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| **Customer and Community Voice Meeting Houghton & Hetton**held on Wednesday 3rd July 2024 10am – 12pmat Easington Lane Community Access Point, Brickgarth, Houghton le Spring, DH5 0LE |
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| **PRESENT** | **IN ATTENDANCE** |
| Bryan **(BW)**Evelyn **(EC)**John **(JD)**Adenike **(AL)** Julia **(JW)**Shannon **(SB)**George **(GC)**Sarah **(SR)** | Lewis Walmsley **(LW)** – Customer Engagement LeadKatie Price **(KP)** - Customer Voice PartnerClaire Dawson **(CD)** – Neighbourhood Operations ManagerSteven Evans **(SE)** – Repairs & Maintenance ManagerGavin Burnikell **(GB)** – Repairs & Maintenance Supervisor |
| **APOLOGIES** |  |
| PamClive Laura Jacky David John Julie Kirsty Audrey Peta Karen  |  |
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| **PARA** |  | **ACTION** |
| 1. | 1. **Welcome and Apologies for Absence**
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|  | BW welcomed everyone and provided apologies to those who could not make the meeting. Bryan advised this was his first meeting as CHAIR, following John stepping down due to his participation in Customer Committee. BW thanked JD for his time as CHAIR. Bryan also introduced Katie Price, who has recently joined the group as a Customer Voice Partner, taking over from Lewis Walmsley, who is the Group’s Customer Engagement Lead. Katie advised she would be taking responsibility for the meetings in the area going forward.  |  |
| 2. | 1. **Review of March’s CCV Minutes**
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|  | BW asked if there were any concerns from the previous minutes. LW provided update on all the actions. No concerns were raised.  |  |
| 3. | 1. **Repairs Update**
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|  | SE & GB both introduced themselves, SE explained he was the R&M Manager for Houghton & Hetton area, GB advised he was the R&M Supervisor. SE explained he has overall responsibility for a team of plasterers, bricklayers, joiners and plumbers who all work in the H&H area. SE discussed local area working, explaining this was implemented roughly 12 months ago and was designed to build better relationships between colleagues and customers. GB explained he attended CD’s team meeting to provide a damp & mould update and believed it would be beneficial to share this with the group. BW advised it would be useful, however whilst on the topic, wanted to provide an update to the group on the BBC coverage which highlighted a Gentoo property with damp & mould. BW explained that Louise Bassett, Group Chief Exec, has acknowledged the failures regarding this, however, they have agreed a schedule of works with the customer to rectify concerns. The group agreed it is examples like these, which emphasises the customer voice and how it should always be heard. GB acknowledged the BBC coverage and explained how it has created more awareness with our customer base, as we are seeing an increase in reports. GB talked through the Damp & Mould process, explaining we have a case management system to track all reports which come into the business; therefore, no reports should be missed because they will be logged on our systems. GB discussed the difference between penetrative & rising damp / condensation. GB advised an inspector will attend a property where damp / mould has been reported and conduct an assessment with a damp meter. This will advise the inspector if the walls are wet (indicating damp) or if the walls are dry (indicating surface moisture i.e. condensation). They will then arrange a scope of works to look at rectifying the issue. GB acknowledged condensation can be difficult for customers to deal with, however the group are committed to working collaboratively to combat the issue. GB advised the group will carry out warmer wall treatments / look at alternate ventilation options, however the customer also has a responsibility to monitor moisture / humidity levels within their homes. CU advised further advice on damp and mould can be found on our website (link attached below). BW asked if leaflets are provided during inspections with guidance attached. SE confirmed this is the case. <https://www.gentoogroup.com/your-home/repairs/dealing-with-damp-and-mould>GC explained he had concerns with his property regarding damp and mould. CU advised she would pick this up with GB and they would arrange a visit to the property to assess SB expressed concerns that tradespersons have attended her home and if they have identified another repair, it’s been expected that she reports this. SE / GB & LW explained this should not be happening and it is the responsibility of the tradesperson to submit any follow on work relating to other trades. LW advised if this is ever experienced in future, to let us know, however all trade colleagues have been spoken to regarding this and they are aware of their responsibilities.SB advised who had responsibility of the gas meter, it was explained if its an issue with the meter itself, then this would need to be reported to Northern Gas Networks. SB advised she struggles to read the meter due to the location and wanted to enquire if this could be moved. It was explained Northern Gas Networks would need to look into this. SB advised she also needs a new meter box door. It was agreed this would be reported as a repair [1]  |  |
| 4. | **Housing Update** |  |
|  | 1. CU discussed the recent article the group had circulated via social media regarding the Skyline Centre being for sale. CU confirmed this is the case, however confirmed we are still looking to have a presence on Houghton High Street. CU discussed how there is a lot of empty space within the building, so we are looking at being more efficient with our resources.

