

Minutes of City Housing Involvement Board
Thursday 30 January 2025, 16:30 p.m. -18.30 p.m.
Microsoft Teams

Present: Members: Name	Surname	Housing Involvement Board
Dadirai	Tsopo	Harborne LHIB
Samantha	Vaughan	Perry Barr LHIB
David	Wray	Selly Oak LHIB
Ronald	Lees	Northfield KHIB
Theresa	O'Leary	Yardley LHIB
Andrea	Leon	Hodge Hill LHIB
Maria	Rawlins	Erdington LHIB
Eric	Shipton	Sutton Coldfield
Arshad	Butt	Hall Green LHIB
Officers		
Dave	Ashmore	Director of Housing Management
Wayne	Davies	Service Director Asset Management
John	Jamieson	Head of Service Housing Management
Louise	Fletcher	Senior Service Manager - Engagement Manager
Helen	Shervington	Community Regeneration & Partnerships Lead
Winnie	Edwards	Change Management Officer
Firoza	Loonat	Change Management Officer
Jean	Campbell	RI & TMO Support Officer
Amanda	Spurrier	Tenant Participation Officer
Jennifer	Carter	Tenant Participation Officer
Apologies		
Guy	Chaundy	Strategic & Enabling • City Housing
Paul	Langford	Strategic Director of City Housing
Colin	Hanno	Engagement Manager

0.1 Introduction to the Meeting and Welcome

David Wray welcomed all to the meeting.

0.2 Matters Arising

David Wray asked has the members read the CHIB minutes?

The minutes were checked for accuracy, the minutes were agreed.

David Wray informed the group of the updates/BCC Officer responses to CHIB November meeting Action Tracker.

- Regarding the progress made by City Housing on issues relating to Asset Management compliance. An update will be provided during this meeting.

Wayne Davies responded the issues relating to the of gutters, a programme should be put in place. The team will review the possibility of a programme for clearing/cleaning of the gutters on properties. Please provide the contact details of the residents who have raised the gutters as an issue. The team will look at this information.

- The issue relating to the Contact Centre concerns have been raised about the quality of the responses given to tenants.

Wayne Davies responded if the team is able to determine which tenant made the call and raised the specific issue, the team would be able to track the conversation/phone call. This would be used as a training guide for the Contact Centre staff, to ensure further matters raised relating the same issue where appropriately responded too.

Dave Ashmore comments the Contract Centre could be an item/discussion on a future CHIB agenda There has been feedback from LHIB's chairpersons. The team need to consider the Contact Centre performance also the quality of service provided.

Dadirai Tsopo stated the residents in the local community are not willing to give their names. After speaking to some of the residents they appeared to be concerned. I have explained if we have details about when the phone call to the Contact Centre was made, the team can trace the call. It has been difficult; I have provided feedback to the RI team. There are residents who have had a bad experience when speaking to the Contact Centre, the residents were not confident to speak to others about this issue.

Dave Ashmore comments Dadirai Tsopo to contact Dave Ashmore directly to discuss the Contact Centre issues raised.

- Repairs issues at Holly Rise. Also, Fortem are arriving late for their appointments arranged with Holly Rise tenants.
- **David Wray** to discuss with Dave Ashmore.

Wayne Davies responded Holly Rise should raise a written complaint to the Asset Management team who will process through the complaints process which will form part of the rectification to allow for the repair work to be carried out quickly. There is a planned programme for Holly Rise repairs/works. This issue will be discussed with Dave Ashmore.

- Regarding training for CHIB reps

Louise Fletcher responded the team have circulated details to reps who require training. There are three courses the team consider would be helpful to the CHIB members. This is based on the Engagement team's skills analysis that took place with groups/reps during 2023. The Tenant Participation Officers will contact the reps and members. A time and date for the training to take place, needs to be arranged to suit all involved. The Engagement team needs to ask the members about their preferences relating to virtual or face to face meeting/s. The team are working towards collating the information in order to process and confirm to reps/tenants the details.

0.3 Chairs Comments

During the meeting held on 21st January 2025 to discuss the new framework. Dave Ashmore, Louise Flecher, myself, and LHIB chairpersons were in attendance. The meeting had a good outcome.

