

TENANTS AND LEASEHOLDERS PANEL

To: Councillors Richard Chatterjee, Mike Fisher, Lynne Hale, Maddie Henson, Oliver Lewis, Joy Prince and Manju Shahul-Hameed

A meeting of the **TENANTS AND LEASEHOLDERS PANEL** will be held on **Tuesday 4th April 2017 at 6:30pm**, in **The Council Chamber, The Town Hall, Katharine Street, Croydon CR0 1NX**.

JACQUELINE HARRIS-BAKER
Director of Law and Monitoring Officer
London Borough of Croydon
Bernard Weatherill House
8 Mint Walk, Croydon CR0 1EA

MARGOT ROHAN
Senior Members Services Manager
020 8726 6000 extn.62564
margot.rohan@croydon.gov.uk
www.croydon.gov.uk/ ee g
27 March 2017

AGENDA - PART A

1. Welcome and Introductions

2. Remembrance

A minute's silence for Michael Hewlett who died in February

3. Apologies for Absence

4. Minutes of the meeting held on Wednesday 18th January 2017 (Page 1)

To approve the minutes as a true and correct record.

5. Disclosure of Interest

In accordance with the Council's Code of Conduct and the statutory provisions of the Localism Act, Members and co-opted Members of the Council are reminded that it is a requirement to register disclosable pecuniary interests (DPIs) and gifts and hospitality in excess of £50. In addition, Members and co-opted Members are reminded that unless their disclosable pecuniary interest is registered on the register of interests or is the subject of a pending notification to the Monitoring Officer, they are required to disclose those disclosable pecuniary interests at the meeting. This should be done by completing the Disclosure of Interest form and handing it to the Business Manager at the start of the meeting. The Chairman will then invite Members to make their disclosure orally at the commencement of Agenda item 3. Completed disclosure forms will be provided to the Monitoring Officer for inclusion on the Register of Members' Interests.

6. New shared contract for waste management

A verbal report by Tom Lawrence (Service Manager)

7. STAR survey report

A verbal report by Chris Stock (Resident Involvement & Scrutiny Manager)

Link to the STAR report online:

www.croydon.gov.uk/sites/default/files/articles/downloads/Croydon%20STAR%20report%202016.pdf

8. Mystery Shopping of Leaseholder Services

A verbal report by Chris Stock (Resident Involvement & Scrutiny Manager) and Sian Foley (Head of Service Development)

Link to the Mystery Shopping report online:

www.croydon.gov.uk/sites/default/files/Mystery_shopping_report_leaseholde_services.pdf

9. Scrutiny Update

A verbal report by Guy Pile-Grey

Link to the Scrutiny panel report online:

www.croydon.gov.uk/sites/default/files/Housing_scrutiny_panel_communications_report_0.pdf

10. Elections

Replacing Michael Hewlett on:
London Tenants' Federation
ARCH

11. Feedback

- a) London Tenants' Federation
- b) ARCH
- c) Croydon Voluntary Sector Alliance (CVSA) – Guy Pile-Grey
- d) Croydon Congress – Marilyn Smithies
- e) All Ages Inter-generational update – Sian Foley
- f) Youth Provision and Communities Fund - Sian Foley

**12. FOR INFORMATION ONLY:
Resident Involvement Activity Report (Page 11)**

The report of Chris Stock (Resident Involvement & Scrutiny Manager) is attached.

13. Any Other Business

14. Date of next meeting

Tuesday 4 July 2017 at 6:30pm in the Council Chamber

Tenants and Leaseholders Panel
Minutes of the meeting held on Wednesday 18th January 2017 at 6:30pm in
The Council Chamber, The Town Hall, Katharine Street, Croydon CR0 1NX

Present: Marilyn Smithies (Chair), Colin Wood (Vice-Chair), Syed Ahmed, Jill Arboine, Aishnine Benjamin, Yaw Boateng, Peter Cooper, Bernard Daws, Michael Hewlett, Sheila Howard, Guy Pile-Grey, John Piper, Sharon Swaby, Laurence Taylor and Kim Wakely

Councillors: Councillors Lynne Hale, Maddie Henson, Oliver Lewis, Richard Chatterjee, Joy Prince and Manju Shahul-Hameed

Absent: Councillor Mike Fisher; Sandie Fernando, James Fraser, Maureen Symes, Sylvia Fletcher, Jim Mansell, David Palmer and Paul Phillips.