SB asked what you can come into an office for. CU explained customers can come into the office for an appointment. For example, might want to make an appointment to see a Neighbourhood Co-ordinator. SB asked if you could pay rent at area office. CU confirmed we no longer offer this facility due to footfall. CU advised from COVID a message was sent to all customers advising them of this change. CU discussed the importance of HALO which was set up as a Multi-Agency Partnership to tackle crime and anti–social behaviour. CU advised it was originally set up for Peat Carr / Moorsley area, however this has now been extended to Easington Lane, due to the ASB experienced within the area.CU talked how they have been working with youths about knife crime. CU discussed how they work with the Connor Brown Trust to try and prevent involvement.CU discussed the Police set up in the area, explaining there are 24/7 police officers, as well as having local Police Neighbourhood Teams. CU explained there is also a HALO Police Team which covers Peat Carr / Easington Lane.KP advised for those members who could not attend, they had requested an estate walkabout for Easington Lane, as there are several gardens in the area causing concern. CU advised the Neighbourhood Co-ordinator, Ben Craig, completes a Neighbourhood Walk every month with the Council. CU advised the walks are advertised on the website. Link below. <https://www.gentoogroup.com/get-involved/neighbourhood-walks/>JW advised they are experiencing issues with fires / fly tipping in Shiney Row. CU explained she would pick up these concerns with Kris Davies, Neighbourhood Co-ordinator for the area. [2] |  |
| 5. | **National Residents Panel** |  |
|  | 1. JD explained both he and Brenda Naisby, Customer Board Member are part of the national residents panel which is an advisory group set up by the Department of Levelling Up.

JD advised he is unsure what the future holds for the group due to the General Election, however will provide a further update.  |  |
| 6. | **Customer Committee** |  |
|  | 1. JD advised both he and JW sit within the Groups Governance Structure as part of Customer Committee. JD explained the Committee includes Louise Bassett, Chief Executive Officer, Emily Cox, CHAIR of Gentoo Board and members of the Executive Team.

JD explained they review topics such as Complaints, Tenant Satisfaction Measures. They also recommended tone of voice training across the Group which is now being enrolled out. JD advised they reviewed the BBC Look North investigation on damp and mould, as this was a very serious incident which the Group took full responsibility for.JD explained they completed visits to the Victim Support Team to understand the work they do and have recommended additional resource for the team. JD advised if anyone would like an issue raising at Customer Committee, he can be contacted at john.dannell@gentoogroup.com |  |
| 7. | 1. **Future of Group**
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|  | JD discussed different times of the CCV meetings as some members could not attend due to work.Members advised evenings may work for some, however not everyone. It was discussed we could keep the CCV meetings during the day and hold an informal session on an evening, or alternatively arrange an online session to hear from more customers in the area.  |  |
| 8. | 1. **ASPIRE’s**
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|  | KP explained we still have a large amount of financial resource available for Aspire’s with only 3 being approved so far. CU queried if HALO could apply for an ASPIRE grant to support a boxing initiative. Members felt this would be acceptable and encouraged an application. SB queried if Love Amelia could apply for an ASPIRE again with them being a corporate charity. LW to investigate this [3] |  |
| 9 | **Any Other Business** |  |
|  | 1. None
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|  | **Date of Next Meeting**  |  |
|  | 1. Wednesday 9 October 2024 – 14:00pm – 16:00pm
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**ACTION LOG**

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

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| **ACTION REF** | **DETAILS** | **RESPONSIBILITY** | **TARGET COMPLETION** | **STATUS** |
| 03.07.24 [1] | Report Meter Box for Shannon Burnside  | Lewis Walmsley  | 02.08.24 | This was reported to our Repairs Team.  |
| 03.07.24 [2] | Fires / Fly Tipping in Shiney Row | Lewis Walmsley | 02.08.24 | Grounds Maintenance attended and cleared. Kris Davies currently exploring options to prevent this from occuring again.  |
| 03.07.24 [3] | Can Love Amelia apply for ASPIRE with being Corporate Charity | Lewis Walmsley | 02.08.24 | Yes, this would not be an issue. |