



Notes of Meeting			
Subject:	Tenant and Leaseholder Committee		
Date:	23 rd May 2024	Time: 7pm	8.30pm
Location:	MS Teams and in person at the Forum		
Attendees:	<p>Chair – Paul McMahon PM</p> <p>Staff – Natasha Beresford (Assistant Director - Housing Operations & Safe Communities) NB, Nonye Ebili (Improvement & Engagement Coordinator) NE, Sue Prowse (Strategy, Quality & Assurance Projects Lead Officer) SP, Simon Walton (Interim Head of Strategy, Quality & Assurance) SW, Oliver Jackson, Head of Housing Operations OJ, Catherine Pyzer, (Interim Housing Cleaning Team Manager) CP</p> <p>Committee members – Mavis Cook MaC, Andy Forbes AF Paulette Reed PR, Cllr Simy Dhyani SD</p> <p>Apologies – Mutsa Cornish, Andrea Maloney, Michelle Mitchell, Charlotte Palmer, Max Sengul</p> <p>Two inspectors from the Regulator of Social Housing attended to observe the meeting: Emily Loraine and Lana Northey</p>		

Item	Subject	Actionee
1	Welcome, apologies and changes in membership (If any)	Chair
	<p>Chair welcomed everyone to the meeting.</p> <p>Apologies from Max Sengul, Michelle Mitchell, Andrea Maloney & Mutsa Cornish.</p> <p>The RSH inspectors gave a brief overview of their role and thanked the committee for allowing them to attend.</p> <p>Charlotte Palmer then had difficulty with her IT so gave apologies and left the meeting.</p> <ul style="list-style-type: none"> ➤ Montunrayo Onanuga, a DBC leaseholder MO, arrived wishing to join the meeting. SP welcomed her and she was able to observe and participate. 	
2	Disclosure of personal and pecuniary interests	All
	None declared.	
3	Minutes of previous meeting (including matters arising)	All
	Everyone agreed that the minutes were an accurate reflection of the meeting.	
4	Housing Cleaning Service Review	CP/OJ

Item	Subject	Actionee
	<p>OJ introduced the housing cleaning service review and spoke about the journey the Council is on to develop the service.</p> <p>CP explained that the Housing Cleaning Service is not just about cleaning but building relationships with all the different teams that need to work collaboratively on the estates. CP gave an overview of the deep clean that happened in Eastwick Row, which allowed the cleaning team to identify different issues that each different building has. CP clarified that the Council is on a new journey to improve the standard of cleaning and to have a more focused approach from the Council to their residents.</p> <p>MO asked whether she could contribute to the meeting and ask questions. The Chair PM agreed.</p> <p>In response to MO's question about what measures is the Council is taking to build relationships with their tenants and leaseholders and how is this communicated, OJ explained that the Council want to involve their tenants and leaseholders, which will help develop the service further. It will also help the Council understand what standard is needed and help shape what the cleaning service should look like.</p> <p>SW also commented that the Council has held events that are attracting many more residents, for example the Housing Open Day in November 2023. This event allowed residents to meet with many different teams and raise any concerns they had across these specific areas. We have also been looking at what they can do at a local level and are gathering more feedback from residents.</p> <p>NB stated that this is a new opportunity to work with the Council's tenants and leaseholders and help develop a higher standard for the cleaning service.</p> <p>AF raised the question of how the Council is planning on implementing the supervision of cleaning in their various buildings.</p> <p>CP clarified that both the cleaning manager and the supervisors go out and inspect each building after it has been cleaned. They conduct hotspot checking and ad hoc auditing. All cleaning staff are now asked to produce a before and after video of the building where</p>	

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	<p>they have cleaned. The team are determined to build a robust cleaning service that works and delivers the higher standard that the Council is aiming for.</p> <p>In response to AF's question relating to the definition of cleaning, CP described cleaning as safe, presentable, happy, satisfied, high standard and a high quality of work being delivered.</p> <p>MO raised the question of how to work collaboratively with residents to ensure that the cleaning standards are met and respected. OJ agreed that it is a relationship between the Council and the block residents. He explained that tenants and leaseholders must uphold the leasehold agreement and the tenancy agreement. There is also a policy that explains what happens to items left in communal areas. Tenancy management have scheduled estate inspections and the Council urge their tenants and leaseholders to actively report if items are being left in communal areas.</p> <p>MaC handed everyone an A4 document detailing issues at her block and CP said she would personally investigate and update the residents.</p> <p>In response to PR's comment about no longer receiving the Dacorum Life newsletter, NB explained that circulation was scaled back on a corporate level, but digital copies are still being circulated and hard copies left in corporate offices. She will feedback to the Council about possibly implementing more physical copies.</p> <p>PM asked is there a known contact for tenants and leaseholders to reach out to with any cleaning queries.</p> <p>CP explained that there is the housing cleaning mailbox email and dedicated landlines. The tenant/leaseholder can have a conversation with their cleaner and explain that they do not have access to IT, and they have something to report. Cleaners can take notes and feed this back to the cleaning manager.</p>	<p></p> <p>SP/CP</p> <p>NB</p>

