

Minutes of the Tenant Scrutiny Group Teams Meeting

Monday 17th February 2025, 10.00am – 11.30am

Group Members Present	Eric Shipton (ES) - Chair Pat Cheese (PC) Ann Kelly (AK) Sheila Devaney (SD) Matthew Fox Redfern (MFR) June Ashton (JA)	- Tenant Rep Sutton - Tenant Rep Hodge Hill - Tenant Rep Ladywood - Tenant Rep Hall Green - Tenant Rep Sutton - Tenant Rep Hodge Hill
Officers Present	Sarah Gardner (Notes) Firoza Loonat (FL) Michael O'Connor (MOC) John Jamieson (JJ) Lee Wood (LW) Asha Patel(AP) Maintenance Sam Ryan (SR) Richard Labran (RL) Strategy Manager Katrina Fiddler (KF) Casey Turner(CT) Joanne Mill (JM) Adam Brookes (AB) Maxine Saffery (MS) Colin Read	- Change Management Officer (RI) - Change Management Officer (RI) - Senior Service Manager (Repairs) - Head of Housing Management - Head of Planned Maintenance - Interim Head of Repairs and - SSM Repairs South - Senior Housing Modernisation and - Fortem - Fortem - Fortem -Fortem -Fortem - Fortem
	Mara Shephard (MS) Maria Rawlins (MR)	- Performance Team - Tenant Rep Erdington

Item		Action
1.0	<u>Welcome and Introductions</u>	
1.1	SG welcomed everyone to the meeting.	

2.0	<u>Apologies</u>	
2.1	See above.	
3.0	<u>Minutes of the meeting held on 4th November 2024</u>	
3.1	Minutes agreed.	
4.0	<u>Matters Arising</u>	
4.1	None	
6.0	<u>TSG Report – Q3 Sept- Dec 2024</u>	
6.1	JJ - I apologise for the lack of commentary; it's been a very busy period for housing management. We're mobilising the service redesign, so we didn't meet on performance until last Thursday.	
6.2	<p>How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour? (TSM-Perception)</p> <p>Data not present</p> <p>JJ - Although we have not finalised the data for the latest TSMS I just wanted to say we have had an update.to compare the latest information to the previous quarter and of the 12 TSM measures 10 of them have improved, which is really good news and one of those is satisfaction with landlords approach to dealing with anti-social behaviour.</p>	
6.3	<p>ASB cases per 1,000 Stock</p> <p>The target is 5 per thousand properties, performance is currently 3.73 so currently exceeding the target, which is great.</p> <p>JJ - As a result of staff training this figure has continued to improve and we hope will improve further as we move</p>	

6.4	<p>into the new localisation model where we'll have housing officers assigned to patches of around 600 properties.</p> <p>% ASB cases initially contacted within target</p> <p>The target is 80%, and it's currently 67.63%. so not meeting target. JJ - December and to some extent January, you will see a little bit of a dip because you've got people on leave however as we move forward into January and February the general direction of travel is improving, and we are now meeting target.</p>	
6.5	<p>% current ASB cases that have been contacted in the last 4 weeks Target – 75%. performance was 74.38, so not meeting target but it's very close.</p> <p>JJ - A slight dip over the Christmas period but it has continued to improve. There has been a real focus on ASB, and we've got external providers in undertaking antisocial behaviour training with officers.</p>	
6.6	<p>DA cases initially contacted within one day.</p> <p>Target - 80%. Performance – 94.59%– Exceeding Target</p> <p>JJ – unfortunately cases of domestic abuse tend to increase over the holidays, but we are keeping ahead of target.</p>	
6.7	<p>% current DA cases have been contacted in the last 3 weeks</p> <p>Target is 75 and current performance 75.98% Exceeding Target</p>	
6.8	<p>How satisfied or dissatisfied are you with your landlord's approach to complaints handling? (TSM – Perception)</p> <p>No data</p>	
6.9	<p>Housing Management complaints received per 1,000 properties.</p>	

