

Minutes of the Tenant Scrutiny Group Teams Meeting

Monday 12th May 2025, 10.00am – 11.30am

Group Members Present	Eric Shipton (ES) - Chair Ann Kelly (AK) Matthew Fox Redfern (MFR)	- Tenant Rep Sutton - Tenant Rep Ladywood - Tenant Rep Sutton
Officers Present	Sarah Gardner (Notes) John Jamieson (JJ) Lee Wood (LW) Asha Patel(AP) Maintenance Sam Ryan (SR) Tony Neason Richard Labran (RL) Strategy Manager	- Change Management Officer (RI) - Head of Housing Management - Head of Planned Maintenance - Interim Head of Repairs and – SSM Repairs South - SSM Repairs - Senior Housing Modernisation and
Apologies	Mara Shephard (MS) Maria Rawlins (MR) Sheila Devaney (SD) Pat Cheese (PC) June Ashton (JA)	- Performance Team - Tenant Rep Erdington - Tenant Rep Hall Green - Tenant Rep Hodge Hill - Tenant Rep Hodge Hill

Item		Action
1.0	<u>Welcome and Introductions</u>	
1.1	ES welcomed everyone to the meeting.	
2.0	<u>Apologies</u>	
2.1	See above.	

Item	Action
3.0	<u>Minutes of the meeting held on 17th February 2025</u>
3.1	Minutes agreed.
4.0	<u>Matters Arising</u>
4.1	In ref to 7.1 LW A- The team have been doing some work in the background around the data with Fortum and there seems to be some data cleansing that needs to be done as the data which has been imported from Fortems is not accurate, as the data for this month is 10%, which is not correct so Carl, is working on the data with Fortem. AP – the KPI is only wrong on Fortems side. So the definition is fine, and the machinery is fine. ES – But they have been around for a very long time. They should be masters of their own equipment by now, surely? AP – This KPI is new and has not been measured previously. I personally think this is an issue to do with their new CONNECT data system and needs investigating. ES – OK. Thank you for that but we have to be mindful that we're now on a quarterly meeting. AP – although these meetings are quarterly, contractually we look at the KPI monthly and we are able to issue service improvement notices to the contractor. If the KPI is red for more than two or three months. So we do have that contractual capability to do that. ES - OK, thank you. We'll keep an eye on it.
5.0	<u>TSG Report – Q4 Dec-March 2025</u>
5.1	<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 compared to the previous quarter and of the 12 TSM measures 10 of them have</p>

Item		Action
5.2	<p>improved, which is really good news.</p> <p>ASB cases per 1,000 Stock</p>	
	<p>The target is 5 per thousand properties, performance is currently 5.85 so currently not meeting target.</p>	
	<p>JJ - Slightly above target, increase is likely down to seasonal variations i.e. lighter nights, children playing out later. Additionally staff absence due to training roll out may have increased registering of cases.</p>	
5.3	<p>% ASB cases initially contacted within target</p>	
	<p>The target is 80%, and it's currently 84.12% so exceeding target.</p>	
	<p>JJ – Above target. March performance is highest monthly performance achieved. So this is a good news story. We've also created the ASB Focus group so that we can review feedback and develop improvement plans.</p>	
5.4	<p>% current ASB cases that have been contacted in the last 4 weeks Target – 75%. Performance was 74.84, so not meeting target but it's very close.</p>	
	<p>JJ – fractionally below target if we were rounding up, we'd be on target. So again, pretty static and good position. There may be a little bit of an impact just where we've been focusing on making that initial contact.</p>	
5.5	<p>DA cases initially contacted within one day.</p>	
	<p>Target – 80%. Performance – 98.81% – Exceeding Target</p>	
	<p>JJ – Again, there's no good news story about domestic abuse. It would be nice to see no cases on there at all, but the teams are exceeding target, which is good.</p>	
5.6	<p>% current DA cases have been contacted in the last 3 weeks</p>	

