

## **MEMBER COMMITTEE**

Meeting: 3 July 2023

At: 2.00 pm

PRESENT

Councillor Colin MacAlister (Chair) in the chair; Councillors Mark Roberts, Anna Charles-Jones, James Frizzell, Claire Vibert, Rachel Wise and Matt Wynne.

### **1. MINUTES**

The minutes (copies of which had been circulated) of the meeting held on 13 February 2023 were approved as a correct record.

### **2. DECLARATIONS OF INTEREST**

Members and Officers were invited to declare any interests that they may have had in any of the items on the agenda.

No declarations of interest were made.

### **3. URGENT DECISIONS**

No urgent decisions were reported.

### **4. PUBLIC QUESTION TIME**

No public questions were submitted.

### **5. DRAFT DELIVERY PLAN OUTCOMES REPORT 2022-23**

The Assistant Chief Executive submitted a report (copies of which had been circulated) which provided an update to the Member Committee on how Stockport Homes has delivered the Delivery Plan objectives for 2022-23.

The following comments were made/issues raised:

- Members asked about Stockport Homes' approach to net zero and the decarbonising of existing housing stock and whether there was more that could be done. In response, Member Committee was advised that Stockport Homes would bring a report as soon as possible on these matters.
- Members welcomed the aims with regard to Lancashire Hill and that stakeholders would be involved in talks about this. However, residents still faced a number of issues that needed to be tackled urgently including the difficulties that have arisen since the ending of the concierge service. Residents have made a number of positive comments about the caretaking staff who are extremely helpful when carrying out their duties. Members enquired whether it would be possible to have two tier talks, one in relation to regeneration and the other around how things could be improved now. In response, Members were advised that some stakeholder

sessions would be arranged, to which Members would be invited, to discuss some of the more pressing matters. Members requested that these sessions took place as soon as possible.

- The Committee was advised that Members would be invited to be involved in the regeneration talks for Lancashire Hill as feedback from Councillors would be key, but these were still in the very early stages.
- The report states that a team would be put in place to address the backlog of repairs, Members asked for clarification on the severity of the repairs and what the timescale was likely to be.
- A short discussion took place on how the assurance panel on damp and mould would work in practice. Members asked for oversight regarding the terms of reference for the panel.
- With regard to damp and mould, many repairs were reported following tenancy visits, why was this? In response, the Committee was advised that this was around Stockport Homes being proactive and also promoting to customers how they could report any issues.
- Members asked what work was being undertaken by Stockport Homes to ensure that they got in touch with customers who did not necessarily report problems.
- Are tenants advised if their repair was a targeted repair? Members felt that communication on this issue was vital.
- Members raised the issue of whether repairs in communal areas were being tackled and more generally how repairs were being prioritised. In response, Members were advised that more detail and a specific report on this would be provided for the next meeting of Member Committee.

RESOLVED – That the report be noted.

## **6. TENANT EXPERIENCE REPORT YEAR END 2022-23**

A representative of the Skylight and Customer Service submitted a report (copies of which had been circulated) which provided details of tenant experiences using data from a range of customer interactions.

The following comments were made/issues raised:

- In response to a member question, the Committee was advised that it was hoped that the Customer Charter would be sent out to customers in September. A lot of information is also contained within the performance report.
- Members asked about what work is being undertaken to understand how Stockport Homes are performing with younger people who are living within the community.
- Members asked about the decline in complaint handling satisfaction and what might be behind this.
- Members asked about how the transfer to National Tenant Satisfaction Measures would be managed.

RESOLVED – That the report be noted.

## **7. REGULATORY STANDARDS COMPLIANCE ASSESSMENT 2022-23**

The Assistant Chief Executive submitted a report (copies of which had been circulated) which provided assurance that the Council owned stock was meeting the applicable Regulatory Standards set out by the Regulator of Social Housing.

The following comments were made/issues raised:

- Members asked whether Stockport Homes kept information on the length of time that people who require adapted properties are waiting and whether this was compared to non-adapted properties and whether some more information on this could be supplied. In response the Committee was advised that Stockport Homes do have this information and that it would be provided to Committee members.

RESOLVED – That the report be noted.

## **8. 2022/23 CAPITAL PROGRAMME OUTTURN REPORT**

The Executive Director of Operations submitted a report (copies of which had been circulated) which provided a summary of the 2022/23 Capital Programme.

The following comments were made/issues raised:

- Members enquired about the deferred refurbishments for Lancashire Hill for future investment years and the reasoning behind this. How long it had been deferred for?
- A short discussion took place in relation to heating upgrades for Lancashire Hill and how customers were involved in talks around this and what help had been provided with rising energy bills.
- Members welcomed the work that Stockport Homes were doing with regard to tackling climate change.
- Members requested a report on how boiler replacement and the different methodologies that could be used for this was going to be tackled.

RESOLVED – That the report be noted.

## **9. COMPLIANCE TEAM ANNUAL REPORT**

The Executive Director of Operations submitted a report (copies of which had been circulated) which provided an overview of compliance performance and activity during 2022/2023 and highlighted initiatives to be undertaken during 2023/2024. It aimed to provide assurance that SHG's properties and buildings continue to be managed safely and in line with statutory obligations.

RESOLVED – That the report be noted.

## **10. CORPORATE PERFORMANCE REPORT**

The Assistant Chief Executive submitted a report (copies of which had been circulated) which provided an update on performance and tenant satisfaction against key performance indicators and measures.

The report also contained details of Stockport Homes (SHG) performance against Regulator of Social Housing's Tenant Satisfaction Measures for April and May 2023, including benchmarking against Greater Manchester Housing Providers and Housemark pilot exercises.

The following comments were made/issues raised:

- Members asked why the new dashboard showed no targets for percentage of people threatened with homelessness, where homelessness is then prevented. Members wanted to be assured that they had the tools to assess what work was being undertaken in this area. In response, Members were advised that information on supply and demand issues could be brought to the next meeting.
- Members asked for timescales on when the outstanding fire safety actions would be completed. Is information relating to fire safety part of the tenancy agreement or is there scope for this going forward?

RESOLVED – That the report be noted.

## **11. FINANCIAL MONITORING UPDATE**

The Executive Director of Resources submitted a report (copies of which had been circulated) which provided an update to the Member Committee of Stockport Homes' financial performance for the year ended March 2023, and the start of 2023/24.

RESOLVED – That the report be noted.

## **12. MEMBER COMMITTEE UPDATE REPORT**

The Chief Executive, Stockport Homes submitted a report (copies of which had been circulated which updated Members on issues not included in other reports but which are likely to be of interest.

The following comments were made/issues raised:

- Members enquired as to how much work still needed to be done in regard to damp and mould and whether applications were being made to the Social Housing Quality Fund which focuses specifically on this?
- Members asked whether there were schemes which provided funding for dehumidifiers for customers. In response, the Committee was advised that Stockport Homes provide dehumidifiers in extreme cases.
- The Committee welcomed the suggestion that a presentation could be given at a future meeting on Anti-Social Behaviour.
- The Committee also welcomed the 'walk and talks' which were taking place.

RESOLVED – That the report be noted.

The meeting closed at 3.30 pm