Apologies: Sandie Fernando, James Fraser, Maureen Symes and Chris Stock. Apologies for lateness from Councillor Maddie Henson.

A1/17 Welcome and Introductions

The Chair welcomed all to the meeting.

A2/17 Disclosure of Interest

There were none.

A3/17 Minutes of the meeting held on Tuesday 4th October 2016

Bernard Daws proposed agreement, John Piper seconded agreement of the minutes of the meeting held on Tuesday 4 October 2016 and these were agreed as a true record of the proceedings.

A4/17 Update on waste collection & ground maintenance services

Barry Lambton (Green Spaces Contracts Manager) gave a verbal update:

- Need to allow grow out - need equipment to be set properly so not too wide a spray, particularly in windy conditions
- Issue - cleansing of food bins - all had second clean this year - timings going forward one in May and second in September. This did not happen in 2016.

- Number of bins replaced. Problem of contamination. Looking at programme to advise people about what materials can be put in the bins.
- Regular litter picking on housing sites - not picked every day, some daily, some twice a week, some once a week - aim to monitor to achieve a target standard - if need more resources will put them in to reach standard
- Joint monitoring visits with housing colleagues, when they score locations - Veolia meet and go to the sites together
- Members' visits - these are random, accompanied by officers
- Fly tipping - when there is a lot on the estates, the litter picking team have to spend a lot of time dealing with it first - no easy answer. Need co-ordinated approach with housing, Veolia and enforcement team
- Dropped contents from recycling bins - Veolia training exercise to remind about putting boxes back and picking up refuse which comes out of bins - improvement but room for more
- Meetings with Quadron and idverde - timing of grass cutting and litter picking to co-ordinate activities. Last year grass grew so quickly, litter got caught in grass
- Hedge cutting - on estates cut twice a year May/June and October/November - only time would consider other times would be if there is a road visibility issue or other safety issues

The following issues were raised:

- Monks Hill (14-24A Tedder Road) - Food collection waste - bins cleaned but collection of the waste not done for over 10 weeks. Reported but no action.

Barry Lambton: This is not acceptable. We will investigate.

- Litter picking - schedule in booklet - 2 levels - 1=tower blocks every day; 2 = 5 days a week. No information about being changed. If it has changed, it should have come to TLP for discussion

Barry Lambton: That was in the old contract but things have changed. With the current resource available, we have to work out the best method of maintaining standards. At the moment, resources do not allow for that level of cleaning.

Mark Meehan: We should have brought it back to TLP.

- After collection of waste, bins are left obstructing highway and pavements.

Barry Lambton: We re-enforce this regularly. It shouldn't happen.

- Collections used to be on both sides of the road on same day but now it is on different days.

Barry Lambton: They work on polygons - it depends on which team is allocated. There are some areas where different parts of the road are dealt with on different days.

Mark Meehan: There are two teams - 2 lorries.

- St Mark's Road - please thank the people for clearing fly tipping. We only have black bins - why not a selection of bins for different waste? Outside back door there are juice bottles, bits of paper and ice cream cartons - we have discovered this is coming from neighbours on the second floor.

Barry Lambton: This should be reported to the housing officers - they work with enforcement officers who will pay a visit. Coloured bins - generally food bin brown.

- Sunnybank - mattress stuck there since Christmas. Also in the car park behind the gate, there are two shopping trolleys put there by residents. There is a gang smoking at night and leaving litter.

Barry Lambton: Report night time activity to your housing officer.

Mark Meehan: We will get in contact and let you know who is your housing officer.

- Street cleaning is excellent in South Norwood.
- New Addington - Regarding feedback about ongoing issues, we asked some of the residents. Some issues have been resolved but litter picking and sweeping of pathways on Fieldway estate are non-existent. When the grass is cut, it blocks up drains and pathways. Dropped content from recycling bins are not picked up by operatives.