Item		Action
5.7	Target is 75 and current performance 80.77% Exceeding Target	
5.8	<p>How satisfied or dissatisfied are you with your landlord's approach to complaints handling? (TSM – Perception)</p> <p>No data</p>	
5.9	<p>Housing Management complaints received per 1,000 properties.</p> <p>Target for this is. 0.9%. we are currently on. 1.07% JJ – slightly above target but staying close to 1 per 1,000 properties.</p>	
5.10	<p>Proportion of stage one and stage two complaints responded to agreed timeframes.</p> <p>Target is 60 % previous month 97.96% not meeting target. No data for March.</p>	
	<p><u>Rachel Wainwright, Housing Complaints Manager</u></p> <p>RW shared a presentation with the TSG which gave an overview of the complaints service. RW stated the team manage housing repair complaints, housing management complaints and complaints for housing support and solutions, which are compliance related. There is a two stage complaints process. So initially a complaint will be raised and logged at Stage 1 and then if the tenant is not happy, they have the right to review. So it escalates to a stage two complaint. There is a five-day triage and then twenty working days to respond. After that point, the tenant has the right to escalate to the appropriate ombudsman if they are not happy.</p> <p>So in terms of that five-day triage, the team want to make sure they are accepting true complaints. So they'll redirect service requests, to the service areas, do checks for duplicates, request further information to ensure they carry out a comprehensive investigation. So for example,</p>	

Item		Action
	<p>there's an ongoing disrepair litigation claim against the Council relating to repairs. We won't put that through the complaints process because it's already going through a legal process, so we'll acknowledge that complaint by day five of receiving it, and that'll outline to the citizen what we're going to investigate as part of that complaint. and then we'll carry out the complaint investigation. So that should be an independent investigation. We will review the actions that have been taken by the contractor or the local housing team, against legislation, any processes and policies that we have in place we will also liaise with the service area, the contractor, stakeholders and the citizens to ensure that we can get as much information and evidence as possible. Then we will either determine if the action taken is appropriate and if it's in line with legislation, if not, we'll have a look at what remedies we can put in place, and we may also consider compensation. Once we've completed all our findings, we will respond to the citizen and outline our complaint investigation, and their right to redress. We also take the learning from complaints to improve that service overall and hopefully see a reduction in complaints.</p> <p>We provide a quarterly analysis of trends and themes to each service area, we have 7-minute briefings where we may take a particular complaint, for example, and talk through the citizens viewpoint on what's happened.</p> <p>To give you an idea of volumes, we're averaging 550. We do have seasonal variation. So for example repairs, will see an increase in the winter. That's because we have things like boilers breaking down relating to inclement weather and again ASB and grass cutting complaints are higher in the summer. RW highlighted the Service Level Agreement for stage one and stage two. The SLA target is for 85% of our complaints to be responded to within the time frame outlined. Performance has been fairly steady since June hitting corporate targets. Repairs still generally tends to</p>	

Item		Action
	<p>fluctuate. For housing management, housing support and solutions overall, their performing really well, often hitting 100% although volumes are quite a lot lower than repairs. With regards to stage two, there needs to be a bit more work on getting stability as performance does dip.</p> <p>Achievements to date, - 1) intervention from the Housing Ombudsman and the housing regulator has ended although there is still some work to do around maintaining SLA for repairs, 2) to hit corporate target we set up a recovery plan to help reduce the backlog. -1,600 down to 44 towards the end of 2024. Now averaging about 76 or 78 within agreed parameters.3) recruitment drive for team 4) recovery team set up to focus on the backlog. Overall we are seeing a reduction in complaints as we have been able to embed those processes from the complaint handling code from the Ombudsman to effectively triage. Making sure that we're taking on complaints that are genuine. Finally we were nominated for a Star Award for work that we've done around service improvements. SG – Thank you, Rachel. That was really good. Has anybody got any questions? ES – You mentioned learning from mistakes. That is going to become essential as we've started doing bathrooms and kitchens and we're getting complaints that the job isn't being done properly and there are repairs on a new fix. How is that possible? Also on long term repairs, I'm hearing yobs come out and break a door then the repair team go out and repair it the following night. Then the yobs come back and break it. All we're doing is repairing it and it's costing time and money and the people who are suffering are the tenants. RW – I absolutely agree. We've noticed as well with capital works that complaints have been on new fixes. So we had a catch up with the SSMs and we were raising some of those issues and we need to bring Lee into some of that discussion. The work around doors within the properties, that's not necessarily</p>	

