

Minutes of City Housing Involvement Board
Thursday 29 May 2025, 16:30 p.m. -18.30 p.m.
Microsoft Teams

Present: Members: Name	Surname	Housing Involvement Board
David	Wray	Selly Oak LHIB
Samantha	Vaughan	Perry Barr LHIB
Ronald	Lees	Northfield KHIB
Dadirai	Tsopo	Harborne LHIB
Jeff	Horton	Hall Green LHIB
Theresa	O'Leary	Yardley LHIB
Andrea	Leon	Hodge Hill LHIB
Eric	Shipton	Sutton Coldfield LHIB
Lesley	Beresford	Erdington LHIB
Kavan	Hawker	TMO Representative
Charles	Sutherland	Ladywood LHIB
Officers		
Wayne	Davies	Service Director Asset Management
John	Jamieson	Head of Service Resident & Partnership Services
Natalie	Smith	Head of Service – South area
Carla	Bates	Resident Services and Partnerships Senior Service Manager
Naomi	Morris	Acting Director of Regulation & Strategy
David	Stevens	Head of Building, Compliance and People Safety
Winnie	Edwards	Change Management Officer
Colin	Hanno	Engagement Manager
Jean	Campbell	RI & TMO Support Officer
Amanda	Spurrier	Tenant Participation Officer
Jennifer	Carter	Tenant Participation Officer
Apologies		
Paul	Langford	Strategic Director of City Housing
Dave	Ashmore	Director of Housing Management
Asha	Patel	Head of Service Repairs
Mira	Rawlins	Erdington LHIB

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 agreed the updates/BCC Officer responses to CHIB March meeting Action Tracker.

0.3 Chairs Comments

David Wray asked the CHIB members to ensure the issues they raise are relevant to the topic being discussed during the CHIB meeting. In previous meetings members have raised personal issues such as repairs issues for their property. As a result of this the meeting held in January and February overran the scheduled time. There are systems and BCC officers in place where repair issues can be reported.

David raised his concerns about the recent boundary change as residents were not informed by BCC that some areas within the wards were being moved from the south area to the east area, he also stated that residents will now need to raise issues with a different neighbourhood office. This issue has now been resolved. I had a conversation with Dave Ashmore to discuss this issue. David emphasised that this was a poor example of tenant engagement and urged the need for better communication.

0.4 Fraud Policy

Intended Benefits

- Staff and residents have clear guidance to adhere to
- Ownership and accountability are clearly defined, purpose, outcome, and enforcement documented and transparent.
- Clear guidance will result in increased recovery of property due to tenancy Fraud.

Types of Tenancy Fraud

- **Unlawful Sub-letting:** This occurs when a legal tenant sub-lets their property without landlord consent, violating tenancy agreements.
- **Obtaining Housing by Deception:** This involves providing false information to gain a Council tenancy, such as failing to disclose property ownership.

Conclusion

- **Importance of Tenancy Fraud Policy:** The Tenancy Fraud Policy protects council resources and promotes fair access to housing for all individual people.

For full details see presentation

David Wray thanked Natalie for her presentation.

David Wray asked regarding the average cost per case also how long does it take for case to be investigated.

Natalie Smith responded the process used by BCC is to calculate an average savings charge. BCC will take into consideration properties recovered. It depends on the complexities of the cases; the Fraud team use various methods to detect fraud. The Housing teams are carrying out more home visits, there will be fraud that will potentially be uncovered. The team need to make sure that BCC homes are being used effectively.

Eric Shipton asked does the Housing team keep a register of offenders. Are offenders on the register able to apply for BCC housing. Will people be excluded if there is a conviction.

Natalie Smith responded they are excluded as part of the housing applications process. The information is shared with Housing Allocations this will be put against their current Housing application.

Kavan Hawker asked regarding the fraudulent housing applications or uses of property, does BCC have an effective policy. Are there processes in place to deal with people who obtain property by deception for illegal use for example drug cultivation. How effective is the anti-fraud policy in dealing such matters.

Natalie Smith responded the proposed fraud policy deals with false housing applications. The tenancy conditions would deal with immoral use in the property, or if people commit criminal offences within BCC property. The legislation within the Housing Act would allow BBC to have mandatory powers for possession of the property. BCC would take action in such cases.

0.5 Service Re-Design Update by Natalie Smith

Summary of Housing Management Redesign

- Significantly increase our local presence on estates, visibility, and engagement.
- Improve our Estates and Neighbourhoods.
- Ensuring we meet the new regulatory standards.
- Improve performance of our Tenant Satisfaction Measures.

