



	<p>Facebook users and 4100 Twitter users. He shared that Freebridge needed to ensure that they were able to convey messages on all work that it performs not just the stories such as new builds. He added that it was also important that the balance between town and rural areas were there too, and it was an aspiration that this would be built into the strategies development.</p> <p>The Placeshaping Strategy had been revised and subsequently approved.</p> <p>The Tenant Panel thanked the Vice Chair for his attendance and updates and he left the meeting.</p>	
<p><b>6</b></p>	<p><b>Session with Tony Hall, Chief Executive</b></p> <p>The Tenant Panel welcomed the Chief Executive to the meeting who had attended to provide an update in regard to the Business Plan. He was also attending to discuss complaints and communications in relation to the repair service following a request from the Tenant Panel.</p> <p>The Chief Executive advised that steps were being taken to improve complaint resolution particularly within the repairs service. Actions that were currently being progressed were improvements to Property Services and a review of Customer Service training (Mary Gober) which staff had historically received since 2010, and had changed their format of deliver. He shared that a new Customer Services structure within the organisation was being taken forward.</p> <p>The Chief Executive shared that the recent Green paper was a consultation paper and a more formal proposal was expected in Spring 2019. He advised that if there were procedures that needed to be reviewed Freebridge would action, but if anything wasn't clear it wouldn't action until more was confirmed.</p> <p>The Chief Executive shared that he would be happy to come back to the Tenant Panel in the new year when the business plan has been adopted by the Board. He shared that there was a case for moving from the current one year business plan to a five year business plan as some projects took longer than one year. He shared that some of the core areas covered in the plan were income maximisation, development plan, Asset Management Strategy, Placeshaping, property services improvements, digital customer transformation. He added that the document was going to be formatted so it was as accessible as possible.</p> <p>The Tenant Panel thanked the Chief Executive for his attendance and welcomed his updates that had been provided.</p>	
<p><b>7</b></p>	<p><b>Update from the Director of Property</b></p> <p>The Director of Property Alex Dixon attended to update the Panel on the following:</p> <p><b>Asset Management Strategy</b></p> <ul style="list-style-type: none"> <li>Decent Homes Standard – The Tenant Panel queried that the Government had advised in the Green paper that 20% of properties were non-decent, even though by 2016 it had reduced to 13% nationally from initial roll out in</li> </ul>	

2000. The Director of Property advised that Freebridge looked to continually keep its properties at 100% decent ongoing.

- The Asset Management Strategy framed the Freebridge homes standard and includes the Decent Homes Standard.
- Freebridge looked to have 100% of properties gas serviced and even where a property has no gas connection it would be checking properties annually for use of gas in case of installation of such things as LPG, open fires in order to manage the risk.
- New repairs appointment timescales would be fully implemented in 2019 allowing customers to have the repair done as soon as possible or booked in at convenient time.
- Empty property turnover was down to around 10 days for re-let.

The Governance Coordinator agreed to share the Asset Management Strategy with the Tenant Panel and if there were any queries the Director of Property would be happy to answer.

#### **Internal and External Works Programme**

The Tenant Panel received a copy of a map showing areas of West Norfolk that was divided that Freebridge worked to. Following a query from the Tenant Panel the Director advised there would be a clearer divide between what Freebridge tradesmen do and what contractors do going forward. Following another query the Director of Property shared that there would be general maintenance but if there was something a tenant needed within a property it would get done sooner depending on assessment

The Director of Property following a query in relation to extractor fan cleaning advised that he would be expecting Freebridge to carry it out as a repair.

The Tenant Panel queried whether Tenants within the areas mentioned had been advised of the work programme plans or had received general communication in Streets Ahead. The Director of Property acknowledged that this was a fair point to advise tenants of this proposed work and made a note.

#### **LEAN – Property Services Update**

Following the process it has become clear that there is a need to replace a paper based systems with ICT based systems, so there had been a step back from LEAN to implement a Total Mobile system.

#### **Standard House Type Update**

It had been planned to create a suite of home types for build, but that was currently on hold with other priorities that were ongoing. Following a query from the Panel the Director of Property advised that decisions on what type of homes to build i.e. flats, houses or bungalows, that any developer would consider the best profit exit from a particular piece of land and where there is a requirement to build affordable housing this is considered. The Borough Council held data on housing need for affordable housing.

#### **Hillington Square Update**

Helen

	<p>A team of designers were working on the last three phases of Hillington Square which would go back to the Board for decision in May.</p> <p><b>Tenant Panel Recommendations</b>  <b>Extractor Fan</b> – resolved as within Freebridge repair regime. The Governance Coordinator now resolved would monitor outcome of the recommendation at the appropriate time.  <b>Handyman Service</b> – The Director of Property advised that as a project it was on hold for now. The Tenant Panel discussed and wished to a recommendation that the Communications Team consider placing an article in Streets Ahead to clarify that Care and Repair is a service open for use with examples.  <b>Communal Lighting</b> – The Director of Property advised that he had requested the Planned Maintenance Manager include reviews when renewing lighting in schemes, internal and external. He advised that some lights had sensors.</p> <p>Following discussion about suggestion to having a shorter timeslot for repairs, the Panel agreed that it was best to keep morning and afternoon because it allowed for slip in repairs where some maybe complicated and avoids complaints if this happened.</p> <p>The Tenant Panel thanked the Director of Property for his update and he left the meeting.</p>	
8	<p><b>Any Other Business</b>  The Tenant Panel Facilitator advised the Panel to think about items they would like to see on the Development Plan for 2019 and let Helen know as this would be approved at the next meeting.</p>	All
9	<p><b>Meeting Review – What did we do well?</b></p> <ul style="list-style-type: none"> <li>• Bit heavy.</li> <li>• Found it interesting</li> <li>• Very good issues raised.</li> <li>• Like all updates and information</li> <li>• Bit dry and heavy but encouraging</li> <li>• Useful and valuable</li> <li>• Director of Property piece – very focused on process and bring tenants back to being informed.</li> </ul>	
10	<p><b>Next Meeting Date</b></p> <p>Friday 14 December from 9.45 am – 1.45 pm, in the Barn.</p> <p>Close 1.40 pm</p>	