

Minutes



Nottingham
City Council

Housing
Services

Housing Assurance Board

Minutes of the meeting held on **27th November** at 6pm via Microsoft Teams.

ATTENDEES

BM- Board Member

Anne Dean Vice-Chair (Acting Chair), Marie Smith (BM), Victor Haven (BM), Kudzai Muganiri (BM), Bereket Amaha (BM) Jayati Bhattacharjee (BM), Charlotte McGraw, Strategic Director for Housing Development, Cllr Jay Hayes, Executive Member for Housing, Mark Lowe, Assistant Director (Strategy), Louise Painter, Business Performance Analyst, Paul Kerridge, Business Performance Analyst, Paul Cameron, Tenant Scrutiny Group Member, Pinder Bungar, Head of Responsive Repairs, Heather Fry, Safer Neighbourhood Housing Manager, William Morritt, Head of Tenancy Estate Management, Saz Siddique, Interim Assistant Director (Compliance) Paul Clarke, Head of Planned and Investment Works, Amanda Outram, Tenant Involvement Project Manager, Cherrelle Daniel, Tenant Involvement Project Manager.

APOLOGIES

Tanaiya Daniel (Chair), Linda Chamberlain (BM), Lisa Dawkins, Head of Involvement, Paul Spencer, Head of Customer Experience

ABSENT

Geraldine Chesta (BM)

Item No.	Item Detail	Actions	Action Completion Date
1	Welcome & Introductions Charlotte McGraw, the new strategic Director for Housing and Development, was welcomed and introduced to the board.		
2	Attendance and Apologies for Absence Attendance and apologies as noted above. Note: The Vice-Chair, Anne Dean, acted as Chair for this meeting. Declaration of interest – No declarations of interest. Previous Minutes and Actions		

	<p>The minutes of the meeting held on 25 September were approved by the Chair as a correct record.</p> <p>Updates on actions arising from the meeting were provided as follows:</p> <p>Sub Contractors: The Board received a written update outlining the process for managing contractors, including details of any associated cost implications.</p> <p>Total Mobile Feedback: A written update was circulated to the Board regarding feedback from other customers who have used Total Mobile.</p> <p>Categorisation for Complaints: An update was given on types of failures identified in relation to complaints, accompanied by a written breakdown of maladministration themes and service failures. The Board received a written response addressing the query on the ratio of complaints versus service requests, specifically concerning repair services. Additional information was supplied on the complaints process, clarifying how concerns or queries not initially raised as formal complaints are logged and tracked.</p>		
3	<p>Tenant Scrutiny Group - Grounds Maintenance Review - Louise Painter, Business Performance Analyst, Paul Kerridge, Business Performance Analyst and Paul Cameron, Tenant Scrutiny group member.</p> <p>Presentation of the report, findings and recommendations on the review of grounds maintenance was presented by a member of the tenant scrutiny group, Paul Cameron.</p> <p>Why this was needed: Low satisfaction levels, inconsistent standards, poor communication with residents, and limited tenant involvement in decision-making.</p> <p>The review included:</p> <ul style="list-style-type: none"> • Gathering and analysing all available information on current services. • Reviewing customer feedback from tenant satisfaction measures, surveys, and complaints. • Visiting estates to assess standards and consistency. • Commissioning a survey to further identify areas for improvement. <p>Key findings:</p> <ul style="list-style-type: none"> • Only a draft service agreement exists between housing and resident services. • Manual processes and spreadsheets dominate; data extraction from the photo book app is problematic. 		

	<ul style="list-style-type: none"> • No feedback loop to estate management teams. • Tenant satisfaction is low (61%), with 65% dissatisfied with litter clearance, grass cutting, and tree care. • 43% don't know how to report issues; 78% feel costs don't represent value for money. • Benchmarking shows we're in the lowest quartile for satisfaction with communal areas. • Common complaints: poor grass cutting, hedge trimming, overgrowth, and communication issues. • Estate visits revealed fly-tipping, litter, overgrown walkways, and health and safety concerns. • Full photographic evidence and 23 recommendations are in the main report. <p>Next steps: Develop an action plan with resident and housing services, integrate recommendations, and review progress regularly with tenants. Ensure feedback is shared so tenants see tangible changes.</p> <p>Board Feedback Summary</p> <p>Acting Chair Anne Dean praised the comprehensive grounds maintenance report and its tenant consultation, expressing hope that Nottingham City Council will adhere to the final Service Level Agreement (SLA) and be held accountable for any lapses. The board requested regular updates on the proposed action plan's effectiveness.</p> <p>Councillor Jay Hayes reported the findings were shared with key council leaders and noted citywide efforts to improve grounds maintenance, including more funding for fly-tipping and grass cutting. The report will inform how resources are used and promote collaboration across departments.</p> <p>Acting Chair, Anne Dean emphasised the necessity of finalising the Service Level Agreement for consistent service standards, while Louise Painter confirmed it as a top priority, detailing ongoing meetings to progress the agreement and commit to continued updates through the action plan.</p> <p>ACTION: Louise Painter and Paul Kerridge to provide the Board with the action plan once complete.</p> <p>ACTION: Board was asked to consider their next area for a deep dive scrutiny review. Cherrelle Daniel, Tenant Involvement Project Manager to support the board with this and update the Performance Team.</p>	<p>LP/ PK</p> <p>CD</p>	<p>26.3.26</p> <p>4.2.26</p>
4	<p>Balance Scorecard Performance Data for September (Update given for performance in October 25)</p> <p>The Board requested an update on the performance data for Responsive Repairs and Customer Satisfaction/ Complaints.</p> <p>Responsive Repairs Update from Pinder Bungar, Head of Responsive Repairs</p>		