Social Housing Act, Improvement & Recovery Plan

- 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.
- Neighbourhoods that are environmentally safe, clean, and green.
- Be financially viable and ensure value for money to all our residents.

For full details see presentation

David Wray thanked Natalie for her presentation.

Dadirai Tsopo asked the local Housing Involvements boards have been informed of the Housing service re-design, when do you expect measures outlined in the service re-deign to be completed and the measures put in place for residents.

Natalie Smith responded to ensure there is a localised response for the residents there has been a recruitment of Housing Officers. We have developed a Post Code checker, where the residents can search for the name of the Housing Officer for their area. The aim is to provide a better service for the residents. The Housing Officer will be able to understand what is happening in the neighbourhoods.

Dadirai Tsopo asked will the Housing Officer will be responsible for the issues that arise in their specific area. The residents need to be reassured engagement with LHIB's will improve and the BCC Senior Officers will attend the LHIB meetings.

Natalie Smith responded the Housing Officers have been allocated smaller patches. The Housing Officer will support the tenants through the duration of their tenancy. The Tenant Participation Officers will continue to work with the residents. The aim of the service re-design is to build more local partnerships working within each community. The LHIB Meetings will be attended by the Senor Service Manager or Housing Managers.

Carla Bates explained the information that can be obtained by using the Post Codes checker. For example, the details of the Housing Manager, the Housing Officer, and Estate Services. The external link can be shared with the residents. A representative from Housing Management will attend the LHIB meetings. There may be specific issues the Housing Management team need the residents to be made aware off. The residents can discuss their issues with the Housing Management representative/officer.

0.6 Regeneration Update by Naomi Morris

Druids' Heath Regeneration scheme

- Development of a Master plan 20-year programme.
- The procurement of a development partner during 2025.
- Community charter for area sets out what residents will be entitled to receive.
- Development of affordable homes.
- Consultation & Feedback received from Druids Heath residents for Masterplan.

Perry Barr Regeneration Scheme

- BCC retained 213 units for social housing.
- The properties are One- or two-bedroom flats.

- Prioritise residents with under occupied properties, release for larger family homes!
Local letting process and a local letting plan.
- Properties offered to households on the housing register.
- Housing Officer on the Perry Bar site.
- Legal & General own 140 properties for social rent or affordable rent

Ladywood Regeneration Scheme

- Development partner Barclay & St. Joseph's.
- Working closely with Ladywood Unite group to engage with residents.
- BCC held community engagement events for residents to attend.
build first policy - move resident into property.
- City centre area affordability issue.

David Wray thanked Naomi for her presentation.

Dadirai Tsopo asked are the residents informed they need to agree to the offer of a property before the re-development scheme is built. Regarding the Ladywood re-development scheme there is concern for example from leaseholder who have bought their property.

Naomi Morris responded Ladywood as a community has a high proportion of homeowners and leaseholders. The social housing tenants will be allocated a new property, based on what they need, if their current property is demolished. Homeowners and the leaseholder if the Council purchase the current home and it is demolished. No offers have been made to purchase homeowners or leaseholder's home at this time. The Council would build a new property, there will be a price difference between the cost of the homeowner's old property and the cost of the new property. There is no Masterplan in place for the Ladywood redevelopment, this will commence June 2025. Masterplan workshops will be available for the residents to attend and provide feedback.

Barclay & St. Joseph's will start work at the end of June 2025; the Ladywood community need to be part of the Masterplan. The Council are still in negotiations with Barclay & St. Joseph's regarding the number of properties for the Ladywood redevelopment. The BCC team will encourage the community to be involved in the Masterplan workshops, to provide feedback on the properties to be developed.

Dadirai Tsopo asked will the Council commit to a fair deal with the homeowner and Leaseholders in Ladywood and they are not forced to leave their old home. Will the residents receive enough/fair compensation of what the property is worth versus what the Council is willing to pay.

Naomi Morris responded the Council will provide the homeowner and leaseholder with a fair and reasonable amount of compensation for their property.

Kavan Hawker asked regarding the infrastructure for the Ladywood estates, will the developer-build Community centres, schools, Doctors surgeries, local shops the essentials infrastructure for the residents of the community. Offer the residents the best quality of life which will benefit everyone, benefit the city, benefit the economy. Are these included in the plans.

Naomi Morris responded the architect that worked with BCC on a previous scheme, is working on the Ladywood Masterplan. This will ensure the residents who will live on the estate have access to the infrastructure they need. We are working with organisations such as the Church of England, who have a community regeneration department. Also, working with Birmingham City Football Club who are interested in youth provision for the area. There is a Ladywood projects group, different groups such as religious groups, in the area these can be designed into the Masterplan. There will be residents with families living on the estate there will be school facilities built. We will address issues such as car parking spaces.