Item	Action
	<p>something I've picked up individually within our complaints. We get a higher proportion of our complaints in communal areas where this may happen there is additional work that could potentially be done around fact gathering that potentially John could look at linking in with SSMs.</p> <p>AP – Thank you Eric, you're commenting in terms of repairs that are coming out from new kitchens and bathrooms, So Rachel's absolutely right. In terms of the lessons learned approach. I know it sounds like it's all about repairs and because we do over 240,000 repairs a year, even if we get 2,000 complaints, which is less than you know 1%, that is 2000 customers, for example, who have had a negative experience, and we have to make sure that doesn't happen. So there's a lot of proactive work going on with the complaints team and the contractors meet weekly to look at cases. We recognise we've not always got it right and, this is a journey, but I give you the assurance that the complaints team and the service area are working together. Eric, you're absolutely right. With the amount of work that's going on with kitchens and bathrooms, we are getting complaints from customers and Lee's team are taking the lessons learned proactively putting resident liaison officers from the contractors onto site. So we're not sitting there expecting complaints. I've actually complained to Lee myself to say you are causing me repairs, in the nicest possible way. We've got to work together to minimise this so I can get the intelligence to intervene, we're on the journey but we've got a long way to go. ES – OK. Well, thank you for that reassurance. Surely if you're going back and doing repairs something's going drastically wrong. AP -So one example were the taps, specified weren't sufficient for the pressure that was going through the pipes. So we went back, and we changed the specification. Now that's going to happen as we do more and more work and we get more feedback about soil and vent pipes. Historically, the Council has not</p>

Item		Action
5.10	<p>replaced these, and they have eroded, the pressure can't cope, and we get more leaks. So the learning from that is that in the future programme soil and vent pipes will be replaced. ES – Asha would it be possible for you to come to city board and relate what you've just said to CHIB?</p> <p>AP: with pleasure Eric. ES – It would certainly give people a little more confidence because as far as they're concerned, it hasn't been looked at. AP - OK, I think Wayne has done a presentation about the asset management strategy to city board. I'll need to just double check and see if we can bring you a similar presentation. ES – Thank you.</p>	
5.11	<p>How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained? (TSM – perception)</p>	
5.12	<p>No data</p> <p>% of dumped rubbish jobs completed within 15 days – Target – 60% Performance – 73.08% Exceeding Target.</p> <p>JJ – Above target but recent performance is being impacted by the ongoing industrial action with waste management. Hopefully we will see that improve now with clean ups in place.</p>	
5.13	<p>How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood. (TSM – perception)</p>	
5.13	<p>No data</p> <p>% of responses to breaches within 10 days – Exceeding Target</p> <p>Target 60%, performance – 92.62%. - Exceeding Target</p> <p>JJ – Performance slightly down but still remains ahead of target . A proactive visiting programme increases the</p>	

Item		Action
5.14	<p>number of breaches found which will impact officers capacity to respond. It'll be interesting as we move towards the mobilisation of housing officers having their own patches where they'll be focusing on all of the tenancy and estate management issues within that patch. That is likely to further increase but hopefully with the different working arrangements, officers will have more time to respond.</p>	
5.15	<p>% current breaches have been contacted in the last 4 weeks</p> <p>Target 60%. Performance – 60.56% Exceeding Target JJ – performance slightly down but remains ahead of target as proactive visiting increases there is expected to be an increase in recorded breaches impacting officers capacity to respond in target time.</p> <p>Average void turnaround excluding major works.</p> <p>Target – 28 days. Performance – 48.78 days – Not meeting target.</p> <p>JJ- The main cause is still the void turnaround time. Particularly with Fortem, where we've served service improvement notices. Improvement plans are being delivered, and we've given some voids to Equans whose performance is a lot better. But it's been pointed out to me by asset management colleagues because we're improving it means we're delivering against the backlog of voids; they've taken longer, you have a lag effect in terms of the actual turnaround time, but it is improving. Next time, when you see the April figures, the period has lengthened slightly and that isn't really down to contractor performance. That is very simply, we're letting the properties in Perry Barr – we've got 213 properties to let, and it's the same lettings team – the same level of resources. So that's just lengthening out the time it's</p>	

