

<p>3.</p>	<p>Draft Terms of Reference</p> <p>3.1 Cllr Fitchett introduced this item by stating that detailed terms of reference are not necessary as this is a group whereby officers, delegates and members all work in partnership with delegates having the same rights to information as councillors.</p> <p>3.2 ACTION: It was suggested that the chairs of Tenants and Leaseholders Councils should meet to agree a draft to be brought back to the next meeting.</p>	<p>RIU</p>
<p>4.</p>	<p>Service Improvement Plan</p> <p>4.1 Alistair Sharpe-Neal presented the Service Plan, which was drafted in May to introduce Best Practice and benchmarking into the service. It is important that residents' wishes and aspirations are taken on board. The plan includes 21 top priorities for action this year, which will be monitored on a six-monthly basis.</p> <p>4.2 Service standards have now been produced for many areas following detailed consultation with staff and residents. These are now available in leaflet and poster format</p> <p>4.3 Mystery shopping by staff of service areas is now in progress with residents being trained in mystery shopping in the coming weeks.</p> <p>4.4 Delegates felt that the 'middle management tier' appointed during reframing should be re-visited to identify staff training needs, in addition it was suggested that this tier needs to broaden their involvement with residents and get out on the estates more.</p> <p>4.5 Residents have identified a need to increase training for 'handyman' post holders. Concern was also expressed about the neglect of properties by tenants and why inspections are not carried out when they vacate.</p> <p>4.6 ACTION: Chris Adamson will be put in touch with Jean Haley to discuss the handyman post.</p> <p>4.7 ACTION: Will Manning and Eshe Dow to discuss the middle management tier with Diane Skidmore.</p> <p>4.8 ACTION: Chris Vaughn will review the draft Leaseholders' Handbook and ensure the recommendations of the leaseholders scrutiny commission are included.</p> <p>4.9 ACTION: Tenants Council will review the draft Tenants' Handbook and the Welcome Pack.</p> <p>4.10 ACTION: Officers to investigate the introduction of post-tenancy inspection. Also to look at the possibility of providing tenancy training for existing as well as new tenants to help identify repair problems and locate internal services, etc.</p>	<p>CA</p> <p>WM</p> <p>CV</p> <p>TC</p> <p>TB</p>
<p>5.</p>	<p>Lambeth Service Centre (LSC)</p> <p>5.1 Eshe Dow advised that since the last meeting of the forum, the LSC has received two more awards and residents and staff should all take the credit for these. (At this point Cllr Fitchett handed the chair over to Rita Fitzgerald.)</p>	

	<p>5.2 Staff on the front line now wear uniforms giving a more professional look and feel to the service. Queuing systems will be introduced in some of the busier offices.</p> <p>5.3 The LSC now have dedicated teams for repairs, leaseholders and rents. Following initial feedback, a request has been made for the recorded message to be made simpler prior to residents making their choice.</p> <p>5.4 ACTION: Officers to look into the possibility of a dedicated PIN for TRA officers. Eshe to discuss with Jean Haley and bring a proposal back to the next meeting. Cllr Kazantzis is also happy to be included in these discussions.</p> <p>5.5 ACTION: Officers to look into the identification of 'vulnerable occupants' on the LSC screen and report back at the next meeting</p> <p>5.6 ACTION: Delegates to receive copies of the schedule of rates for works for the next meeting</p> <p>5.7 ACTION: Performance information on the LSC to be produced before the meetings in future to be mailed out with the agenda packs.</p> <p>5.8 Eshe extended and invitation to residents to visit the LSC, which now has a total of 60 staff.</p> <p>5.9 ACTION: Delegates requested information on the impact of Housing Benefit on rent collection levels.</p>	<p>ED</p> <p>ED</p> <p>WM</p> <p>ED</p> <p>BOA</p>
<p>6.</p>	<p>The New Lambeth Integrated Housing System</p> <p>6.1 Officers gave a brief presentation on the new IT system that will be introduced in July 2006. They showed how this would link in with the LSC.</p> <p>6.2 ACTION: Delegates asked if the presentation could be taken to a future meeting of Tenants Council.</p>	<p>RIU</p>
<p>7.</p>	<p>Repairs performance</p> <p>7.1 Will Manning reported that levels of satisfaction with individual repairs are now at over 90%, it is however appreciated that there is still further room for improvement. Officers also advised that levels of satisfaction with gas servicing were also up, although delegates stated that there are still considerable problems with servicing in some areas.</p> <p>7.2 ACTION: The Housing Repairs Panel will look at the following: standards of service; cold calling; compensation; length of time taken to carry out servicing</p> <p>7.3 ACTION: Delegates queried whether, with increased satisfaction levels; there is still enough money in the repairs budget. Officers advised that there would always be pressure on the budgets, which are constantly monitored. A report on repairs budgets is to be available for the next Housing Repairs Panel.</p>	<p>WM</p> <p>WM</p>
<p>8.</p>	<p>Any other business</p> <p>None</p>	