0.7 No Access Policy by Natalie Smith

- A clear policy on how BCC aims to communicate access and address no access.
- The increased capital work, compliance activity and Housing management. proactive visiting require a clearly documented approach that residents and staff can refer to.

Access Reason's

- Inspections or repairs
- Periodic inspections (Gas Safety, electrical)
- Managing tenancy-related issues

Access Notification & Enforcement Actions

- Three attempts to contact tenants before a visit - Contacts at different times.
- Exhausting all reasonable attempts to gain access.
- Applying to the court for injunctions.
- Serving a Notice of Seeking Possession.

For full details see presentation

David Wray thanked Natalie for the presentation

David Wray regarding the tenant Newsletter. How will the tenants be able to access the Newsletter.

Naomi Morris responded the Newsletter is issued each month which can be found on the BCC website. It is issued by Comms department and can be sent to tenants who have an e-mail address. Further enquires can be made to Comms to determine how the residents can have access the BCC Newsletter.

0.8 Sutton Coldfield LHIB Presentation 2025 by Eric Shipton

The name changed to LHIB'S and Sutton Coldfield District LHIB was formed there was a requirement to change to district meetings. During the AGM and first meeting as a LHIB the members voted for a chair and vice chair of the LHIB, along with voting for a CHIB representative and a CHIB reserve representative.

The Senior manager and Local Housing manager Alison Nicholls attend's, along with managers from the repair contractor EQUANS Chloe Francis and she is joined by repair managers.

Walkabouts

These have been taking place each month with the support from the TPO and the local housing team. 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 residents whilst on our walkabouts. Fly tipping and rubbish has increased within the district; the caretakers do seem to be on top of it as best as they can. Projects are also often identified at these walkabouts to ensure budgets are spent.

Projects (Environmental and LHIB budgets) – LHIB District

Stones Avenue Hardstanding's

Environmentally we have improved the repeated dumping of black bags all over this site by installing four hardstanding areas housing six large bins.

Bracken Road street signs

Residents complained the street signs were confusing and needed replacing this was done.

At The LHIB meetings members are always encouraged to highlight any concerns that may meet the criteria for a project from the available budget.

Recruiting - LHIB

There is a shortfall in some wards where they are few or non-representation in the wards, of which recruitment will be an on-going practise. One member of Sutton LHIB attends Arch representing Birmingham tenants.

For full details see presentation

David Wray said thank you to the presenter.

Hall Green Presentation by Jeff Horton

Hall Green LHIB AGM took place in May 2024, the new LHIB now has senior managers attend and managers from Equans which the group find better as they get answers to any questions they raise quickly.

Walkabouts

We have carried out twenty plus walkabouts in Hall Green District this year. From the walkabouts we pick up issues such as - fly tipping, graffiti, repairs, overgrown gardens, and hedges, and talk to tenants whilst on our walkabouts. The MHRC (waste management recycling vans) have also made a difference.

Projects: (Environmental and LHIB budgets)

We have installed a retractable bollard in Edenbridge Road as tenants had asked for something to prevent anyone using the accessway for fly tipping.

We have improved low rise blocks by installing new flooring to improve the look of blocks and tenants are happy with these improvements.

Aerial Budget

The High Rise blocks we have in Acocks Green have Aerial budgets and Rayleigh House used theirs to install new flooring to the ground floor. Coppice House used theirs to redecorate their common room.

Recruiting

We continue to recruit to the new Hall Green LHIB as there are some areas which have no members, and this is ongoing.

For full details see presentation

David Wray said thank you for all the LHIB presentations.

0.9 True Compliance Demonstration by David Stevens

- True Compliance system designed for landlords to demonstrate their level of compliance.
- Reports are for BCC properties across the city.
- Street properties, for example: houses, blocks of Flats.
- Identify the report on a specific issue within a property for example: fire risk assessment.
- Provides name of contractor/s.
- Will state if report is open or closed, outline outstanding actions/remedial work linked to the property.

- Track and monitor actions on property through to closure all via True Compliance system.

Dadirai Tsopo asked is information available to residents? Does the information relate to low rise blocks, normally there is information which is centred on tower blocks.

David Stevens responded the Compliance team are responsible for providing compliance information for all the BCC housing stock across the whole city. The resident can ask the Compliance team to send them information relating to their home address for example a fire risk assessment for their property.