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	<p>CP described how the cleaning team are currently reviewing the window cleaning and are working through the stock portfolio. The team want to find a way to work smarter not harder and in a safe and efficient way.</p> <p>OJ gave an overview of the identified issues in the housing cleaning service and how to resolve these issues going forward. An overview of the Council's proposed next steps for the Housing Cleaning Service was given.</p> <p>Three questions were posed to the members of the TLC:</p> <ul style="list-style-type: none"> • What are your opinions on this approach? • What is your view on the draft cleaning standard? • How do we work with tenants and leaseholders to regularly feedback with progress? Is this an area that TLC want to be actively involved in? Or should we look at other options such as focus groups, surveys, etc. <p>The members all agreed that they were satisfied with both the approach and the draft cleaning standard, and they are looking forward to hearing about the results. They will also email the Council about ideas they may have, going forward.</p> <p>The members agreed that the Council should have a yearly review of the Housing Cleaning Service. A focus group or a subcommittee should be implemented to review the Housing Cleaning service. The Council and the members of TLC will work collaboratively to develop the service further.</p> <p>In response to AF's comment about TLC doing audits for the cleaning service, NB responded that the Council would be happy to have the members of TLC on site with the cleaning team.</p>	All
5	Overview of the issues log – for scrutiny	SP/SW
	<p>PM asked whether those attending would be happy to stay an extra 5/10 minutes as the previous item had overrun. OJ needed to leave promptly due to caring responsibilities. All others remained.</p>	SW/SP

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	<p>SP explained that members of committee had been sent the up-to-date version the previous week. She then ran through all items line by line.</p> <p>MS had emailed further comments questioning the approach to items left by private tenants and charges made to the leaseholder.</p> <p>SP said that we will refer to the Council’s Legal Team for further advice and keep it as a live issue on the log. A further update will be given at the next meeting.</p> <p>SW will make sure that all MaC’s issues are added. SP suggested these could be a separate appendix, which all agreed.</p> <p>PR commented that the Council’s website can be very difficult to navigate. Others agreed. SP will add to issues log.</p> <p>SP asked whether anyone had any further issues they wished to add. PR asked what the process was for adding items. SP replied that we can add all relevant items, however raised.</p> <p>MO commented that – when given a reference no. for repairs etc, if she calls customer services to chase a response they are unable to access the ref. no. SP responded that this will be added to the issues log.</p> <p>MO then asked whether she could join the committee. SP explained that recruitment has been on hold pending the outcome of the TPAS re-engineering of engagement but will send details afterwards. PM commented that he had details of around nine interested tenants following the Housing Open Day. SW said we would refer to the policy on recruitment.</p> <p>PM requested that the Issues Log should be added to the TLC Terms of Reference. All agreed.</p> <p>PR requested that time was scheduled to discuss any other items for the issue log at TLC meetings. SW discussed this with her after the meeting in more detail. [post meeting agreed with PM to add in a 5 min slot on every agenda for this. And to carry forward the issues from PR, namely: review of cleaning of external cladding (which discolours); and review of the Council’s communication channels, to ensure it’s as easy as possible to contact the right teams.]</p>	<p>SP</p> <p>SP</p>

Item	Subject	Actionee
	<p>PR shared some positive news. The roads in Little Gaddesden were resurfaced. Chapel Close was an unadopted road owned by Council's Housing department and it was not serviced by Herts Highways which meant it was generally overlooked. This road was resurfaced. The residents in this area were quite happy with the outcome of the road and they wanted to thank Councillor Terry Douris for helping to make this happen.</p> <p>In response to AF's question about the cleaning data being shared with TLC, CP explained that the cleaning team would be happy to share these results each quarter.</p> <p>The meeting ended at 8.45pm.</p>	CP
6	Date & time of next meeting	Chair
	<p>18th July 2024 at 7pm.</p> <p>This meeting again operates as a hybrid meeting to allow anyone unable to get to The Forum to take part.</p>	