

Spotlight Zoom Meeting Minutes – 30 April 2024 6-8pm

1	<p>Welcome, Apologies and Matters Arising</p> <p><u>In attendance:</u></p> <p><u>Spotlight members:</u> Kirsten De Keyser (KDK) - Chair Derek Sheppard (DS) - Shared Vice-Chair Christian Leonard (CL) - Shared Vice-Chair Nickie Fonda (NF) Lia Voutourides (LV) Shane Addicoat (SA) Brian Wrigglesworth (BW)</p> <p><u>Origin Staff:</u> Andreia Jemal (AJ) - Resident Engagement Officer Carla Wood (CW) – Resident and Community Engagement Manager Ian Kennedy (IK) -Interim Head of Property Maintenance Mark Thompson (MT) - Director of Assets & Compliance</p> <p><u>Apologies:</u> Zahraa Kadri (ZK) Kiki Onyesoh (KO)</p> <ul style="list-style-type: none"> - KDK welcomed everyone to the meeting. - Minutes of the last meeting were agreed as an accurate reflection of the last meeting. - All agreed to remove name change from agenda item as Spotlight would cease to exist in 12-18months due to merger with Places for People (PFP)
2	<p>Communal Security – Scrutiny Update</p> <ul style="list-style-type: none"> - Scrutiny suggestion was met with a positive response from Pam Bhamra. There is a new contract that is going to be tendered for security doors, very timely. - Communal Security will no longer sit with the compliance team and will be moving into Resident Services department. Neighbourhoods and repairs will need to support this review, both these teams are noticeably short staffed now and could have issues with capacity. - At the last board meeting, they were interested in the possibility of the next scrutiny topic being ‘Resident communication with cyclical works. This is an area we could do better in as an organisation. PFP have also been looking into this as a topic as well, but this needs to be something Spotlight are interested in also. - CL gave an example of cyclical works done in his block, the projects managers did not consult with the residents, the communication side was non-existent. It is a complex scrutiny topic and communal security is a more manageable scrutiny topic. - LV if we are quick and efficient, believes we can do both either together or swiftly after each other. Both scrutiny suggestions are particularly important. - DS suggested this needs to be completed before PFP takeover. - NF suggested project management be a topic for scrutiny. - KDK spotlight agree with board's recommendation. On the basis there is workforce to implement this before the merge, if board can commit to this, otherwise it is a waste of everyone's time and efforts. - CW clarified it might not be viable to run both scrutiny groups alongside each other due to Resident and Community Engagement being a staff member down. This is

	<p>due to not replacing Jade Armstrong post whilst she is on maternity leave. CW confirmed Origin will however be transparent throughout.</p> <ul style="list-style-type: none"> - CL and DS agreed that communal security scrutiny should be done first. - Decision on who from Spotlight will be involved in scrutiny left until AOB due to over running on agenda items.
3	Spotlight name change
	<ul style="list-style-type: none"> - Agenda item skipped due to merger and Spotlights existence.
4	PFP – Merger Update
	<ul style="list-style-type: none"> - NCG is the national group, They have four regions, Scotland, North, Central and South which meet every 2/3 months. PFP are looking for a London Region and a Home region. The London group will consist of PFP and Origin Residents. - Which other London participants are likely to be represented in a new London group? - Who are currently represented on the South/Home group which Hertfordshire Origin residents would be joining? - DS sent out a summary of meeting prior to Spotlight meeting.
5	Intro - Ian Kennedy, Head of Property Maintenance (interim) & Intro to Mark Thompson
	<ul style="list-style-type: none"> - IK is interim and is overseeing the repairs service. This includes day to day repairs, damp and mould and to oversee the Gilmartins (GM) Contract. - Overview on what IK has been working on in the 2 months he has been at Origin. Work around dissatisfaction with GM service, appointments not being on time or showing up to appointments, repairs not being completed first time, quality of repairs need to be improved, poor communication. - MK introduced himself as Director of Assets and Compliance, looking after asset services, investment services, landlord health and safety and fire and building safety compliance.
6	Gilmartin falling back again, following the renewal of their contract.
	<ul style="list-style-type: none"> - IK has put together a service improvement plan to focus on these key areas. - Improved on governance of GM contract, more regular meetings to track plan and weekly meetings to focus on outstanding repairs. - GM are focusing their attention on the day-to-day scheduling of works, introducing morning checks for appointments due to go ahead on the day. - Team being set up by GM to deal with complaints/complaint jobs and also looking into a separate team to deal with damp and mould. - We now have clear contact and escalation points for GM, strengthening their second tier of management. - Origin have put in additional controls; GM are not able to cancel jobs of the system or move completion deadline unless approved by Origin. - Success story, about 6 weeks ago GM's open job count was sitting at 1,600 and this week is just under 1,000 and forecasting next week should be down to 800, this would be the correct amount of works for the number of properties we have. - GM have increased 20 operatives to 30 operatives. - KDK all positive feedback, but the group have heard this narrative before except for during the period of tendering where GM provided a great service. - LV the issue is the quality of the operatives and their skill set; LV provided an example of this including debris in her tap and the lack of professionalism of the operative that attended, left the work unfinished and was on a phone call throughout doing the job. Link to provide feedback did not work and often doesn't.