Louise Fletcher responded the feedback from the CHIB Chairpersons will be used to improve the CHIB framework. There were actions/suggests that will be discussed further. There were some CHIB chairpersons/group members absent their views will need to be taken into considered also. An important issue raised relates to the meeting/s which should be more flexible, Additional meetings have been requested by certain LHIB's groups. The Engagement team need to review the Constitution and report back to the LHIB chairpersons on any formal adjustment. The Engagement team received positive feedback from various LHIB chairpersons.

Dave Ashmore said thank you to all who attended the meeting, a follow-up meeting will need to be held with the CHIB chairpersons. An important issue raised there are LHIB's which are very large groups.

0.4 Feedback from RSH regarding Compliance by Wayne Davies

Safety & Quality- Key Messages

- **True Compliance-** is being utilised to report all compliance data which means this data has been physically checked and is assured. There are still some tweaks to make until this operates at BAU, but the data set is much more reliable.

Damp & Mould

- Number of damp and mould cases have begun to increase over the winter period (October/November) as expected. Currently, these are being managed and the target teams across the contractor base are keeping track of jobs.

Cat 1 Hazards- Explained

- Work ongoing to separate the Cat 1 hazards physically identified through stock condition surveys and what has been reported through the repairs process.

For full details see presentation

David Wray said thank you to the presenter.

Dadirai Tsopo asked for the abbreviations used in the presentation to be explained for example BAU or EICRES. The ordinary person will not be able to understand the terms/abbreviations used and their meaning. This will enable more effective written communication with the residents.

Wanye Davies responded for the next update there will be a key at the bottom of the presentation that will explain what the abbreviations are. There is an opportunity to make planned visits on a Thursday, to see some of the LHIB's, in order to look at some of the work the LHIB's are involved in. The benefits are the team will be able to walk around the estate/s, also to look at some of the homes, and to be able to see some of the repair issues raised such as the condition of the guttering on properties.

0.5 Yardley Housing Involvement Board Update Read by Louise Fletcher

The group held the Yardley LHIB AGM in May 2024 and had thirteen members join. Yardley LHIB amalgamated together with Sheldon, Garretts Green, Yardley East and Tyseley & Hay Mills. The new LHIB now has senior managers attend and managers from Equans which the group seem to find better as they get answers to any questions they raise.

Walkabouts

We have been carrying out our walkabouts in the Yardley District and they are going well. From the walkabouts we pick up issues such as - Fly tipping, graffiti, repairs, overgrown gardens, and hedges, and talk to tenants on our walkabouts and try to get them involved with their own areas.

Projects: (Environmental and LHIB budgets)

- Garretts Green installed 6 bin stores to improve the kerb appeal to low rise blocks.
- installed 3 low rise blocks with bin stores in the Sheldon Ward
- installed new coconut matting to Dane's moor House high rise in South Yardley.
- anti climbing paint to the garages near Wheeldon House in South Yardley to prevent Anti-Social Behaviour issues.
- We have installed a gate between 2 flats in Pemberley Road to prevent ASB issues and again this has stopped the ASB.
- installed new flooring and completed internal decorations to a low rise in Dale Walk and tenants are happy with the improvements.

Aerial Budget

The High Rise block we have in Yardley that has an Aerial budget is Coppice House and they have used theirs to install wall safes for each flat and for each tenant to have a remote fob to gain easier access to the block.

Recruiting

We are continuing to recruit to the new Yardley LHIB as there are a couple of areas which have no members, and this is ongoing.

Hodge Hill LHIB Presentation read by David Wray

This year has seen some changes to the old HLB were ward-based meetings, there was a requirement to change these to district meetings which meant that the existing wards and 18 members (who are tenants and owner occupiers) amalgamated into a district including a new name change to the group.

Our first Hodge Hill District AGM took place in May, where members voted for a chair and vice chair of the LHIB, along with voting for a CHIB representative and a CHIB reserve representative.

The new LHIB now has senior manager in attendance. Also, in attendance along with managers from the repair contractor EQUANS Chloe Francis and alternated repair managers.

The meeting now takes place bi-monthly instead of monthly, and there has also been a new TPO join Shyeene Zaidi-Bere, who is settling into the role, and happily brings hot refreshments and biscuits to the meetings.

Walkabouts

From the walkabouts that have taken place we have identified issues such as - Fly tipping, graffiti, overgrown gardens and hedges, and we are more than happy to talk to local residents whilst on our walkabouts to listen learn and engage with them with an emphasis on promoting the work that we do to encourage residents to join in with the walkabouts or any other initiatives that may be taking place such as litter picks etc.

