

Spotlight Zoom Meeting Minutes – 23 April 2025 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 Christian Leonard (CL) - Joint co-chair Nickie Fonda (NF) Shane Addicoat (SA) Kiki Onyesoh (KO) Brian Wigglesworth (BW)</p> <p><u>Guest Attendee:</u> Amanda Williams – Together Resident Panel</p> <p><u>Origin & Gilmartins Staff:</u> CW – Resident and Community Engagement Manager FA – Resident Engagement Officer</p> <p>SB – Assistant Director (GM) RC – Assistant Director (GM)</p> <p><u>Apologies:</u></p> <p>Zahraa Kadri (ZK) – Spotlight Lia Voutourides (LV) - Spotlight Derek Sheppard (DS) - Joint Vice-Chair - Spotlight</p> <p><u>Minutes from the last meeting</u></p> <p>The minutes were agreed as an accurate reflection of the last meeting.</p>
2	<p>KPI Review – Performance, Satisfaction and KPI data.</p> <ul style="list-style-type: none"> - BW commented on the satisfaction data about Origin listening to your views and acts upon them -LCRA. The year-to-date performance of 20% is not very good. - CW explained that the question is asked in a general sense and if a resident's situation is not being dealt with properly, they are likely to say that their views are not being listened to. - It has been asked several times for the people that wrote the question to define them a bit more properly as it could be a dissatisfaction with a particular service and not how resident views are being listened to. - SA mentioned that over 75% of the satisfaction data has a downward arrow on it and it could be because of the merger with staff losing faith and commitment. - CW advised that despite the organisation going through a merger, there shouldn't be a dip in service that would affect residents. - SA highlighted that there were two positives from the KPIs, a couple of times that he's had to ring up on behalf of other residents, the phone had been answered very quickly and the issue raised had been dealt with which is reflected in the KPI. There has also been an increased improvement on the KPI - 'satisfaction that Origin listens to your views and acts upon them'.

	<ul style="list-style-type: none"> - There was a general consensus that communication is poor, and it is impacting our residents. CW agreed to take this feedback to the Director of Resident Services and the Chief Executive.
3	Estate Services – Overview of how cleaning services work
	<ul style="list-style-type: none"> - JK introduced himself and gave an overview of his role, it involves heading the Estate Services function at Origin Housing, he manages the managers within the team who manage the caretakers and the cleaning services. He manages the grounds maintenance and window cleaning contracts, pest control & bulk refuse. - He advised that we have cleaning contracts across all Origin stock apart from selective managing agent stock. He is currently mobilising one new contract with the window cleaning. - There have been a few delays with the ground's maintenance contract due to a few issues within our home ownership team and Section 20 has not been served but he has been assured that it will be going out this week, once this has gone out, we will be able to kick off with the new contract. - There are two phases to this particular part of Section 20, one notice is to inform leaseholders of our intent to go out to tender and the second part is the intent to procure the contract and the leaseholders who find out who Origin is proposing to take the new contract. - This section 20 phase will run for a period of 30 days and an extra few delays for things like postage delay which will allow leaseholders to put in their queries and observations to us. - NF advised that there are some issues at Stokes Court with the window cleaning for flats above the 1st floor. The standard of service that is being received is poor. JK acknowledged that the previous contractor performed poorly, but the new ones should bring an improvement. - CL mentioned another members concern on cleaning in their area had been improved, but had since had some fly tipping occur. JK explained that it is a mixed landlord estate, which can cause some complications for managing these but suggested that the resident contact JK directly. - JK explained that for pest control and bulk refuse, under Origin service charge policy we charge for provisional service rather than a delivery of. We work out the cost of the service and that is split equally apportioned amongst all residents who will be entitled to access the service should they need it. PfP are procuring a nationwide contract which Origin will be able to utilise as well. - SA commented that residents had come banging on his door asking what he was doing about the service charges they had received. Many had written to Origin and not had a response. Residents are struggling with cost of living problems and the charging for services they did not receive like pest control, and the increase in the charge for electricity, were distressing. - SA recommends that Origin communicate with all residents to explain what had gone wrong with the fixing of the service charges and what has been done to resolve the problems. - CW said this communication was best done via the newsletter and she would speak to Julie about it being included. - JK confirmed that this the model most associations use, and it is a very difficult service to get right. - CL asked JK why an inclusion of a window cleaning charge had been included for the estate he lives in at Haverstock Hill. JK advised that he didn't know as the list of charges he had presented to the Service Charge Team did not include window cleaning.
4	Gilmartins – Service Improvement

	<ul style="list-style-type: none"> - SB introduced Robbie Chaudley to the committee and explained that they have worked closely together for the last 5 years. He is now working on the Origin contract as an operational lead, and he is an Assistant Director at Gilmartins. - Robbie advised that he has a long historical history with Origin and will be managing the day-to-day operational side of the Origin contract. - SB advised that she's waiting for some feedback from Origin regarding a query that NF sent to her. - KDK mentioned that since Christmas there hasn't been many complaints for Gilmartins, the contract seems to be working. - CL said that service delivery of day-to-day repairs seems to be working well. However, when a complex repair is required, residents have reported having problems getting the repair done promptly and to a good standard. - He suggests a further meeting is necessary between Spotlight, Simon from Origin and the responsible managers at Gilmartins. - It was felt that this needs to be looked at in a future meeting, complex repairs are not quite as successful.
5	Resident & Community Engagement Team going forward.
	<ul style="list-style-type: none"> - CW advised that her team is currently a team of two, just herself and FA as the Resident Engagement Officer. When JA returns on 6th May, she will have a Community Engagement Officer. - AJ has left the organisation to pursue a promotion, CW cannot replace her due to the merger. - The team has had to cut back on some work, Neighbourhood Explorer has been put on hold until the merger. However, we weren't getting many areas to visit as we had worked our way round within the last few years. - CL thanked the team for the Rapid Review scrutiny on communal security. He felt that the day went well. - SA mentioned that since Carla and the current team have been in post, there has been significant changes, and the Committee can see results with the work being done.
6	Service Charges
	<ul style="list-style-type: none"> - CW advised that she has spoken to Lily Tripathi and that we will organise a pre-meet with BW and AW, LT, and Rosette before the June meeting. - BW explained that himself and AW were part of the service charge scrutiny a few years ago. They want to get representative views from different tenure types as possible. - BW service charge for the year is wrong and AW explained that hers is not in the right percentage for her lease, she's been reporting this over the last 4 years, but it still hasn't been rectified. - The June meeting if in agreement with KDK and other Spotlight members could focus on service charges. - BW advised that for the last 6 – 8 months each resident is being overcharged on their service charges.
7	AOB
	<ul style="list-style-type: none"> - CL advised that following an email he sent to JG & MA at PfP on 22nd April, he's received a response back and MH is happy to discuss with Spotlight how PfP supports communities and responds to customer concerns.