	<ul style="list-style-type: none"> - IK quality of works is a priority for Origin, we are now monitoring the number of recalls, which will show us the number of jobs we have had to return to. Origin also looking into how GM recruit and train their staff. - CL asked if there is a penalty clause, or can Origin hold a retention for jobs that are not done well. IK - Day to day repairs are covered by PPP (price per contract) anything outside those works shouldn't be paid for unless they are completed. Origin needs to take better ownership; IK held a workshop with his surveying team. There was inconsistency with surveyors, now there will be one structured reporting template. Once works are complete, there will be a post site visit and signed off by surveyor. No payment will be made until sign off. - PPP contract is fixed price per property, incorporates day to day repairs and is paid over a 12-month period. - DS gave a positive example of a recent experience with GM. - IK has appointed a damp and mould manager to work on the processes. There is a decant budget if we must move residents out for these works. - KDK has places for people (PFP) budget been considered, CW confirmed the budgets are not accessible instantaneously, this will be a gradual process throughout the 2-year merger. IK reassured group, if there are works that are currently required due to damp and mould, Origin will do the works. - IK explained how we manage damp and mould, when a property is reported we will do an initial desktop exercise, reviewing pictures and reports, initial grading of it. After inspection we will re-grade is necessary. A decant decision for the resident would be made at this stage. All our processes are being amended to reflect the new legislations. - IK has a deadline to have procedures of how to manage damp and mould documented to align with new policy by end of May. IK to share this with Spotlight once complete.
7	<p>Issues with Scaffolding</p>
	<ul style="list-style-type: none"> - NK wanted to know why scaffolding stays up for long periods of time. MT making the way we manage our contractors more efficient and holding them to account will mean scaffolding shouldn't be more for longer period than needed. - MT we have a couple of sites where the scaffolding has been up for a longer period. Gave the example of Archway Heights, this is due to cladding remediation and several impactors. - LV gave example from ZK where operatives on scaffolding were throwing heavy Iron clamps from the fourth floor down to the courtyard. IK is aware, it is being investigated by health and safety. - LV gave two examples of scaffolding repeatedly being put up and taken down without communication and no apparent reason, which is impacting residents. IK confirmed with GM's monthly meetings there is a scaffolding register. Also, Origin is reviewing how it communicates scaffolding updates with residents.
7	<p>Contract Accountability</p>
	<ul style="list-style-type: none"> - Item skipped by KDK as covered quite well.
8	<p>Performance, Satisfaction and KPI data</p>
	<ul style="list-style-type: none"> - LV would like page numbers included next time. Glossary for abbreviations or avoid using them. FA & AJ to ensure this is done for future packs. - KDK the satisfaction results are quite disappointing. CW the response rate is low, however with the tenant satisfaction measures and consumer regulation, this will have influence and we should start to see better response rates. CW confirmed that surveys are randomly sent out to residents following contact with Origin.

	<ul style="list-style-type: none"> - CW to update group on what happens after data packs are present to board, what actions are taken.
9	Tenure types/demographics data for the Origin Estate
	<ul style="list-style-type: none"> - Agenda item skipped due to ZK not present.
10	New rent policy for new/existing tenants
	<ul style="list-style-type: none"> - Agenda item skipped due to ZK not present.
11	New tenants' induction pack, signposting support hub.
	<ul style="list-style-type: none"> - CW to look into if 'Induction pack' exists, June is deadline for this action. This action is on March action log.
12	Prospective tenants charged a holding fee for properties, still under construction?
	<ul style="list-style-type: none"> - As ZK was not present for agenda items, LV explained example of a single parent on benefits with child with a disability, offered a property that was still under construction, and was asked to pay a deposit and set up a direct debit. Unless this was done, offer could not be secured. - CW mentioned there is a history of this being done with other housing associations but would double check the exclusion clauses. LV why was payment needed before construction complete. CW will find out from neighbourhoods the policy on this.
13	AOB
	<ul style="list-style-type: none"> - CL and DS to do scrutiny on communication with cyclical repairs, SA to step in if DS unable to commit due to personal work. - LV to do scrutiny on communal security, confirmation from ZK needed if would like to also be involved. Confirmation needed as early as possible. If ZK unable to participate SA to be second Spotlight member. - DS suggested they could both be rapid reviews, CW confirmed the scrutiny on communication and cyclical works could be rapid, the communal security might be harder to do as a rapid review. - LV would like residents involved at the at stage one, CW will take this feedback on board.