A5/17

Budget & rent setting

Luke Chiverton (Interim Head of Finance for People Department) explained his report:

- Provided update on draft housing budget for 2017-18
- Year 2 of government rent policy
- Service, garage, heating & lighting charges 2% increase
- Overall impact - average property £55 decrease in rent, service charge increase approx. £10
- Overall budget - finding ways to balance income and expenditure - 30 year picture
- £808k efficiency savings

- Increasing provision in HRA for bad debts
- Investment - maintain same level of improvement works and day to day repairs
- Council committed to increasing housing supply - Brick by Brick

The following issues were raised:

- Efficiency savings - how reliable are your estimates?

Luke Chiverton: Staff savings from vacant posts. Additional income includes a degree of estimation. Cost efficiencies - there is a programme in place and we are monitoring closely to ensure the savings are achieved.

- Caretaker cost is going up 29p per week and ground maintenance by 6p per week. Will the quality will improve?

Mark Meehan: The Council is committed to an annual review regarding efficiency savings. With the 2% increase, we must ensure we provide a good quality service. The Housing transfer scheme is in place to incentivise people to move to smaller units.

A6/17

Capital Programme

Kirsteen Roe (Head of Partnerships & Engagement) and Rob Hunt (Asset Manager) gave a summary of the report:

- Capital Investment Service Service Improvement Group established
- Investing same amount as 2016-17 - £26.77m
- Planned carry-over in 4 key areas
 - Some works unable to be delivered through existing contract. Carry over allows works required to take place under new contract Money for conversions and extensions of large properties into smaller units - some moving across into 2017-18
 - College Green - consultation and investigative works took longer so whole project moved to 2017-18
 - Money for conversions and extensions of large properties into smaller units - some moving across into 2017-18
 - Window replacement scheme in conservation area - difficulty sourcing supplier
- Total spend £28.96m
- Made efficiencies with some of new contracts
- Stock investment group - formal recruitment process for membership. Next meeting February. Next meeting February

- Housemark - awaiting information before sharing report
- Over last 10-15 years spent considerable amount on kitchens and bathrooms - programme now reducing as need reduces - still aiming to meet decent homes standard across all properties
- Money reallocated to special projects - roof replacement, window renewal, gardens to repair concrete, work to drains

The following issues were raised:

- Do you have flexibility for planned carry overs?

Rob Hunt: Normally we would try not to carry over. These are specialist areas and we have had discussions with the finance department to carry money across.

- Longheath Gardens are in a dreadful state - problem of breaking concrete for 3 years. Can we be assured all problems will be fixed next year? Can we have a breakdown of estimated costs for each part?

Rob Hunt: We cannot guarantee all problems will be fixed but cyclical problems delayed will be done - £3.6m. There will be £2m to concrete and roof 2017-18 and £1.6m next year. Drainage issues have been highlighted and a specialist contractor has done surveys - there has been a debris build up across the estate. Funds have been allocated to do repairs - we plan to be efficient but cause minimum disruption to residents. We will prioritise the worst blocks first.

- Are security doors a major problem? Old doors get jemmied so are not secure.

Kirsteen Roe: There is an ongoing programme in relation to security features such as door entry systems to blocks and security doors to individual properties in high crime areas.

Rob Hunt: Under the current policy, all blocks over a certain size will have a door entry system.

A7/17

Update on Housing & Planning Act

Mark Meehan (Director of Housing Need) gave a verbal report:

- New Housing Minister, Gavin Barwell MP
- No plans to introduce Pay to Stay - it is now voluntary
- High Value voids – message from Gavin Barwell is that it is in Government manifesto – so will still happen – but now opportunity to review with a view to make fairer for local

authorities

The following issues were raised:

- Housing and housing needs - how can we resolve the issue of taking people from inner London Boroughs like Westminster?

Mark Meehan: The law has to be followed. Westminster may not be able to house everyone outside the borough.

- Leaseholders - charges are based on occupied rooms - is the same true for rentals?

Mark Meehan: It depends on the size of the property, regardless of how many people.