6.10	<p>Target for this is. 0.9%. we are currently on. 0.51% Exceeding Target JJ - It's really good that we're keeping on top of it. We'll need to see how the figures vary come January.</p> <p>Proportion of stage one and stage two complaints responded to agreed timeframes.</p> <p>Target is 60 % and it's currently 0% No data is entered for Nov and Dec.</p> <p>JJ - I'm not sure why its 0%. This might be an area that the group may wish to invite somebody from the complaints handling team to discuss. This won't just be housing management complaints so maybe, inviting someone they can mention what they've been doing to reduce the backlog.</p>	
6.11	<p>How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained? (TSM – perception)</p> <p>No data</p>	
6.12	<p>% of dumped rubbish jobs completed within 15 days – Target – 60% Performance – 96.88% Exceeding Target.</p> <p>JJ – Again the teams are working really well it will be interesting to see how the January, February figures look. In light of the industrial action with waste management at the moment. Generally speaking, we seem to be doing quite well with it on our estates and with our high-rise collections, but obviously if there is a reduction in collections then it does increase the potential for increased fly tipping.</p>	
6.13	<p>How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood. (TSM – perception)</p> <p>No data</p>	

6.14	<p>% of responses to breaches within 10 days - Exceeding Target</p> <p>Target 60%, performance – 89.78%. - Exceeding Target JJ - I would expect further improvements as we move into our locality model with patches assigned to officer but at present, we are comfortably exceeding target.</p>	
6.15	<p>% current breaches have been contacted in the last 4 weeks</p> <p>Target 60%. Performance – 47.79% Not on Target JJ - so this has slipped from what it was in October and November in part to officers been on leave and records not been consistently updated which has had an impact on the figure. One of the things that will help with this moving forward is agile solutions, so we've now got tablet devices for officers so that they can actually be updating almost live whilst they're out on the site.</p>	
6.16	<p>Average void turnaround excluding major works.</p> <p>Target - 28 days. Performance – 46.65 days – Not meeting target.</p> <p>JJ- In terms of housing management we were at 11 days performance, so what this shows is that the major delay is in terms of the actual void repairs. AP - yes, we've been reporting corporately that there's been a marked increase in contract turn around on repairs, particularly in the South. We were advised by Fortem who identified some operational impacts that weren't anticipated. We worked with Fortem to try and get those sorted out and we got some improvements. but sadly, those improvements weren't able to be bedded in long term. There were issues with resourcing, there were issues with supply chain, there were issues with quality, a lot of it has probably not been anticipated with regards to the new interim contract arrangement and we supported as best we could in terms of educating the supply chain on the standard, what we were expecting</p>	