Projects (Environmental and LHIB budgets) – LHIB District Budget for the year is £67,000.

- Glebe Farm & Tile Cross – Craneberry Road Communal Garden improving a community garden area by clearing the communal ground rear of Cranberry Road of rubble and garden waste and remove off site and prepare an area 124sqm to a useable condition.

- Bromford & Hodge Hill – Bridge meadow and Thistle House: installed luminous front and rear entrance signs to the block.
- Shard End – Aylesford Hall Block Sign: Aylesford Hall is a BCC building and is rented by an established community group, at a reduced cost.

Aerial Budget - for the district is £18,300.

Bromford & Hodge Hill – Albany House

We have enhanced the Street Scene and Kerb appeal to both blocks by painting the front canopies and post.

Recruiting (LHIB)

There is a shortfall in some wards where there are a few or non-representation in the wards, of which recruitment will be an on-going practise.

For full details see presentation

0.6 Tenant Security Group (TSG) by Eric Shipton

Key Achievements

- The Tenant Scrutiny Group, previously known as the Performance Monitoring Group, is a subgroup of city housing involvement board. As part of the 2021 TPAS' (Tenant Participation Advisory Services) review of our City Housing Tenant Engagement Structure, an assessment of our housing scrutiny function was also carried out. TPAS outlined several recommendations of how city housing could continue to build its tenant scrutiny framework in preparation for the implementation of the Social Housing Regulation Act 2023.
- The Tenant Scrutiny Group gives tenant members greater influence in the co-regulation process and the ability to hold city housing and partners to greater account; a new Terms of Reference and 'Scrutiny Call In' process was co-designed by the group and adopted by CHIB in September 2024.
- To ensure good quality and meaningful reports are produced, TSG members have co-designed the new Tenant Scrutiny Report in partnership with city housings' Data Insight Team. The TSG use this quarterly report to better monitor and scrutinise the performance of city housing and partner organisation's, against key performance indicators, corporate indicators, local indicators, and tenant satisfaction measures.

For full details see presentation

David Wray said thank you to the presenters.

David Wray said thank you for all the LHIB and scrutiny updates

Dave Ashmore comments this is a helpful update relating to the work of the Tenant Scrutiny group also, the group are holding the Council to account on their performance which is exactly what residents, tenants and leaseholders should do. The group is being recognised for reporting when BCC does things well.

0.7 Community Influence and Engagement strategy by Helen Shervington

- Empowering tenants, ensuring they have a voice and opportunity to influence our decision making and hold BCC to account.
- This strategy will clearly set out our commitments to our tenants & Customers and what they can expect from us as a Housing Service.

Tenant Voice: Engagement & Consultation

- Tenant views and ideas on what we can do differently to ensure we treat residents with fairness and respect, ensure you can access services, raise complaints, when necessary, influence decision-making and hold BCC to account.
- **Transparency and clarity build trust** – Its common for residents to be reluctant in sharing equalities data. In the survey, we explained why this information is important, and how we can use it to better tailor our services.

For full details see presentation

David Wray said thank you to the presenter.

Dadirai Tsopo asked does the strategy only work via the Tenant Security Group? Or is it open to other groups that are not necessarily members of the Tenant Security Group?

Helen Shervington responded the focus of the strategy is on our tenants and leaseholders, also, the prospective tenants who might approach BCC for homelessness assistance or wanting to apply to join the BCC housing register. One of the actions within the strategy the team will implement what is referred to as an expert by experience model.

The team work with residents from across different tenure types to support with engagement. We are looking at the possibility of how we may be able to pay residents to provide support with engagement. We value residents' input also as part of the delivery plan, we will be working with a number of resident advocate groups.

organisations such as Citizens UK also Birmingham Fair Housing. Part of the internal process we are looking at the governance structure with the help of the members of the Tenant Scrutiny group.

Dadirai Tsopo asked how members on a local level can provide their opinions on the strategy also to have an input regarding the governance, if the members are not part of the Tenant Security group. Involving more members will help the group to recruit more residents.

Helen Sherrington responded the team will report progress of the strategy each year to City Housing Involvement Board. The monitoring and governance of the strategy will be carried out by the Tenant Scrutiny group. The team will work with groups across all tenure types, where a variety of groups can provide their views.