A8/17

'Paperless' Meetings

Margot Rohan (Senior Members' Services Manager, Democratic Services) explained the Council's progress towards paperless meetings, plus a brief presentation showing how papers can be accessed online, downloaded and annotated on laptops, tablets, iPads etc:

- The Council is now rolling out paperless meetings, where Councillors and officers will access meeting papers on their mobile devices - laptops, tablets etc.
- Non-Council panel members will continue to receive hard copies of meeting papers, unless they advise otherwise
- The complete papers will be available online, for downloading as a pdf, with bookmarks for easy location of each report
- This will contribute to a significant annual saving on printing and distribution across the Council - over 4,500 fewer agendas will be printed (which vary in size from 30-200 pages)
- All meetings in public will be provided with at least 2 hard copies of the agenda, for reference, and members of the public will be able to access papers online via the link which will be displayed in the public gallery, using their mobile phones or tablets etc

A9/17

Feedback

London Tenants' Federation - Michael Hewlett

- Waiting for new London Plan - to go to examination in public

- 2 pieces of funded research work - one now finished

ARCH - Michael Hewlett

- Executives together with the national federation of ALMOs met with housing minister - 86% of people on universal credit are on rent arrears. There is a crisis as the debt is building up. Can the system be made more friendly?
- Housing Act - still not clarified what is expensive housing. Not helpful to LAs setting budgets as they do not have a definition.
- ARCH Tenants' Federation met 9 Jan - good meeting - discussed conference 2017 which will include a presentation on using Twitter

CVSA - Guy Pile-Grey

- Last meeting concerned new commissioning process
- Number of organisations applied to Community Fund
- Meeting focused on process itself - to help smaller organisations
- List of organisations successful in funding - funded for 3 years
- Rolling grants fund - up to £5000 - for smaller organisations
- Process had mixed reviews - some thought complex, some OK
- 2 meetings set up - one with Steve Reed MP in February, one with Gavin Barwell MP at the end March

Croydon Congress – Marilyn Smithies

"The last meeting on 23 November 2016 was a Croydon Congress "Economic Summit" and was held at the Croydon College Conference Centre.

It featured a presentation from Jo Negrini, Chief Executive of Croydon Council, regarding "Regeneration and Growth in Croydon", which included a short film. Although this was very interesting, there were no hand outs given to relate to the topic before, during or subsequent to the meeting and there were no updates.

The keynote speaker was Sadiq Khan, Mayor of London, describing Croydon as a 'significant cog' in the success of London. The Mayor said:

"There is no question the regeneration of Croydon and the knock on contribution this will make to London's wider economy will play a significant role in ensuring our city continues to flourish in the years

and decades to come."

Applauding the Council's ambition and vision for the Borough, the Mayor also commended culture being at the heart of new developments in Croydon, a sentiment echoed by the capital's first night czar, Amy Lamé, who, speaking publicly for the first time since being appointed to the role, praised Croydon's commitment to supporting local culture and arts and spoke of the Borough's significant contribution to the British music scene. She went on to say she is "dedicated to making London's night scene diverse and dynamic and Croydon can lead the way by telling the world we are open for business."

A panel session was held on improving Croydon's night time and evening economy and how the Council and local stakeholders can work together to ensure local people reap the benefits of major businesses moving to Croydon.

Panel speakers were from: The Oval Tavern, Rise Gallery, Central Licensing Unit Metropolitan Police and Croydon's Borough Commander.

Croydon's Good Employer Charter was taken by Councillor Mark Watson, Cabinet Member for Economy and Jobs, and Councillor Jamie Audley, Deputy Cabinet Member for Economy and Jobs.

The final panel session concerned 'Reaping the Benefit for Local People'.

Panel speakers were: the Head of Community Engagement (Gatwick Airport), the Head of Global Communications and Employee Engagement (Body Shop), the Development Director (Boxpark), the Chair of Croydon NHS Trust and Councillor Mark Watson, Cabinet Member for Economy and Jobs.

There have been no updates since this meeting. To be totally frank and honest, I do not know what benefit these meetings are to this Panel. They come over as being meetings to discuss topics of interest to politicians and stakeholders who have a specific interest in the subject matter, with little or no input from Croydon Tenants & Leaseholders and other residents of the Borough."