Item		Action
5.16	<p>taking us to let them, simply because we've only got so many people to do lettings and so many appointment slots. ES Seeing how important it is to have these properties let wouldn't it be advisable to have a bigger team? It would pay for itself, wouldn't it? JJ – It's just a temporary situation, Eric with the handover of the Perry Barr blocks, it was important that we started to get them populated in a short period of time so that we've got income coming in. Therefore citywide lettings have been the focus. Even if we'd have brought agency staff in by the time they were trained we'd be saying we don't need you now.</p> <p>Average void turnaround major works</p> <p>Target – 60. September performance – 127.13 days – not meeting target.</p>	
5.17	<p>Again, not meeting target. I'm still seeing one or two impacts of the bungalows at White Green Rd which will skew figures as we finish letting them. AP - we're trying to get Fortems performance back up, we've taken all contractual measures that we can . Fortem have been subject to formal step in arrangements where we've diverted jobs to an alternative contractor. We don't take that measure lightly. So we've got an interim contract, and we've got improvement measures on this, and it is improving. We've taken the collective decision with Wayne not to terminate the contract because it would be worse for customers, but I just wanted to give John and the group, the support and assurance we're doing absolutely everything we can, and it's being scrutinised at the highest level. We also had some issues with Equans just in terms of one void category which is called void category 3 They've experienced some issues, with their supply chain which is why their performance has dropped in terms of that category but considering what we're expected from them, they're doing well.</p> <p>Dwellings vacant but available to let (%)</p>	

Item		Action
5.18	<p>Target – 0.5% Performance – 0.42 % - Exceeding Target</p> <p>JJ - So that is good.</p>	
5.19	<p>Lettings/Voids/Allocations transactional surveys % of positive responses</p> <p>No data available</p>	
5.20	<p>JJ – New voids lettings and engagement group established which will look at reasons for no customer feedback.</p> <p>% of new tenancies visited for the 6-month process Target – 80%. Performance – 75.90 % not meeting target.</p>	
5.21	<p>JJ – This will improve as housing management service redesign rolls out and responsibility transfers to patch-based housing officers. So in effect more people to undertake the six months visits.</p> <p>% of tenancies visited in the last three years Target – 100% Performance – 98.40%- not meeting target.</p>	
5.21	<p>JJ –Close to target. Again this will improve as the housing management service redesign mobilisation rolls out.</p> <p>% RTB decisions made within 30 days</p> <p>Target – 70% performance- 0.00% - Not meeting target.</p> <p>JJ- Performance continues to be severely impacted following the unprecedented increase in RTB applications after the Chancellors announcement of reduced discounts. The home ownership team are now processing applications at a level of 330 cases per week compared to an average of 50 per week under normal circumstances but key targets are currently to achieve statutory timescales and reduce potential for loss of sale</p>	

Item		Action
6.0	<p>income. Performance on here isn't going to look good for some time, but essentially as we are receiving something like three years' worth of applications in just 2 ½ weeks.</p> <p>Q4 Asset Management and Maintenance Report Dec-March 24/25.</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>	
6.1	<p>KPI004 – Service Improvement Notices / Rectification Notices – all green and on target SG – shouldn't this have the SIN on AP- Yes it needs backtracking for whatever reason it has not been picked up.</p> <p>KPI005 – Safety Service Improvement Notice – all green</p> <p>KPI006 – Properties with a valid Landlord Gas Safety Record- All green, performance on target</p> <p>KPI008 – Appointments kept – South – Amber(96.9%) all the rest green, performance on track.</p> <p>KPI009 – Compliance with No Access Process – all green and on target.</p> <p>KPI010 – Works orders not resulting in Customer Complaints – all Green and on target.</p>	
6.2	<p>KPI011 – Customer Satisfaction Request Rate – March – South – Amber (76.3%) but up from Red (74%) the previous month. All the rest Green and on target.</p>	
6.3	<p>KPI012 – Work in Progress Overdue – South – Fortem RED (86.58%) Apart from Amber in Feb the South has been RED for 9/11 months. Equans – Green</p>	
6.4	<p>AP – Theres a known issue we are monitoring potentially a service improvement notice to be issued following 4 reds, but there was improvement between December and January. There's some cleansing going on. SR – Yes,</p>	

