

# Minutes



<b>Meeting Name:</b>	<b>Leeds Housing Board</b>	
<b>Date:</b>	Thursday 21 <sup>st</sup> November 2024	<b>Time:</b> 10.30-12.00
<b>Location:</b>	Microsoft Teams	
<b>Chair:</b>	Cllr Jessica Lennox (JL)	
<b>Members Present:</b>	Cllr Fiona Venner (FV), Cllr Barry Anderson (BA), Cllr Jordan Bowden (JB), Zioness-Amaka Curry (ZAC), Leanne Kaye (LK)	
<b>Attendees Present:</b>	Gerard Tinsdale (GT), Mandy Sawyer (MS), Simon Baker (SB), Rob Goor (RG), Ian Montgomery (IM), Adam Crampton (AC)	
<b>Apologies:</b>	James Rogers, Cllr Kayleigh Brooks, John Gittos, Lorraine Cooper	

## Minutes

Item	
<b>1</b>	<b>Introductions and apologies</b>
<b>2</b>	<b>Minutes of the Last Meeting</b>
	The Board accepted the minutes from July's meeting.
<b>3</b>	<b>Draft Communications and Engagement Policy Workshop</b>
3.1	The Board held it's first workshop session, to give members a chance to hold a substantive discussion and input into the development of the new Communications and Engagement policy.
3.2	IM outlined the key aims of the policy and issues identified through information received from tenant feedback via TSMs and wider engagement. Following comments from LK the Board discussed how tenants can identify and contact their housing managers. JB asked about the software used to manage appointments with tenants and AC outlined the software used.
3.3	The Board then discussed in more detail feedback from tenants. JB pointed out that questioning of tenants could have gone into more detail. MS pointed out that consultation previously has been as hoc, and this policy is designed to make it stronger, showing we capture tenant input and tell people what we've done as a result of that.

3.4	JB questioned the size of the consultation carried out. With 80 responses, FV felt that more needs to be done to increase the response rate. The results match the findings of the TSM surveys but more responses in future are needed.
3.5	MS pointed out the survey was carried out as part of developing the new policy, but in future could link in with transactional surveys, eg completed by a tenant after a repair is completed, to increase feedback. LK suggested including the weblink in rent statements.
3.6	The intention is to finalise the policy asap. IM confirmed that the feedback will be taken into consideration in finalising the policy and will then be rolled out over coming weeks and Housing teams will be asked to complete a self-assessment to ascertain what tenant communication and engagement they currently undertake. Updates will be brought to later Board meetings.
<b>4</b>	<b>Consumer Standards progress update</b>
4.1	After being an item at July's Board meeting, this report brought the Board up to date with the position as at October.
4.2	MS briefly covered main points from the report. BA asked if any of the amber RAGs are in danger of becoming red. MS confirmed that all indicators are moving in a positive direction. GT added that we are engaging and sharing all our information with the Regulator and have also asked our Internal Audit department to look at our work and assessments done so far.
<b>5</b>	<b>Tenant Satisfaction Measures Quarter 2</b>
5.1	AC highlighted the main points from the report, noting that there was a drop in satisfaction in Q2, reflecting a similar dip in Q2 22/23 – the hypothesis is of a seasonal drop but more data is needed. JL noted that Q3 results should show if it is a seasonal impact.
<b>6.</b>	<b>Complaints Management Update</b>
6.1	Covering the content of the report, IM noted that complaints performance remains relatively stable compared to last year, and initial data for September is showing 95% of Stage 1 complaints is indicating 95% dealt with in timescale – a consistently high level of performance. Performance is improving or maintaining from each quarter to the next over the last 12 months.
6.2	JL asked how we are performing in relation to our peers. GT replied that, according to data from HouseMark, we are performing fairly well. MS noted that we were above the sector average in terms of complaints reflecting the hard work and effort of teams to improve our complaints management.
6.3	BA asked if there are any specific areas of the city that have higher complaints levels than others. MS replied that we do measure on an area basis and that this can be shared with the Board. <b>Action – to include area breakdown in next complaints report</b>
6.4	IM addressed one of the report's discussion points, noting that we need to ensure residents are receiving quality responses to their complaints. A Quality Assurance exercise will be carried out, looking at responses that escalated to Stage 2 to understand how to lessen escalation.

<b>7.</b>	<b>Damp and Mould Update</b>
7.1	RG gave a brief overview of the contents of the report, noting that our current approach to damp and mould is performing well, including preparation for Awaab's Law to be introduced.
7.2	He then focused on the discussion points the report highlights. He asked the Board for their input on areas of performance reporting they would like to be enhanced. FV noted that we respond to D&M reports well, but is there a way to be more proactive and identify issues via inspection? GT responded that there are a number of opportunity to identify issues via inspections – ATCIs, repairs inspections and completions, gas safety checks etc and damp and mould is considered and actioned at each of these visits. RG added that we have been proactive on training officers, including Adult and Children staff, and contractors to spot D&M and report the issue if they identify any issues.
7.3	ZAC asked how we can make properties more robust against D&M, such as with better door seals or better extractor fans, and ensure it is of high quality. AC replied that this is an area where good progress is being made. Equipment manufacturers are responding with better equipment which we are installing and diagnosing problems quicker. The specifications that contractors must meet are set out in contracts and compliance is monitored.
7.4	JB asked that it would be useful to monitor repeat repairs, and that this data should be shared with the Board in future. RG agreed that this would be a useful way of monitoring our efficiency.
<b>8.</b>	<b>AOB</b>
	n/a

### Next Meeting (Housing Strategy)

**Date:** Thursday 22<sup>nd</sup> January 2025

**Time:** 3pm – 4.30pm

**Location:** Microsoft Teams