Resident Youth Services Panel (RYSP) feedback - Sian Foley

- Feedback from meeting on 12 Jan:
 - Strategy Communities and Commissioning team has responded to issue raised regarding resident engagement in the moderation stage of the Community Fund commissioning
 - Recognised that could have built in stakeholder involvement into the evaluation process and apologise for this lesson learnt

- Going forward we will be working with the RYSP to get their feedback on our review of commissioning process, suggestions for improving the Communities Fund
- Also we have built in stakeholder and service user feedback into the ongoing contract management process
- RYSP will receive Communities Fund update and details of the new commissioned services for youth services
- RYSP will be meeting quarterly and will provide regular feedback to TLP
- We are currently agreeing ToR
- Update on the new CF programme – 12 projects in total – Crystal Palace FC Develop through Sport Community Programme; Croydon Drop In Talkbus Outreach health and information service; PlayPlace Family Community Fun programme (holiday activities) and PlayPlace Our Space (youth clubs), Youth club in St Francis Church, Monks Hill
- Family Safety Challenge - working with fire brigade and ambulance service
- Over 900 people attended local events and now looking to bring together 10 of teams for final challenge half term in the Town Hall
- Football coaching project for adults with disabilities

The following issues were raised:

- All Ages work is really important - a lot of effort has been put into it. Are we assured that the project will keep going?

Mark Meehan: Yes

- What about older disabled people?

Sian Foley: We look to do projects elsewhere - older people will be included.

- Is there a mechanism to monitor amount of money from HRA for the Youth budget? We need to justify the expenditure.

Sian Foley: We will be coming to TLP to report on how we are monitoring spend. You are getting the same level of service, if not greater now, from the community project.

Mark Meehan: We regularly review the expenditure of HRA funds. It is monitored closely to ensure it is spent on estates.

A10/17 Resident Involvement activity report (for information only)

This report was attached for information only.

A11/17 Any Other Business

Julian Paine advised this was his last meeting, as he is retiring at the end of January and going to South Wales.
The Chair wished Julian all the best in his move.

An issue was raised concerning blocks of flats and intruders, particularly when door systems do not work. The problem with the door system was that if the button was pressed it undid the door, regardless of the time. Now it has been fixed. Yaw Boating advised that the Tenant Scrutiny report has tackled the door system issue.

There was another problem of garages being broken into and people living there with no lighting.

Marilyn Smithies enquired about Estate inspections. There are Croydon residents living in houses but why aren't their pathways etc being looked at? The inspections do blocks and sheltered housing but not houses. Why does the Council not check?

Mark Meehan: We will investigate and report back. There is no reason why they should be ignored.

There was a request that a report on 'Brick by Brick' should be brought to the next meeting.

A12/17 Date of Next Meeting

All meetings start at 6:30pm in the Council Chamber:

Tuesday 4 April

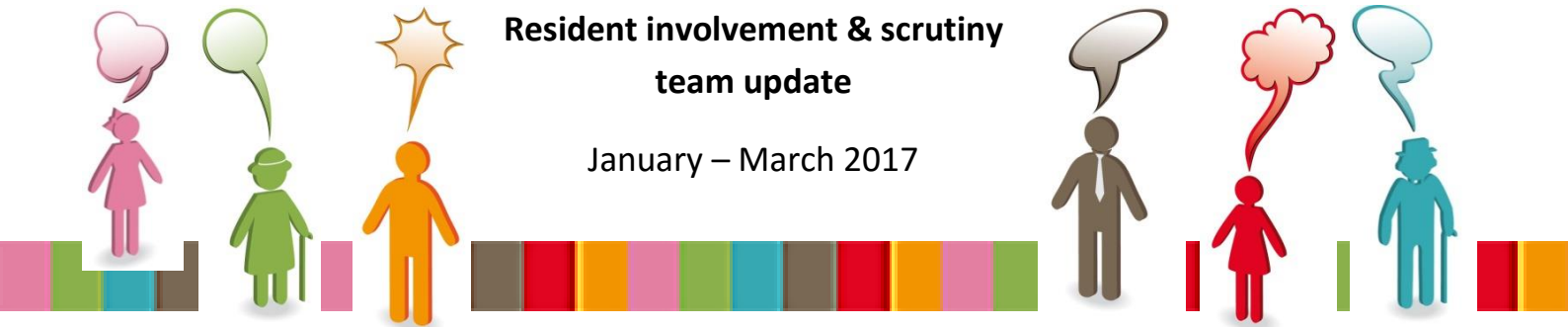
Tuesday 4 July

Tuesday 10 October

Wednesday 17 January 2018

Tuesday 24 April

The meeting ended at 8:21pm



Resident involvement & scrutiny team update

January – March 2017

Activity	What has happened
<p><u>Service improvement groups</u></p>	<p>Service improvement groups (SIGs) involve residents looking at the performance of a particular service and discussing opportunities for improvement with managers.</p> <p>Tenancy and neighbourhood services This group met in March. The group had an update from Yvonne Murray, head of service regarding possible structure changes to the tenancy service. Residents were provided with performance information from the period prior to the meeting and were able to ask questions. ASB and minor estate improvements were also discussed. The next meeting is scheduled for June.</p> <p>Income and welfare benefits The group met in February. The group reviewed the performance information prior to the meeting and brought questions along with them. There was an update by Kim Gadsby from the welfare rights team on the rollout of Universal Credit. There was also an update on the implementation of the Spare Bedroom Subsidy. The next meeting will be in May.</p> <p>Leaseholder group The next meeting takes place at the end of March. The group will look at recent performance information and be given a presentation regarding leaseholder insurance. The final report from the mystery shopping exercise will also be presented and discussed. A further draft of the upcoming leaseholder survey and a possible leaseholder information day will also be discussed.</p> <p>Resident involvement group (RIG) This group last met in September. Residents looked at the impact assessment for the resident Involvement team and discussed proposed changes to the future work of the team.</p> <p>Capital investment group The first meeting of the group took place in February. There was a discussion about the role of the asset management team and how they work with the planned maintenance & schools team to identify work and deliver the housing capital programme. Group members are keen to find out more on how the performance of contractors is monitored. The next meeting of the group is in April.</p>

Activity	What has happened
Sheltered housing panel	<p>The panel are due to meet at the end of March. Agenda items include:</p> <ul style="list-style-type: none"> • Churchill cleaning contract • Mobility scooter storage • Meet your Director – Mark Meehan
Housing disability panel	<p>The panel met in March. Discussion focussed on Universal Credit and active lifestyles. Officers from the welfare rights team and active lifestyle attended the panel to facilitate discussions. Feedback was given on the recent TAASC event. The panel will next meet in July with Sentab - digital inclusion, responsive repairs and parking on the agenda.</p>
Your Housing, Your Questions	<p>There were no YHYQ events this quarter.</p>
Housing ID	<p>Membership currently at 481 residents. Members have recently been invited to take part in the Open House editorial group, local events in Waddon/Old Town and a London-wide estate regeneration consultation.</p>
Surveys	<p>The following surveys have been carried out this period:</p> <ul style="list-style-type: none"> • Adult social care – an annual statutory survey of adult social care clients commissioned by the Department of Health. The purpose of the survey is to gather views on the care and support service users receive. Data from this survey enables the council to identify areas for improvement, benchmark against our peers and to gather information to support local commissioning, performance and strategy. • Parking – a number of surveys are being carried out over several months in areas and on estates where complaints are being made by residents regarding unauthorised parking. This engagement is gauging how much support there is from residents for the introduction of resident parking permit schemes • Anti-social behaviour – an ongoing follow up telephone survey of tenants who have reported ASB which has then been investigated by their tenancy officer. Views are sought on how the tenant feels the complaint was investigated and if it was resolved to their satisfaction.
Scrutiny panel	<p>The scrutiny panel presented their report and final recommendations on the subject of communication in February. These were accepted by the senior managers who attended the presentation. The recommendations are to be monitored by the housing complaints panel. The report has been finalised and disseminated to the appropriate heads of service. Panel members have agreed to look at responsive repairs for the next scrutiny exercise. Work has started on this with panel members meeting on a fortnightly basis.</p>
Housing complaints panel	<p>The panel have not been asked to adjudicate on any complaints this quarter.</p> <p>The panel met in February. They were formally introduced to the contact centre manager – Hemali Cheema – who presented the latest Access Croydon report. The next panel meeting will take place in April.</p>