Eric Shipton comments the Tenant Scrutiny group will feedback matters that are raised to City Housing Involvement Board.

0.8 Housing Management update by Dave Ashmore

- Housing Management new structure announced 5th December 2024
- April 2025 rent increase of 2.7% agreed by BCC Cabinet on 21st January 2025
- Tenancy Conditions consultation opened on 20th Dec 2024 and closes on 16th March 2025

Our Priorities

- To ensure that our residents are and feel, engaged, listened to, and meaningfully involved in their housing service.
- Deliver a good housing management services to our residents and be a good landlord, representing the communities we work in.
- Be compliant with the new consumer regulatory standards and in line with Housing Ombudsman recommendations.

For full details see presentation slides

David Wray said thank you to the presenter.

David Wray asked is BCC recruitment process for new housing staff going well.

Dave Ashmore responded BCC received a good response to roles advertised. There are roles that will be a challenge to fill. The team will keep the CHIB group updated on the recruitment progress.

Dadirai Tsopo regarding the Domestic Abuse strategy there are occasions when Anti-Social Behaviour is a result of domestic abuse this can cause problems with residents' tenancies. We welcome a policy that would help the residents in the

community. As a community worker I am aware there is a problem. The aim of the strategy should be to capture the domestic abuse and ASB issues within the strategy to ensure nothing is missed.

Dave Ashmore responded the Domestic Abuse and Safeguarding agenda. Safeguarding will give children the best start in life. These are important issues for residents. Residents will need good housing/decent housing to have a platform to live their life's well.

Eric Shipton stated the Contact Centre, seems to cause problems between the tenants, BCC management and the repair teams. There is a need to review the Contract Centre scripts, to determine if the scripts are good enough to deal with the issues the tenants report. The staff need to understand different aspects/issues. Be able to cover different languages because Birmingham is a multilingual city. The management teams/CHIB groups' need to get together in order to review and make improvements to the Contact Centre scripts.

Dave Ashmore responded it would be helpful for the tenants and leaseholders to be involved in a review of the Contact Centre scripts. There are high numbers of phone calls received daily by the Contact Centre.

David Wray asked regarding the contractor's performance on repairs and how successful the repair work was carried out. In my experience the tenants in my area of the city are not asked for their comments after the repair work has been completed in their property.

When the contractor has completed the repair; the tenant should be asked to give feedback whether the repair was good or poor. I am not aware that the tenants have been asked how they were treated or to make comments on the repair. How valid are the figures quoted?

John Jamieson responded at the completion of a repair; the contractors operative should offer the opportunity on their handheld device. The tenant should be allowed to express if they are satisfied or not satisfied with the repair. The figures are shown on a report produced each month. The Asset Management team will look at why the contractor operatives are not offering the opportunity to tenants to feedback their opinions.

Dadirai Tsopo asked regarding the figures that have been published for example the figures on the reports. Dadirai also, referred to the Tenant Satisfaction measures. The members of the local LHIB have raised queries in relation to how robust are the figures?

Dave Ashmore comments the team will look into this element and report back to the group regarding the repairs that are completed by contractors also, what percentage have received feedback from residents.

Samantha Vaughan stated a LHIB member raised the query regarding the reporting of communal repairs to the Contact Centre. The information received from the Contract Centre. The tenant does not need to be in the property when the contractors arrive to carry out the repair to a communal area. If the tenant lives in a low-rise or high-rise block, A key fob will be needed to gain access to the property. There is a question how the repair teams access the property to carry out the repairs. If there is no tenant in the property to allow access. The communal repairs are not being carried out; the tenants have to recall the contractors. This issue needs to be looked at by the Contact Centre/BCC team.

Dave Ashmore comments the residents should be able to access to the communal areas, either themselves or with support from Caretakers.

David Wray stated contractors arrived to carry out repairs, a tenant complained there was a leak from an oil stack. I was at the entrance when the contractors arrived. The contractor asked which flat number the repair was reported by. The handheld device was checked by the contractor, the contractor did not know the number of the flat which had reported the repair job. There are 30 flats in the block, David used his local knowledge and directed the contractor to the correct flat number for the repair.

Dave Ashmore comments the specific details will be required by the team. This issue will be raised with the contractors.