Wayne Davies explained the Asset Management strategy is to create safe, warm, sustainable homes. We have a Compliance team and Building Safety team. BCC has made further investments in the housing stock. The team will update the regulator each month on the progress that has been made. We will share the latest regulator update on the progress made at a future CHIB meeting.

Eric Shipton asked is there a system which could relate to the tenant's medical condition. BCC does not hold enough information about the tenant's medical condition and are unable to offer the best assistance needed.

David Stevens responded the True Compliance system will not hold sensitive information in relation to any residents. It is a compliance tool to support the Statutory compliance requirements for a built environment. There are other computer systems used by BCC staff to support vulnerable residents.

Natalie Smith responded BCC will hold information, if the residents' chooses to disclose information relating to any vulnerability issue, they have. During the Home visit the Housing Officer will carry out a home visit survey which will include contact details and ask if the resident has any medical concerns. The Housing office will record the information on the Northgate computer system. There are reports that will provide a breakdown of resident's medical needs. The home visit is a way of keeping the residents' personal circumstances up to date.

David Wray asked Is the True Compliance system a standalone or is this used nationally by other organisations or landlords.

David Stevens responded the True Compliance system was created by a private company working within the housing sector. They created a tool to assist Local Authorities and Housing Associations demonstrate compliance. Within the industry this is the best system for BCC to use due to the size of the housing stock.

Kavan Hawker asked regarding the system to record Anti-Social Behaviour incidents. In the past a flag was used to identify a property where there had been an

anti-social behaviour incident. Community safety policies would help to keep the residents safe and improve the resident's quality of life.

Natalie Smith responded community safety is important, anti-social behaviour incidents are recorded on BCC CXM Computer system. The ASB is not flagged against individual properties. There are mapper cases, there is a flag on our computer system to indicate the type of case. There is a need to safeguard the residents and BCC staff who work on the estates in various areas of the city.

The team have community safety meetings where the local Police attend the meetings. We will discuss cases, trends and share data relating to hotspots in the area. The meetings are held to Safeguard residents who are vulnerable. It is part of the early intervention and prevention strategy.

Wayne Davies explained there are plans to put CCTV some building in various locations which is part of the measures to deal with issues on the local estates. Dave Ashmore and I recently made a visit to the Acocks Green area including a visit to Rayleigh House. Let us know if you would like a visit to your LHIB area.

Any Other Business

Eric Shipton explained there is a repair issue with one of blocks in the north area, the door keypad is being broken. The repair contractors came out to the block and repaired the door. A manager from the repair's contractors attended the LHIB meeting. I made the comments why do the contractors only repair the door. The Contractors repair team have previously visited the block and completed a repair to the door. The door has broken again; this is an ongoing issue in the block. The Contractor response the door is locked but the door is constantly being broken by young people. There are vulnerable residents who live in the block who need to be protected. A solution needs to be found for the situation. Eric also asked is this type of issue taking place in other part of the city.

Wayne Davies responded report the issue to your local Housing Officer. If a solution is not found contact me by e-mail with the details such as name of the block and location.

Natalie Smith responded if there are regular incidents of anti-social behaviour, some of the blocks have night security teams that patrol the area. It is possible to use the patrols to support one off checks of the specific block. If there is a specific hotspot this can be raised within the Community Safety forums. A request for additional support can be made to the Police.

Dadirai Tsopo explained some of the residents in the block put their rubbish in the wrong bins and put the bins in the wrong place. Dadirai asked for Block Champion

training. This would allow us to engage with the other residents and be able to tell the other residents to place their rubbish in the correct bins. On a number of occasions, I have returned the bins to the correct place. It is not possible to continually have to put the bins in the correct place. Currently we do not have the power or the support from the Council in order to be able to tell the other residents they should place their rubbish in the correct bins. To receive training as a Block Champion I would be able to remind the other residents they may be liable to some form action from the Council. The Caretaker when on site will return the bins to the correct place.

Regarding the Home visits, is there a timeline when the residents can expect to receive a home visit in their local area.

Natalie Smith responded with the role of the Block Champion training will provide the tools to carry out the task effectively. The team will put letters up in the communal entrances informing the residents to put their rubbish in the correct bins and put the bins in the correct place.

The team have started to make home visits to residents. The team plans are over the next two years all BCC residents will receive a home visit. We will start with the residents who are vulnerable and have not previously received a home visit.

David Wray thanked everyone for attending the meeting.

**The next meeting of the City Housing Involvement Board will be held on:
Date: Thursday, 24th July 2025: Time: 4:30pm - 6:30pm**