

RCRA Meeting 28.01.18

Present:

Jenny Hill

Teresa

Brenda

Shirley

Glenis

Nancy

Vernon

Richard

Sylvia

Debbie

Maggie

Amanda

Minutes:

Regular meetings, every two months, potential Monday or Tuesday. Next meeting 8th March 2020.
Next meeting HRA budget and tenancy audits.

Maggie – covered update on stock condition survey

Amanda – provided update on new starters in team

Newsletter – MW confirmed in 2020 there will be two tenant newsletters. This is because we did not issue one in 2019 as planned. The next edition will be July and will cover results of stock condition survey and outcome of 19/20 year. Thereafter the newsletter will be annually in July. JH confirmed she is pleased with the newsletter and glad we have something going out to residents. JH will also send to ARCH. NO further changes can be made but would welcome comments from the committee.

Discussion about new builds – Farm Road (completed), Victory Park Road (in progress), planning permission on land in Egham. Still fitting gas boilers in new build properties. Electric boilers could be fitted but for tenants there is a disparity between the cost of electric and gas, with electric being significantly more expensive. Will be looking at alternatives in future years. Reference made to Addlestone One combined heat and power source. Most of RBC stock is individual properties and a combined power source would not work. We will pay attention to good practice in the sector but for the moment staying with gas boilers.

Home Standard:

Kitchen standard – National Housing Federation guidance

Social housing regulator issue a number of standards, including the Home Standard. This is the baseline that needs to be met in the provision of social housing. This is relevant as the notice from the regulator states that we have not met some parts of this standard – electrical certification (good practice, once every 5 years, not a standard across all housing just social housing). Contract not retendered after the floods and this is why we fell down on this part of the standard. Fire Risk Assessments – some actions that had carried over from one to another, specifically referenced one in Surrey Towers. A more intrusive survey since has revealed that no further action is required. Darley Dene – some outstanding actions but not high level actions, package of works have been completed at this scheme and now tendering package of works for other IRL schemes.

Decent Home Guidance – planned works around fixtures and fittings e.g. kitchen and bathrooms. Lifespan for fixtures and fittings which serve as a guideline. RBC had not carried out a full survey since 2006 so the information we held on some properties was out of date. Sample survey in 2011. Started in Jan 2019 a full stock condition survey, we started talking to regulator in Spring/Summer and we were already 6 months into full stock condition survey and regulator was satisfied with this.

Kitchen and bathroom programme running now and going out to tender for a larger contract. Some elements of the programme done in streets as this is the most effective way but will also consider age of installations to prioritise replacements. Should have more information available on this in May 2020 and will bring to RCRA.

Asset Management Plan – writing new plan this year and will consult with RCRA on this. This will contain the level of planned maintenance over next 10 years. Information from surveys will inform us whether we have homes that don't meet decent homes, need to be a number of elements to not meet the standard. It will be our priority to address these properties first.

Regulator is satisfied with the action we have taken to date. 2-year plan for electrical certification and regulator satisfied with this but we are still pushing to get this done in one year. For us it is knowing we are doing everything we can as quickly as we can. Biggest problem is getting access. Getting more staff in to manage large programmes of work that require specialist skills. Reviewing JDs to recruit specialists, are looking at paying market supplements to recruit. Procuring specialist software to help us manage compliance issues.

Maggie stated that there are some admin issues with the contractor getting the certs but reassured the committee that the checks are happening.

Number of new programmes going out to tender e.g. boilers, roofs etc.

Asbestos – refurbishment surveys for replacement bathroom, kitchen programme. Prioritising properties with intrusive works.

Stock Condition Survey – will make appointment but may also drop in if in area to make best use of time. IF turn up without appointment there is no obligation on tenant to let them in. Down to last 500 properties, we will be writing out to get final appointments booked.

Should be moving people to adapted properties not adapting current properties, in order to make best use of stock. Being asked to take forward major adaptations including on family homes. We will be bringing forward a policy for adaptations, we will not be adapting family homes – policy will be rightsized property with the right adaptations.

Amanda to look at dates in May, Sept, Dec (early Dec) for committee meeting and then AGM in July, Chertsey.

March – Tenancy Audits, HRA budget

Future meetings:

- housing white paper as this progresses.
- Invite neighbourhood police team to future meeting.
- Complaints
- Rent Arrears – details of what we are doing, figures, what do officers do, sustainment (what does this involve)

Grove Road – issue with parking on the pavement, offence to park on the pavements. This is likely to be an SCC issue unless this is housing land. SCC would take forward enforcement. Debbie suggested Meet the Beat.