

## Spotlight Zoom Meeting Minutes – 18 February 2025 6-8pm

1	Welcome, Apologies and Matters Arising
	<p><b><u>In attendance:</u></b></p> <p><b><u>Spotlight members:</u></b>  Kirsten De Keyser (KDK) - Chair  Derek Sheppard (DS) - Joint Vice-Chair  Christian Leonard (CL) - Joint Vice-Chair  Nickie Fonda (NF)  Lia Voutourides (LV)  Shane Addicoat (SA)  Zahraa Kadri (ZK)</p> <p><b><u>Origin &amp; Gilmartins Staff:</u></b>  CW – Resident and Community Engagement Manager  SH - Junior Data Analyst  SB – Assistant Director</p> <p><b><u>Apologies:</u></b></p> <p>FA – Resident Engagement Officer - Origin  AM – Assistant Director – Gilmartins  DB – Managing Director - Gilmartins  Kiki Onyesoh (KO) – Spotlight  Brian Wigglesworth (BW)- Spotlight</p> <p><b><u>Minutes from the last meeting</u></b></p> <ul style="list-style-type: none"> <li>- LV advised there were some misquotes in the last meeting minutes from what she said and thought irrelevant things were included in the minutes. The quotes that should have been minuted with LV's name are attributed to someone else.</li> <li>- CW advised that she's happy to review the minutes and cross reference them with the recording but she needs someone from Spotlight to identify what the errors are, what quotes LV feels are misquoted, what's being left out, what should be there, so that she can address the issues.</li> <li>- DS advised that he had no problems with the minutes as he takes notes during the meetings and he could correlate the minutes he received with the bullet points his made.</li> </ul> <p><b><u>Matters Arising</u></b></p> <ul style="list-style-type: none"> <li>- KDK advised that there are questions about service charge on Sidney estate on security, this wasn't working between October 2024 and January 2025. Residents want to know when they will be receiving a refund for this.</li> <li>- Residents are still asking questions about the sale of properties and why are they being sold and what happens to the funds that are being raised.</li> <li>- CW advised that we can't provide any more information on what has already been provided.</li> </ul>

	<ul style="list-style-type: none"> <li>- Several residents have reported seeing Places Management vans outside their properties, blocks and flats and want to know if Places for People (PfP) have taken over from Gilmartins in managing repairs in the London region.</li> <li>- SB advised that PfP have not taken over as Gilmartins is currently going through the discovery stage with PfP, it could be their staff are looking around to see what estates belong to Origin Housing.</li> <li>- The quarterly meeting dates with PfP are in process, Joanne has approved them, just waiting for Mitch to approve them.</li> <li>- Spotlight have given consent for the Resident and Community Engagement Team to share their email addresses with staff at PfP.</li> <li>- There are mixed messages on the status of Origin regarding it being a subsidiary and not a subsidiary.</li> <li>- CW confirmed that the merger between Origin and Places for People (PfP) took place in 2024, we are currently a subsidiary of PfP but the transfer doesn't fully take place until October 2025.</li> <li>- SA asked if the Tenant engagement framework has been shared with Spotlight and if it is the same as Origin's?</li> <li>- CW advised that it is slightly different and hasn't been shared yet with Spotlight. She attended a discovery session a couple of weeks ago with PfP where herself and PB (Director of Resident Services) were given an overview of what their framework is, they work slightly different to Origin.</li> <li>- LV asked if Origin will still be a lead in London once we have fully merged with PfP, CW confirmed that they don't have a lot of stock in London so things will still remain and feel the same.</li> <li>- KDK asked if PfP will slide Spotlight into their new London regional group, CW advised that they work differently so residents would have to apply for a place on the regional panel.</li> <li>- DS advised that when he was interviewed by PfP and the NCG, 3 people interviewed him and none of them were residents.</li> </ul>
<b>2</b>	<b>KPI Review – Performance, Satisfaction and KPI data.</b>
	<ul style="list-style-type: none"> <li>- SH introduced himself and explained that his team creates reports and manages KPIs, provides data to the business and put actions in place to improve performance and customer satisfaction.</li> <li>- SH gave a bit more context on the KPIs and advised that a lot of our surveys are carried out by one of our partners called Quest and each month they send the responses to Origin.</li> <li>- He explained that his team uses a system called Power BI to create reports and delivered a presentation on how the KPI information is generated.</li> <li>- KDK asked a question on what type of data Quest base their calculation on and who inputs that data?</li> <li>- SH advised that Quest has a survey that goes out to residents and ask questions based on a scale of 1-5(very dissatisfied, dissatisfied, neither satisfied nor dissatisfied, satisfied and very satisfied) depending on which response residents give, that will reflect on the satisfaction).</li> </ul>