	<p>but that didn't deliver the required improvements we formally issued a contractual service improvement notice end of September and Fortem came back to us with a plan to get the whip down, increase the turn around and what actions and activities they're putting in place. That's currently being monitored. MS - I've come into work alongside Adam as general manager, responsible for voids and gas at Fortum covering the South. first and foremost, the priority was quality and the reduction in whip against what we've put together as a flight plan it is being monitored on a weekly basis. We've increased our capacity with our delivery, so that's direct labour and also subcontractors picking up some of the larger works. Some of the work that we still have in progress is historical, largely capital elements, so I'm pushing resources to get those over the line, AB – I'm the operations manager for the Voids team at Fortum. Just speaking on the numbers in terms of turn around for what we consider to be normal void repairs without capital elements, due to upscale uptick in resources within the team, there has been some improvements, and I know we're talking up to December at this moment in time, but from January and February. The turnaround time for what we consider to be CAT1 and CAT2 voids which don't have capital elements we've seen an improved reduction but the larger voids which have significantly more work in them, we're still dealing with some backlog works. We have added twelve additional subcontractors to support us with the delivery, and we are starting to see some fruits of the labour.</p> <p>ES - We're now beginning to realise how important these voids are, because it's a link in the chain. If we don't have these properties, we're having to house people in properties that could be used for the homeless. So, we've got all this piling up so that each day that these properties are not used its significant, we're losing revenue as well.</p>	
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	<p>MOC - I understand that you've got an improvement plan in place, but for this tenant scrutiny meeting, obviously they need to see continual improvements. So Adam, you mentioned for Jan and Feb it's improved. So are you seeing overall continued improvement that this is going down and also what's the target date? For when you'll be back on track.</p> <p>MS - We have a flight path to get us down to our business as usual for the WHIP. So, we're looking around the 30.8 days mark that's with combined delivery between our subcontractors and also direct delivery and that takes us up to the 28th of March to enable us to get that down. There are some key areas for that we need to make sure we're delivering on such as quality and making sure that we're post inspecting in line with the scope and what's agreed. We have put significant resources aside to be able to deliver that and additional supervision of the subcontractors to understand expectations SR - we're hoping that by the end of April, the figures will be where they should be and that they would be achieving contractual targets. We're having weekly meetings with the operational team on the ground, doing what they can to ensure that they achieve a quality standard. The turnaround time, although it has improved. you may not see a difference immediately, but by the end of April you most definitely should. We do believe that come the end of March Fortem will be in a better position, and we are actually giving some of the voids to other partners in an effort to get the whip down.</p> <p>AP - The formal service improvement process is currently under way. the plan has been reviewed and resubmitted with a target for the end of March, which we think is more achievable, and we will keep monitoring it. We've been pretty robust in terms of diverting some of those incoming voids to alternate contractors because Eric's absolutely right there's a customer waiting at the end of each of these properties and this is where my focus is. I'm not dressing it up there have been some basic mistakes</p>	
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6.17	<p>where you're looking at photographs and its not even clean, not even materials have been removed and that for me is totally unacceptable and we've been really, clear in delivering that message, diverting some of those voids to alternate contractors and using the contractual mechanisms that we have. We're not accepting this performance and we're not apologising in terms of the alternate measures. We're being as robust and as firm as we can to make sure, we've got the assurance for customers, their experience of us as their landlord is not great. John, you say the repairs timescales have gone up rather than down? JJ - Yes, but it's citywide AP - So we'll have a look at the South specifics. but time scales have increased I'm afraid. SR - Yes, we're expecting that as the older ones come back into use, So although Adam said it's improving, he's referring to the new voids that are coming through, not the backlog voids So unfortunately, it's going to get worse before it gets better. AP – yes It will get worse before it gets better. If you've had jobs outstanding for 100 days they're going to bring the average down.