Item		Action
6.5	<p>they're doing a lot of data cleansing at the moment. The whips come down hugely. I think they've come down to 2800 from where they were this time last year. They were up at 7000 mainly because of the stock condition surveys resulted in a lot of repairs being raised. So they were hoping to see a massive improvement in that over the next two months. So fingers crossed.</p> <p>KPI014 – Work orders not resulting in a /2/3/4 plus works order being raised – All Green and on target.</p> <p>KPI015 – Repairs Completed at First Visit – all green, performance on target.</p> <p>KPI016 – Kitchen and Bathroom Refurbishment Orders Completed Within timescale – East and West – Green, South – RED and North – no data. Please see 4.1.</p> <p>AP shared her presentation from the annual review with contractors. AP – Previously Michael would always do the commentary for the contractors on our behalf, and we want to change that so going forward all of my senior service managers will attend. So hopefully you agree ES – Yes, we can take that forward. AP – That's great, thank you. So I just wanted to share with the board that we've had the annual review with our contractors in April and discussed Performance, Challenges, Opportunities, Planned Maintenance and Social Value. So with Fortem, in terms of opportunities we talked about the focus on the WIP which has been a success even though it's not met the target yet, they've improved damp and mould performance, and social value is good with 20 green (completed) and 5 amber which means that they're going to be finished within the next period. I feel that we focus very much on the contractor performance, but not so much on the value that is also added so I wanted to bring this to the group and if you like this I'm more than happy to do this on a quarterly basis so you can see the number of projects they both do. The opportunities we've got with Fortem are obviously to improve the void turn around.</p>	

Item	Action
	<p>We're also doing quality workshops with them to make sure that their supply chain understands what a good property needs to look like because we still have properties handed back that are not being cleaned adequately. So Sam, is working with Fortem to go through quality workshops. We've got inspections programmes and sundry servicing, which we're doing as normal. We're looking at data a lot more and analysing the data and we're targeting any areas of concern. We have a service improvement group with the contractors and what we do is we take a subject that is causing concern and I'm actually going to take Eric's subject of repairs after planned work and look into details of how we can make that better. So this is the kind of thing we did at the annual review. Next, we looked at EQUANS performance which we went through. You've already seen that it was all green and with Equans the successes we had were to maintain the performance to ensure no backlog and they've actually created some flags in their systems from the Para 49 issue. So for example, they've now put in their system a flag where if their gas contractor has gone out more than six times, there's a flag in their system which tells them they need to investigate it. Social value -they made 41 commitments, eight of those are exceeded the target 10 agreeing 23 on Amber targeted for completion by the end of the contract. We've got opportunities with Voids, Equans are working hard to make sure they balance resource with their supply chain and embedding our Para 49 action. So you know do it once, do it well, don't return, we're going to start asking for more evidence so that we can challenge back when they knock on the door lightly.</p> <p>TSMs have all gone up this year which is great news. With overall satisfaction going up from 52% to 59% this year, and particularly the two areas that relate to the repairs in the last 12 months, which has gone from 56 to 64%, an increase of 8% and time taken for the last</p>