Activity	What has happened
Your rent, your say	<p>In February, members of this group were invited to a presentation of the annual HouseMark report and the findings of the STAR survey. Senior managers also attended the presentation and residents were able to ask questions and discuss aspects of the presentation with them.</p>
Local resident involvement – Residents’ associations, forums & surgeries	<p>Longheath Gardens Resident Forum has met twice since the start of 2017. The latest meeting took place in March where Cllr Stuart Collins was invited along to talk about the Cleaner Campaign. Residents also were given updates on the repairs works to the drainage and structures. The main topic of discussion was the Brick by Brick development on the estate, the planning application of which has now been submitted.</p> <p>A meeting of the Tollgate Resident Forum took place in January. Residents were introduced to their new tenancy officer. There was also an update on the planning application for development of housing on the World of Golf site along with discussion on the Brick by Brick application for the Tollgate estate. An update from the local councillors was also provided. The next meeting is at the end of March and topics for discussion are improvements to the Council’s housing stock on the estate.</p> <p>Shrublands RA met in February. Amena Matin from Brick by Brick came along to answer questions about the proposed development on the estate and residents were encouraged to attend the consultation meeting the following week. There was an update from the Shirley Safer Neighbourhood Team who listened to residents’ concerns regarding crime and anti-social behaviour on the estate.</p> <p>Monks Hill residents have got together to form a community association, with the intention of holding an event to mark the 70th anniversary of the estate in June. A working group has been formed to organise the event and this is meeting on a regular basis. It is the intention to officially launch the group in the spring to recruit members.</p> <p>Deputy Cabinet Member for Housing and Regeneration – Councillor Manju Shahul-Hameed has been working with tenancy services and the resident involvement & scrutiny team to encourage community involvement across the borough’s estates. Drop-in sessions have so far been held at Handcroft Road, Cromwell House and Marston Way.</p>
Neighbourhood voice (NV)	<p>76 NV forms have been completed by 38 residents this quarter.</p> <p>Neighbourhood voices across the borough continue to give a valuable insight to services delivered to residents. Where service issues have been identified council officers having been proactive in solving problems. Neighbourhood voices have also been encouraged to attend joint estate inspections with officers.</p> <p>There will be a review of the scheme in 2017 to see if any improvements can be made. There will also be an active recruitment campaign in areas where there is no resident involvement.</p> <p>NV news was produced and sent to members in March.</p>

Activity	What has happened
<u>Mystery shoppers</u>	<p>The leaseholder mystery shopping exercise was completed this quarter. The report was presented to managers and several recommendations were made and action points agreed. The report is to be presented for information and discussion at the leaseholder SIG meeting on 30 March.</p> <p>The next mystery shopping exercise is currently in its planning stages, with scenarios and question being formulated by service managers. There will be a training session for prospective shoppers in April/May.</p>
<u>Residents' training</u>	<p>There was no residents' training this quarter.</p>
<u>Involve e-newsletter</u>	<p>The online newsletter was sent out in January & March to over 2500 residents.</p> <p>Topics included an item on the residents Christmas tea, links to latest reports from the scrutiny panel and mystery shopping, an article on the housing complaints panel and an update on allocations policy.</p>
Additional activities	<p>STAR survey This bi-annual tenant survey was conducted during the autumn by Acuity on behalf of the council. The results tell us what tenants feel about their housing services and enable us to compare our satisfaction levels with those of other social housing providers. Feedback sessions to officers and residents have taken place. Requests for information from residents have been directed to appropriate teams.</p> <p>Asset Management Team The RI team are continuing to provide support for the asset management team on pre-work engagement with residents for major works and special projects. This is administrative and frontline support, working with project officers and managers at engagement meetings and drop-in sessions to ensure all affected tenants and leaseholders receive consistent, accurate information regarding works being carried out in blocks or on estates.</p>