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| **Customer and Community Voice Meeting North**  held on Tuesday 24 September 2024  at Southwick Board Room 10am – 12pm | | | |
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| **PRESENT** | | **IN ATTENDANCE** | |
| Diane **(DC)**  Brian **(BT)**  Dorothy **(DD)** | | Josh Sutton **(JS)** – Customer Voice Partner  Anthony Longford **(AL)** - Neighbourhood Operations Manager | |
| **APOLOGIES** | |  | |
| Pat | |  | |
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| **PARA** |  | | **ACTION** |
|  | 1. **Welcome and Apologies** | |  |
| 1 | JS carried out welcome and apologies | |  |
|  | 1. **Housing Update** | |  |
| 2 | AL mentioned he has recently returned to the North office as Neighbourhood Operations Manager. AL provided update regarding new apprenticeships. AL advised 27 new apprentices have been recruited with 5 into Housing, this includes 2 based within the North office, who will be “Housing Trainee Apprentices”  AL talked about the Gentoo Fun Day at the Stadium of Light and how successful it was.    AL explained Gentoo work closely with Northumbria Water and we received £1.6 million in water rates discounts to help support our customers.  AL advised of Sunderland Poverty Action Group which consists of 5 organisations working together. AL advised the first meeting was in July with 9 organisations in attendance, but as a collective, we would like to get to 20 organisations involved. AL confirmed the last meeting was 19 September. It was agreed for AL to provide list of all the organisations who attend. [1]  AL discussed the riots within Sunderland, and how we are working closely with the Police, but also reviewing how Gentoo can take action against customer involved.  AL discussed the new development at Cricketers Hill. This will include 115 units in total which includes, 87 affordable rents, 10 right to buy and 18 shared ownership. AL confirmed first phase will begin November 2024, with an expected completion date of Summer 2026.  AL also discussed the development at Wellspring Park. This includes 71 units in total which includes, 53 affordable rents and 18 shared ownership. AL confirmed first hand over will be around October/November this year  AL asked if there were any queries. BT asked about neighbour having trouble with eldest son and offered details. AL advised this would not be something Gentoo could assist with and recommended the neighbour approach Social Service / Police.  Discussion held within the meeting on Ring Doorbells. AL advised these are permitted as long as they point within the garden / property boundary. AL advised high rise are not permitted.  AL advised the Neighbourhood Operations Managers have been asked about their priorities and they advised that they want more police visibility on the streets. | |  |
|  | 1. **Update from Chair’s meeting with CEO / Deep Dive on Lettable Standards** | |  |
| 3 | DC advised Chairs Meeting is not until Friday 27 October so discussed the Deep Dive, which was held on the lettable standards of VOID properties. DC advised they looked at several properties, some of them were left in a bad condition from the previous customer which caused unnecessary expense for the group.  JS advised the purpose of these sessions was to give everyone a raw impression on how we receive these properties back and the expense involved to get them back up to a lettable standard.  DC advised there are 2 people who would like to attend the CCV meetings, however they can only attend on a Thursday afternoon. JS advised due to having to cover Washington’s meetings, he was unable to move this meeting however will look at changing in the future once there is another partner in place for Washington. **[2]**  DC handed out information on other Housing Associations Lettable Standards and discussed certain issues that are not permitted and what we would replace/expect. DC advised that Gentoo’s Lettable Standards are being amended and LW will be offering update. DC recommend that they should do a lot more visits for the Voids so more people can visit and see how they are returned. | |  |
|  | 1. **Communication with Repairs** | |  |
| 4 | DC mentioned a recent issue with the ceiling in her property and how there was a different operative to replace the ceiling, from the original operative who complete the inspected. DC mentioned the comments from the second operative and how they were questioning the repair, also the manner in which he spoke to her in.  JS explained how we try to have more ownership on the initial operative.  JS advised that we are also picking this up as part of complaints process, the ownership of trades and always try to tag the initial trades so they then carry out the follow-on work.  DC asked if the job was given to another operative, why are they not given the background information. JS advised they should have been. JS gave overview of how the repairs are raised.  General discussion held on trades and attitude from a customer’s point of view.  JS will find out who operative was and feed this all back to Repairs Manager[3]  DD asked about the Contractors Meeting as she could not attend. DC advised we have not had the meeting yet. JS explained the tender process and what we are aiming to do in the future, as in tie into a partnership with say, Equans and Re-Gen for a longer period of time. | |  |
|  | 1. **Discuss future of Customer and Community Voice Meetings/drop ins** | |  |
| 5 | JS started discussion surrounding future of meetings, including the turnover of engagement staff etc. JS advised within the last 12 month, there has been a lot of change in engagement, especially as Lewis Walmsley is the Engagement Lead, therefore, there is so much opportunity for engagement compared to how it used to, which can be a lot for people.  JS mentioned the North Drop-in Sessions and how it was very successful, approximately 30/40 customers attended. DD advised the drop ins are a good idea and these should continue.  JS asked in terms of the North area, this is the lowest in terms of attendance. DC asked if we could we possibly merge with other areas for a while? JS advised of the possibility of a Central meeting rather than each area, which could be December time.  BT advised of caravan at Town End Farm Shopping Centre, where customers could pop in. JS advised this is the same idea of the Drop-In sessions.    DC advised Weight & Cakes would be open to hosting a Drop-in session at their premises, and how lots of Gentoo customers go in regularly.  JS advised the meetings/drop-ins might work differently in different areas. DC advised to try a different location for the drop-ins [4] | |  |
|  | 1. **Aspire Grants** | |  |
| 6 | JS discussed the Task & Finish held on the Aspire Programme and showed Lewis’s email on the main screen and read out suggestions of new process.  JS advised we are looking to increase the amount customers can apply for via the Aspire Grants, and that if applicants are looking for say £250 or less, then they may not have to attend a face-to-face meeting, however if they were requesting for example the maximum, then they will be invited in to do a face-to-face meeting/application.  DC doesn’t think the Face-to Face meetings are a good idea however open to trialling.  JS displayed the new proposed application form and guidance on the screen.  General discussion on the Aspire applications with no concerns raised. | |  |
|  | 1. **Any Other Business** | |  |
| 7 | JS discussed the C1 awarded by the Regulator of Social Housing. Following this, other landlords have been in contact to discuss best practice.  JS mentioned David Robinson and how beneficial David is to the team with regards to enabling us to see figures and drilling down into causes/themes.  DC mentioned the complaints process in Gentoo was terrible a few years ago and but how well the team now have done.  DD advised that all staff need to be singing from the same hymn sheet. JS advised of the Complaints Training programme that has been rolled out across the whole of the business so this should have everyone singing from the same hymn sheet going forward.  BT asked if there were any dates yet for office closure/movement. JS advised no dates as of yet. | |  |
|  | 1. **Next Meeting Date** | |  |
| 8 | Tuesday 10 December – 2:00pm – 4:00pm – Gentoo’s Citywide Annual Christmas Celebratory Event | |  |
|  | 1. **Dates for 2025 CCV Meetings** | |  |
|  | * Thursday 13 February 2025 – 2pm – 4pm * Thursday 15 May 2025 – 2pm – 4pm * Thursday 14 August 2025 – 2pm – 4pm * Thursday 13 November 2025 – 2pm – 4pm | |  |