</p> <p>Average void turnaround major works</p> <p>Target - 60. September performance – 91.12 days – not meeting target</p> <p>JJ - The target is 60 days and currently it's 91 days, but it is down from the previous month. I think that's most likely due to the fact that there were lower numbers put through in December. So we unfortunately will see that go up again. MS - In terms of capital elements within a void, typically we'd see a couple a week, but we're seeing about 5 to 8 of the voids coming through with capital elements, which means full kitchen and bathroom. So we would make sure that we're trying to drive those down but we're just seeing a bit of an influx in the capital element and there's a massive drive and push to improve on stock quality. So have you got any numbers? AB - Yes, we'd normally expect to see around 16% of our receipts</p>	
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	<p>requiring major works on them, and there's been an uptick in that by around 10%. So what that does is it knocks on the turn around time because of the works required in those properties but you can't foresee that until you get the voids and they've been scoped, so it's just part and parcel of dealing with the receipts but the work that we've done to improve our supply chain capacity has enabled us to issue that work out in a better time frame than what we had before. SR - I just wanted to add to that some of those will be kitchens and bathrooms that are on the capital programme.</p> <p>ES - Years ago, we used to have tenant inspectors. When a void became available, we inspected it first to see what repairs etc were needed. We would then write a report which the Contract Work Officer would take on board, and then we were invited back afterwards when the job had been finished to see that it was to a satisfactory standard to be given to the tenant. It saved a lot of problems. I'm wondering if it's time to bring back tenant inspectors, because they are another set of eyes between the Council and the repair teams. SR - Now I know that we have had quite a few visits going out on pre and post inspections, and just to put your mind at ease, I want to let you know that on the pre inspections we've actually got our housing officers going out there, our contract works officers so the equivalent of surveyors, we going out on every inspection of a void property We also have them audit completed properties.</p> <p>FL - Just a quick one with regards to void inspectors, we're just working on establishing a focus group for voids and lettings with Mitchell. So hopefully when that's set up, we may revisit the tenant inspector element.</p> <p>SR - The housing officers have been going out on some pre and post inspections with our surveyors, so they've been getting involved there too. I'm assuming that's in readiness for what comes next. But I'm mindful that Mitch is on a working group doing some work in that area. JJ – I would like to explain the spike in November as that represents a good news story because the figures are</p>	
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	<p>skewed by the 16 refurbished prefabricated bungalows in Wake Green Rd. Near Mosley. A number of these had been vacant for many years and now they look absolutely fantastic. The work that's been done to them is incredible, but also the nature of the work to actually keep the look and feel of the bungalows is super. So that will have skewed the figures as those have now been let.</p>	
6.18	<p>Dwellings vacant but available to let (%)</p> <p>Target – 0.5% Performance – 0.36 % - Exceeding Target</p> <p>JJ - So that is good.</p>	
6.19	<p>Lettings/Voids/Allocations transactional surveys % of positive responses</p> <p>No data available</p>	
6.20	<p>% of new tenancies visited for the 6-month process</p> <p>Target - 80%. Performance – 76.86 % not meeting target.</p> <p>JJ - So this one's about the tenancy visits, so percentage of new tenants visited for the six-month process. This is down from where it was. So the target's 80% and it's currently 76.86%. So not too far off. JJ - Some of it will be seasonal factors in December. Currently there's a small team that conduct these visits in in the future these visits will be conducted by the housing officer. So we'll have a much broader team in effect. I think we'll have something like 101 housing officers with their own patches.</p>	
6.21	<p>% of tenancies visited in the last three years</p> <p>Target – 100% Performance – 98.90%- not meeting target</p> <p>So percentage of tenants visited in the last three years targets 100%. Current performance is 98.9. So still very good, but obviously it's there's a high target there of 100%.</p>	