Item		Action
7.0 7.1	<p>repair which has gone up 12% from 56% to 68% As you can see John was talking about neighbourhood contribution, antisocial behaviour, communal areas, all of them have gone up. The only one that has not gone up is the one about the Council treating customers fairly and with respect and we're drilling into the detail to understand why that has gone from 72% to 69%. So our next steps on the back of all of the work is to do some analysis and deep dives. We are trying to independently mystery shop to give customers further assurance. Just to quickly give you an idea of where we are currently, we managed to get the April performance about eight days ago, and work in progress has gone back up to 94.6. So as Sam was saying, we've recovered the position. All of the other KPIs are green at the moment with the exception of service improvement notices and kitchens and bathrooms on the capital programme. AP – any questions? AK – Are these figures available at a constituency level as these would be useful to the LHIBs? AP – I will ask Carl, I know we have it by quadrant, but I don't know about constituency level. I will ask Carl and get back to you.</p> <p>AP - So my question is do you like this summary document, and would you like to receive this quarterly? We also want to send this out in the tenants newsletter, so I just wanted to get your feedback, what do you think of it? – ES - I like the summary sheet It's not too technical. It's easy on the eye. And it fits in with what we already have, which is helpful. AP – Would you like that every quarter then, Eric? ES – Yeah. OK. AP - Not a problem. we'll do that.</p> <p><u>AOB</u></p> <p>RL attended to give an update on the production of the Action Plan for the TIA Standard of the Community Engagement Strategy. The TIA standard sets out the outcomes landlords must deliver to be open with</p>	

Item	Action
7.2	<p>tenants/prospective tenants and treat them with fairness and respect so that they can access services, raise complaints, influence decision making, and hold their landlord to account. RL shared a copy of the 'Ensuring compliance with diverse needs of the TIA standard' which was commissioned to consider ways in which City Housing collects data pertaining to its tenants and prospective tenants diverse needs. The report also considers City Housing's compliance against other aspects of the Diverse Needs Outcome of the TIA Standard. Interviews were conducted with service teams to gather information and assess whether they were aligned to the TIA standard and whether housing and landlord services deliver fair and equitable outcomes for tenants. In addition, we must ensure that our communication is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants. There's also a code of practice that sits underneath this outcome and puts a number of additional responsibilities on us as a landlord for example, we need to assess the culture of the organisation, we need to understand whether we are delivering fair and equitable outcomes for tenants. Quite a lot of themes were coming out from the interviews around data integrity and integration, quality impact assessments and diversity monitoring, advocacy and support needs, communication, language support, culture change, access and visibility. Therefore as part of this report, an action plan has been produced which needs to be incorporated into the wider community influence, engagement strategy and make sure that aligns along with all the other different action plans for the different strands of the consumer standards. So there's a bit of work to be done there. and I think by the time we meet next time the final action plan for the Community Influence and Engagement Strategy will be completed. SG – Thanks Richard, can I share the report with the group? RL – Can I ask Helen if it's OK to share with the group and get back to you? SG – Yes that fine, thanks for coming.</p> <p>Re: Contact Centre Call in. ES updated the group that Mary Kearney will be coming to the next meeting of the TSG to discuss concerns raised about the contact centre script. As well as concerns of TSG, SG also conducted a fact-finding exercise of LHIBs, and any</p>

Item		Action				
	<p>comments received have also been passed onto Mary. Therefore when Mary attends in September, she will be updating the group on how she is addressing these concerns and the improvements going forward to the call centre script.</p>					
8.0	<p><u>Date of Next Meeting</u></p>					
8.1	<p>Monday 8th September 2025, 10-11.30, PMG Teams Meeting.</p>					
	<p>Please note meeting invites have already been sent.</p>					
	<p>2025 Dates</p> <table border="1" data-bbox="398 990 1013 1158"> <tr><td>10th Feb, 10-11.30am</td></tr> <tr><td>12th May 10-11.30am</td></tr> <tr><td>8th Sept 10-11.30am</td></tr> <tr><td>10th Nov 10-11.30am</td></tr> </table>	10 th Feb, 10-11.30am	12 th May 10-11.30am	8 th Sept 10-11.30am	10 th Nov 10-11.30am	
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	<p>2026 Dates</p> <table border="1" data-bbox="398 1327 1013 1495"> <tr><td>9th Feb 10-11.30am</td></tr> <tr><td>11th May 10-11.30am</td></tr> <tr><td>7th Sept 10-11.30am</td></tr> <tr><td>9th Nov 10-11.30am</td></tr> </table>	9 th Feb 10-11.30am	11 th May 10-11.30am	7 th Sept 10-11.30am	9 th Nov 10-11.30am	
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