**ACTION LOG**

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| **KEY** |  |  |
|  | Action completion overdue |  |
|  | Action ongoing and date not due |  |
|  | Action complete |  |

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| **ACTION REF** | **DETAILS** | **RESPONSIBILITY** | **TARGET COMPLETION** | **STATUS** |
| 24.09.24 [1] | Provide list of organisations involved in Poverty Action Group | Josh Sutton | 01.11.24 | * Sunderland City Council * Christians Against Poverty * Money and Pensions Service * Citizen's Advice * Durham Christian Partnership * Shelter * Sunderland Foodbank * The Wise Group * The Bread and Butter Thing * SARA (Southwick Altogether Raising Aspirations) Project * SAIL (Sunderland Altogether Improving Lives) Project * HALO (Hetton Aspirations Linking Opportunities) project * NE First Credit Union * North East Child Poverty Commission * Pallion Action Group * SHARP * Salvation Army * Illegal Money Lending Team * Love Amelia * NECA * Together for Children * Home Group * BME Network |
| 24.09.24 [2] | Look to change CCV meeting date/time | Josh Sutton | 01.11.24 | Dates and times have been arranged for 2025. |
| 24.09.24 [3] | Look into Diane’s concerns regarding operative | Josh Sutton | 01.11.24 | The concerns have been passed to Vicky McGuire, Operational Repairs Manager. |
| 24.09.24 [4] | Drop-in Sessions to be held in different locations | Josh Sutton | 01.11.24 | Drop-in sessions will be held in a different venue come October / November. |