	<ul style="list-style-type: none"> <li>- SA asked if the reports that are produced by the data team are resident driven or for statutory requirements. SH advised that the Tenant Satisfaction Measures (TSMs) are regulatory requirements and there are some internal ones within teams across the business which are resident driven.</li> <li>- CW explained that the KPIs compiled for the Spotlight meetings are the ones requested by the committee and also data that would be reported up within the business.</li> <li>- NF asked how the annual KPI targets are set. SH advised that each year before the start of the financial year, the Data team have meetings with Heads of Service and managers of departments from across the business to agree targets based on performance and set realistic targets.</li> </ul>
<b>3</b>	<b>Gilmartins – Service Improvement</b>
	<ul style="list-style-type: none"> <li>- KDK advised that the issues with Gilmartins have been resolved and haven't received any complaints about Gilmartins since the last meeting.</li> <li>- SB explained that in-between the last meeting and this meeting, she worked with the Resident and Community Engagement team to go through the action plan to ensure that everything that was mentioned at that meeting was captured and responded back to.</li> <li>- Regarding what Gilmartin is doing to improve things, SB advised that they have increased the number of operatives from 17 to 20, which means that they are providing a much better &amp; quicker service.</li> <li>- They have a dedicated team that covers their complex cases, and separate Damp &amp; Mould, Voids &amp; disrepair teams. And they all have a team of operatives underneath them providing that service.</li> <li>- They also have a dedicated team within the customer feedback team that captures data of calls made when an operative leaves a site visit, and where something wasn't able to be resolved during the visit.</li> <li>- They've also started their co-location with Origin where SB and a member of her team are at the Eversholt street office one or twice a week and they are hoping to get the repairs team to attend the Gilmartins offices, so that they can see how the calls are handled and meet the wider team.</li> <li>- Gilmartins will carry on doing work on social value with the Resident and Community Engagement Team and also work with PfP regarding the discovery meetings.</li> <li>- Gilmartins has regular monthly meetings with CC(CEO), PB(Director of Resident Services), LH(Head of Housing Services) and the Neighbourhood Team Managers.</li> <li>- ZK advised that she still had ongoing issues with disrepair in her property, she's made several complaints about this to Gilmartins and Origin and it still hasn't been resolved, she still has drainage problems which have been going on for five years. She also has damp issues where her wall is sinking in, someone from Gilmartins came out to take a look at it, surveys have advised it's an external issue, but it goes nowhere.</li> </ul>
<b>4</b>	<b>Issues raised by residents</b>
	<p><b><u>Cleaning services update</u></b></p> <ul style="list-style-type: none"> <li>- LV advised that it's been more than year since any cleaning has been done on her part of the estate. The Estate Services team leader in charge of the cleaning and bulk waste, that took over about a year or two ago wasn't aware of all of the areas of the estate. He explained that they are given basic information, and it's for them to try and figure out where everything is and on a mixed consortium estate it is very difficult to determine which properties are Origin properties.</li> <li>- There was also an issue where the cleaner had been off sick and someone else was brought in a cover and wasn't familiar with all the Origin stock, therefore no cleaning was taking place in these areas.</li> <li>- Residents did a tour of the estate with TF (Estate Services team leader) who took photos as he was concerned that there was a lot of bulk waste, he will arrange for this to be collected.</li> </ul>

	<ul style="list-style-type: none"> <li>- CL mentioned that JK (Estate Services Manager) has included all the recommendations from the scrutiny review into the specification for the new contract that has been awarded to John O'Conner. JK wants to continue to have regular meetings with residents and John O'Conner to monitor how that contract is being implemented, the cleaning is outside this contract.</li> <li>- CL explained that the issues with cleaning might be a problem with the bigger estates, but he doesn't think it affects the smaller estates.</li> </ul>
<b>5</b>	<b>Update on Issues with Damp and Mould at Athlone House and 159 Fellows Road</b>
	<ul style="list-style-type: none"> <li>- SS (Head of Property) – has been communicating with KiKi about the issues at 159 Fellows Road. They have a site meeting on 5<sup>th</sup> March to address all the works, this date has been mutually agreed.</li> <li>- SS advised that the Damp and Mould issues at Athlone House is an ongoing project, and he has been working with residents who have been supporting other residents to get their cases heard. This is progressing well. SS is hoping that Assets will be doing some structural works to the exterior of the building to help reduce the damp issues. In the meantime, his team are trying to help by looking at current mechanical ventilation systems in each flat and replacing what they deem necessary, this will in turn reduce any moisture in the air.</li> </ul>
<b>6</b>	<b>Service Charge Scrutiny update</b>
	<ul style="list-style-type: none"> <li>- The recommendations from this scrutiny to be sent to Brian and ask for his comments on this.</li> </ul>
<b>7</b>	<b>AOB</b>
	<p><b><u>Vouchers</u></b></p> <ul style="list-style-type: none"> <li>- If you attended the meeting, you should have all received your voucher sent by AJ (Resident Engagement Officer).</li> </ul> <p><b><u>NHF Conference</u></b></p> <ul style="list-style-type: none"> <li>- CW advised that she had a spare ticket for the conference taking place on 25<sup>th</sup> Feb and asked if anyone would like that transferred into their name to attend the conference.</li> <li>- The spare ticket will be transferred to ZK</li> </ul>