – HTS received 43 for March , examples included in the pack</p> <p>Cllr enquires – 13 received and answered all answered within target. It was noted about how many received for dumped rubbish</p> <p><b>H&amp;S – AIR 0</b></p> <p>RFT – There were 3501 jobs completed, with 1411 surveys sent out and 212 returned. HTS overall satisfaction is at 99.06%</p> <p><b>Housing Management Performance</b></p> <p>Housing KPI's are all looking good, however we have still a larger than normal amount of empty properties and this is due to various reasons including major works are needed and properties with structural issues.</p> <p>48% of the voids received in the last year have been due to either deaths or residents going into care.</p> <p>ZKM advised there was an article in the Harlow Times outlining the costs if kitchens and bathrooms are not replaced under the modern homes programmes.</p>	<p><b>Noted</b></p> <p><b>Noted</b></p>
<b>4.</b>	<b>Garage Update</b>	
	<p>Garages are an ongoing project of reducing the amount of voids.</p> <p>May 2019 there is currently 1679 void garages</p> <p>April and May 128 garage sign ups and 90 garages given up</p> <p>Capital investment is still on going with a new programme for 2019/20, which consists of refurbishments and demolitions</p> <p>MM – wanted to it noted that the contractor RB Whitbread at Tany's Dell have been very good.</p> <p>NP – also advised that Housing are currently identifying potential parking improvement schemes, and such works would require working</p>	<p><b>Noted</b></p> <p><b>Noted</b></p>

	<p>closely with Essex County Council on projects. It was also discussed by the group about electrical power points in parking areas, NP advised this is being looked into by senior management.</p> <p>It was also discussed about parking posts and in some areas there are demands for them but other areas there isn't it is being looked at alongside the garage and parking review. It was also suggest about allowing resident to buy the post for a space.</p>	<b>Noted</b>
<b>5.</b>	<b>Void Scope of Works/Major Works Review (Feedback from Representatives)</b>	
	None Noted	<b>Noted</b>
<b>6.</b>	<b>Housing Standards Board Nominations</b>	
	ZKM, asked the representations for nominations for the housing standards Board, HH put himself forward.	<b>Noted</b>
	ZKM – also asked for the Health and Safety forms to be completed.	<b>Noted</b>
<b>7.</b>	<b>Consultations</b>	
	None	<b>Noted</b>
<b>8.</b>	<b>Any Other Business</b>	
	RJ – Gave his apologies for the next meeting.	<b>Noted</b>
	<b>Next Meeting: - 18 September 2019 10am Civic Centre CR1</b>	