	<p>We've got a real focus on visiting. We want to get to a point where we are visiting at least 50% of our stock at least once every two years. Some will be people we need to visit a lot more than that, but there's a real focus on increasing visits.</p>	
6.22	<p>% RTB decisions made within 30 days</p> <p>Target – 70% performance- 0.92 % - Not meeting target.</p> <p>JJ- Obviously there's been a huge influx in terms of right to buy applications which have compounded a situation with the team. To add some context in the budget, the chancellor announced the changes to discount levels. As a result we received an excess of 5,000 right to buy applications in less than 3 weeks the equivalent of three years' worth and there are statutory time scales. The Council can effectively be fined the equivalent of a week's rent for every week we go over the deadline. and that is then deducted from the sale price of the property so the Council is losing income on the properties that are being sold. So our normal expectation on right to buy would be to turn around. 50 applications per week. We've added additional resource into the team and it's now up to 100 a week, but we actually need to be turning over applications at the rate of 200 a week. So we've got approval for further temporary resources to be brought into the team. But it's a massive influx of applications.</p>	
7.0	<p>Q3 Asset Management and Maintenance Report</p> <p>KPI001 - Customer Satisfaction – performance all green and on target</p> <p>KPI002 - Work orders completed within timescale – all green and on target</p>	

	<p>Discussion on the WIP</p> <p>With regards to the WIP figure SR explained that over 10,000 jobs have been raised following the stock condition surveys conducted for the HHSRS(Housing Health and Safety Rating System) HHSRS is a scoring system that assesses disrepair issues and individual circumstances and the likelihood of those issues causing harm, such as damp and mould, missing stair rails etc. repairs are scored and raised dependant on category of importance with corresponding timescales, these repairs are raised as a result of the stock condition surveys. The stock condition surveys have therefore generated an unprecedented number of jobs 7,500 of which were allocated to Fortem. So they've had to deal with a huge influx of jobs that we've had coming in through damp and mould and they did incredibly well but to achieve that they have had to shift their resources from 1 area to another, so it hasn't been great but we have got some wins in there as well and they're doing everything that they can to bring it down. As you can see from the slide, they have had a huge influx to deal with across the board.</p> <p>CT –So what we've done since we've seen that spike in receipts, historically, we've always run this contract on about 64 operatives and that did include people to cover damp and mould. Since January last year, we've increased the resources in that team. So, we're now running at 97 trades in repairs and just short of 30 in damp and mould. So we've actually doubled our resources within the team to be able to deliver this. However, it takes time to recruit people. We have had people start and then people leave just because of where the sector is at the moment as they get offers from other contractors. So what the city have been doing, they've been carrying out stock condition surveys across the whole of Birmingham to identify any missing repairs, any areas where the property is not up to that standard and on the back of those visits, we've then had repairs raised to rectify that. So as Sam</p>	
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	<p>mentioned before, you've had about 10,000. surveys done and about 7,500 of those are in the South. So we have experienced a big increase in demand, that we weren't anticipating. AP- Thanks Casey. CHIB get a presentation from Wayne Davis on a quarterly basis and one of the things that I think is really clear is that the Council embarked on a proactive stop condition programme as part of its Asset Management Strategy. We are currently doing 10,000 surveys a year. We didn't do those up to 18 months ago. As a result of those surveys, we have a statutory obligation to deal with any category one, two and three hazards within an appropriate time scale. We've widely reported all of that through the regulator and to CHIB I think what the City Council and certainly myself didn't anticipate or probably put in place the operational steps to combat what we were doing in one part of the business and its impact on another. So, you know there's a lesson learned there in terms of that recognition. We didn't put enough infrastructure, in place through the contract and in our own teams to deal with the fallout effectively of those surveys. CT - thanks Asha, the thing that I was going to talk about is resources. And we are really now starting to see the fruits of that. I know that the TSG is not reviewing January performance, but in January we were at 90%. So we are now getting very close to target. We've finally got a stable team. We've doubled the resources to make sure that we can deliver what's coming through, including the HRSS. So that is moving into the right direction now. We have really put in the investment in terms of resources, staffing, trades, people on the ground to make sure that we can turn those KPIs back to green. ES - Our main concern was the performance. As we know we've seen improvements, then the following month, it falls apart again. So what we're looking for is consistency because this affects the tenants. Birmingham is trying to sell to the tenants that things are going to improve, and the stock will improve. In reality, this hasn't hit home yet, so we really need, to</p>	
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	<p>keep an eye on their performance because it's having a detrimental effect. AP - Thanks for that, Eric. I think it's really important that we all recognise and understand the impact on customers, that's our main focus. I don't want to be in a position where my service is promising customers things and not delivering. That's just simply not what we're about. And when we get the feedback from customers that you know an appointment's been missed or a job hasn't been done you know each and every single one of those is taken away and is analysed, in terms of what went wrong and what we need to be doing in future. And you're right, Eric, we're promising an awful lot to customers but It's a 7 to 8 year asset management strategy that we've put in place and we're at year one we've got an unprecedented level of investment as you know through the presentations that Wayne does at city board, you know, we're putting in £220 million worth of investment in the next financial year. I'm really excited in what the next five years is going to bring. So that's the long-term approach. Customer feedback is very important. we're doing over 260,000 repairs a year. If we get 1% of those wrong, that's 2,600 repairs but that's 2,600 customers that are disappointed and that's where we got to maintain our focus so you've absolutely got my assurance that we're doing everything we can. We had the opportunity through the interim contract where we set these three new KPIs. The first one was repairs done right first time. The second one recalls and the third one was work in progress it was absolutely my intention after six months of the interim contract to review that KPI and to identify whether it became what we call the performance related profit KPI and whether we change the mechanics of it. We chose consciously not to change that after six months and we did that. So that one we weren't adversely putting further pressure on to deliver that KPI in the wrong way. Also we left the target as it was because we were conscious that we'd increased demand through the HHSRS. It would have been unfair</p>	