Samantha Vaughan regarding the Conditions of Tenancy consultation, e-mails have been sent to tenants for them to provide feedback on the consultation. An issue raised during the LHIB meeting there are tenants who do not have access to the internet and are unable to provide feedback online.

Louise Fletcher responded from the end of February and during March the team have planned to hold Road shows where tenants can attend and provide feedback in person on the Conditions of Tenancy changes. The team need to give all tenants the opportunities to provide feedback we should not relying on technology, because it can create a barrier for tenants. The information will be displayed in places where tenants are likely to visit such as in Libraries. We plan to put posters up in low rise and high tower blocks. The information will be sent out to the Neighbourhood offices and the libraries.

Any Other Business

David Wray raised concerns regarding the name for the BCC Officer who will take over the role previously done by Bill Kingham, who has now retired. Holly Rise have a repair issue within one of the TMO flats which they are unable to re-solve. The flat has a leak. the flat will have to be decorated. The Holly Rise team cannot find out where the leak is coming from. We need to contact a BCC Officer to help with this issue.

Dave Ashmore responded to provide the TMO details regarding the issue. Also, we will provide another BCC officer contact details.

Dadirai Tsopo stated in the Edgbaston LHIB area there is an issue of the rise in Anti-Social Behaviour in the vicinity of Sheltered Housing accommodation. The ASB has become a serious point of concern, the LHIB made a suggestion there could be drop-in sessions for the residents. This would allow the residents to feel more comfortable and be aware something is being done. The residents need regular drop-in sessions, on the local patches as a proactive measure. A reactive response after an event has occurred, will not be helpful to the residents. There are residents who are worried because the perpetrators of the incidents of ASB are close to where they live. The ASB issue is the major concern in the local area. The LHIB are aware there is Recruitment of BCC Officers in the area. Residents need to be reassured that there are measures being taken by BCC to prevent further ASB incidents/issues.

Dave Ashmore responded the team will look into matter with the Sheltered Housing Management team.

Dadirai Tsopo stated this is an expression of gratitude to the BCC team who is responsible for installing the brand-new communal doors to low rise blocks on numbers 14 to 16 Capon Grove, Harborne. The LHIB group over a number of years have made repeated requests for the doors to be changed. The residents of the block are grateful this will give the residents a sense of pride in the blocks where they live. Also, residents are grateful to the BCC team for clearing the green space behind blocks 55 to 57 Welsh House Farm Road. The residents spent a number of years campaigning the residents are pleased things are finally moving.

Samantha Vaughan stated regarding the Housing team's non-attendance at the Perry Barr LHIB meeting. The day before the meeting the Housing team sent an apology to the group, the Senior Service Manager would not be able to attend the meeting. Perry Barr LHIB meetings are held bimonthly, efforts were made to secure another Senior Service Manager, the group were informed it was too short for a different housing manager to attend the meeting. This is the second meeting a Housing manager has failed to attend.

Dave Ashmore responded the team will look into the reasons for non-attendance of the Senior Service Manager at the meetings. Dave asked Samantha to send the invites for Perry Barr LHIB meetings for the full year.

Eric Shipton asked regarding the possibility of a review of Sheltered Housing. The concern relates to the age of the new occupiers of the scheme who are younger people. The new younger residents now bring their families with them to the accommodation. Residents of the schemes consider this creates problems as it has increased the noise level in the building. There were plans for a review of the sections relating to the age of new occupiers/tenants. Also, enforcing the Conditions of Tenancy.

Dave Ashmore responded there is a mixed allocation of residents to the Sheltered Housing schemes. Also, there are incidents of Anti-Social Behaviour in some schemes. The Housing team would welcome tenants' scrutiny and focus on the different aspects of the Sheltered Housing schemes.

Louise Fletcher responded the Sheltered Housing subgroup will hold the first meeting during February. The Engagement team will receive the feedback directly from tenants who live in Sheltered Housing accommodation. The subgroups have tenant representatives from most areas of the city. The Engagement team are recruiting tenant reps to be involved in the different subgroups.

For a copy of the presentations please e-mail ResidentInvolvement@birmingham.gov.uk

David Wray thanked everyone for attending the meeting.

**The next meeting of the City Housing Involvement Board will be held on:
Date: Thursday, 27th March 2025: Time: 4:30pm - 6:30pm**