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<p>8.0</p>	<p>for us to then put a higher target on something that was partly in our making. That said, we still have the opportunity to issue improvement notices. Through the normal contractual mechanisms and the one that we're talking about now, we can see there are three red KPIs over three months. That in itself will warrant a service improvement notice. Because that red has been there for three months. So what we are doing at the moment is working with Fortem on an informal improvement plan. ES - thank you it's good to know that it has been looked at again. Because it's an important part of the system. We need to know that when we use it, it works.</p> <p>Community Engagement Strategy, Richard Labran,</p> <p>RL - As senior modernisation and strategy manager, I am responsible for the Community influence and Engagement and I'm here to talk to you a bit today about the governance and the role that the tenant steering group can play in ensuring that we are delivering on this strategy, but first of all I want to give you a little bit of background in relation to the strategy itself. So the strategy was developed after recent tragedies such as the Grenfell disaster and the death of our Ishaq, tragic examples of residents not being listened to in a meaningful way and this prompted the government and the housing sector to recognise a need for change and to do better. Which led to increased guidance legislation and regulation for the housing sector and strengthen the sector's delivery we've links to key national policy documents and the purpose of each act and how they intend to improve and better regulate the housing sector. As part of that increased regulation, the regulator of social housing introduced new consumer standards in April 2024, and these consumer standards are central to our housing service delivery and are designed to ensure that we deliver the right outcomes for you as tenants and where we do not meet these standards. You can hold us to</p>	
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	<p>account, and the regulator of social housing can take enforcement action against the Council. These standards focus on four key areas, safety and quality, neighbourhood standard, tenancy standard and the transparency influencing and accountability standard, which we call TIA. This is the golden thread that brings the delivery of the consumer standards together. Across each of the consumer standards is a requirement to ensure that residents know how and can access our services. They can raise issues, easily scrutinise our strategies, policies and services, and access reliable information about our performance and have their diverse needs considered. So the tenant satisfaction measures are an important part of this and help us and the government measure our performance. The TIA standard underpins the Community Influence and Engagement Strategy. The key priorities are very much influenced by the TIA and shaped by resident voice through discovery sessions, workshops, surveys, tenant talks, resident boards with a lot of this key work being led by the city housing's tenant participation team. With the support of the tenant participation advisory service and it was through this work that TPAS recommended, we develop the Community Influence and Engagement Strategy. So the vision behind the strategy is that we listen, we learn and we empower so that our tenants and customers feel listened to and respected and are empowered to become actively involved in shaping their housing services and this strategy ultimately provides the road map for how we are going to make this happen. There are 4 priorities - priority one, foster a culture of fairness and respect, which centres around ensuring these principles become part of our organisational culture, a culture that recognises and values our tenants. Priority two, - removing barriers to services and participation so this is about understanding the diverse and different needs of our residents so that we communicate, deliver services and engage in a way that meet your needs. Priority 3 - is around strengthening engagement and</p>	
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	<p>influencing opportunities. Now a lot of this work is already under way. However, we want to continue to build on this and work more closely with our communities so we can improve services together, encouraging more residents, to become involved in a way that suits them.</p> <p>Priority 4 - which is around improving communication and meaningful interaction, which means moving away from the one size fits all approach and communicating with our residents and listening to their views in a way. That works for them. But ultimately, a strategy like this, it's useless without implementation and we don't want this to be just another document that sits on the shelf and this is where the tenant scrutiny group come in. So as this strategy was developed with our residents, we would like the TSG to be central to the governance of the strategy implementation to make sure we're doing what we've set out to do and to monitor the progress and hold us to account. We've set up four project groups which bring the right officers together in each of the service areas to carry out the actions that need to take place. To deliver the strategy each of these have a priority area assigned to them. This ensures that governance allows for monitoring and delivery, so the TIA group will then report our progress into the TSG, who will look at how we progress in more detail and can escalate issues through to the CHIB. What we'd like to do is report to you annually with a full evaluation report so this strategy was launched in mid-September and therefore we'd be looking to bring the evaluation report in November and we'd also like to work with other residents via focus groups to help us evaluate the strategy so the purpose of this was just to provide you with an update on the strategy and how you can scrutinise. Are there any questions. SG - Hi, yes, I've already raised it with Helen. I've read your strategy, and you've got 180-point action plan. Obviously if you're coming to the group on a quarterly basis, we're looking at something very short, very concise because obviously we can't go and discuss and scrutinise 180</p>	
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actions at every meeting when the focus of the meeting is for housing management and repairs services. So if something is coming to the group preferably it will be a short one-page document with a traffic light system that can be circulated like we do with our existing reports in advance of the meetings. So people can actually go through it before the meetings. RL -We would only be presenting the actions in relation to the TIA, there's a report that's been undertaken which is looking at our compliance against the code of practise and what we need to achieve. The actions haven't actually been fully developed for this standard. SG - That's good as we wouldn't have time to discuss all the actions for every standard and a lot are not relevant to this group as they are high level management actions best monitored by senior managers. So we just need to sort of like bottom down on to the ones that are applicable that give the TSG the opportunity to ensure that we're delivering on areas which are all about fostering and supporting the diverse needs of tenants and increasing their engagement. Yeah, it will be something that's a lot simpler and shorter SG - So will you be able to share a draft with the group so they can agree the format? RL - Yeah, of course. I'll take that away and discuss it with Helen SG - That'd be great.

AOB

ES - There's a point I need to raise with regards to the call centre. I think we need to call them in to review the scripts that they're using and how they deal with issues with the repair teams. We're running into problems. Some of the tenants are getting annoyed because they're stuck on the phone for a very long time and don't appear to be able to put their point across. So is the script wrong, or are the staff not trying hard enough? We have to decide which way it is because it's an important link and we need to make sure it's working properly. AP - Eric, that's an interesting point. You raised more than happy to have contact centre as an

item at a future meeting to give you some information. I meet with the contact centre operations manager, Mary Kearney on a monthly basis. So we review the stats, the call handling time, all of that. We have a presentation that comes from the contact centre on a monthly basis. Again more than happy to share that with you. I think it's really important actually and then we pick specifics I won't go into too much detail but if there is something in the background for any issues. I'm the key link from repairs perspective so please do raise them either with me directly or I can take them back to the operations meeting. **SG** - Thank you, Asha. ES – Thank you MOC – its actually Mary Keaney if you need to invite her. I'm meeting with her next so I will mention it to her. The only thing I would say, Eric, I don't think it's the script. What does happen though at this time of year because of increased demand, the call centre do get temporary agency to increase their call agents and sometimes we have problems with the new agents not fully understanding what they're supposed to do, but I will mention it to Mary that you're concerned about the time waiting and the responses.

Date of Next Meeting

Monday 12th May 2025, 10-11.30, PMG Teams Meeting.

Please note meeting invites have already been sent.

2025 Dates

10th Feb 10-11.30am
12th May 10-11.30am
8th Sept 10-11.30am
10th Nov 10-11.30am