	<p>Customer satisfaction is improving, with high performance maintained for Priority 3 and 4 repairs. However, while there have been gains in Priority 1 and 2 repair response rates—P1 increased from 89% in September to 91% in October, and P2 rose by 7% to just below 70%—both remain below target, indicating further progress is required.</p> <p>To address this, key operational improvements include moving out-of-hours repairs to the Total Mobile system for real-time reporting, launching a subcontractor portal for electronic job management, and reallocating eight operatives from less urgent tasks to high-priority repairs. These measures aim to boost in-house capacity and enhance urgent repair performance, with contractors still engaged for specialised work. The impact of these changes will be seen in upcoming performance scorecards.</p> <p>The board raised concerns about how emergency cases under AWAB’s Law are being managed, given current performance statistics. Pinder advised that emergency jobs related to damp and mould are prioritised and handled promptly by a dedicated in-house team specifically for these cases, operating outside the standard scheduling process.</p> <p>ACTION: Wayne Smalley, Head of Stock Investment to Provide comprehensive figures on cases reported under Awaab’s Law, or arrange for a relevant team member to present this data at the next board meeting. (This action corresponds with the action under the item for Awaab’s Law)</p> <p>Total Mobile has introduced a powerful dashboard with widgets that track AWAB’s Law compliance, allowing the board to see job progress at every stage instantly. The system has delivered two major improvements: greater visibility of job statuses and KPI data, and a stable, reliable platform that supports multiple departments on one system. While not a complete solution to all operational challenges, Total Mobile provides accurate data for informed decision-making and has already improved efficiency and saved costs. Future plans include extending its use to voids and gas services, further strengthening performance and service delivery.</p> <p>Action: The Board would like an update on the progress since implementing Total Mobile and invite the project lead, Jon Peel, Business Transformation Programme Manager, to a future board meeting.</p> <p>Customer Satisfaction/ Complaints: Paul Spencer, Head of Customer Experience has sent his apologies, but provided a written update on October’s balanced scorecard performance:</p> <p>Stage 1 complaint performance was strong at 98.59%, close to the 99% target and the best in recent months. Stage 2 complaints saw occasional spikes due to customer escalation requests, but</p>	<p>WS/ PB</p> <p>JP</p>	<p>4.2.26</p> <p>4.2.26</p>
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	<p>quarterly trends show improvement, with fewer escalations compared to previous periods and November figures continuing to decline. The team is midway through quarter three tenant satisfaction surveys, and Paul has agreed to attend the February meeting to present full results.</p> <p>ACTION: Paul Spencer, Head of Customer Experience to attend the next board meeting to provide an update on TSMs Q3 report and outline the process for pre-complaints/ complaints.</p>	PS	4.2.26
5	<p>Chartered Institute of Housing – Domestic Abuse, Make a Stand Pledge, Heather Fry, Safer Neighbourhood Housing Manager</p> <p>Heather Fry notified the board of the council’s intentions to sign the Chartered Institute of Housing’s Domestic Abuse – Make a Stand pledge, reinforcing its commitment to supporting survivors and working towards DAHA accreditation. The board is asked to endorse the pledge and commit to domestic abuse awareness training. Training, delivered by the charity Equation, is tailored for staff roles, with plans to develop board member training. The council has also introduced revised domestic abuse policies for both tenants and employees, adopting a trauma-informed approach, with organisation-wide training underway.</p> <p>The Board are happy to endorse the pledge and are in support of the continued work around Domestic Abuse.</p> <p>ACTION: Heather Fry to provide an outline on the training for the board.</p>	HF	4.2.26
6	<p>Update on the Delivery of the Housing Patch Manager Improvement and Assurance Plan, William Morritt, Head of Tenancy Estate Management.</p> <p>Progress Overview Significant progress has been made against the Improvement and Assurance Plan, with many actions now completed. While some delays have occurred, these are largely due to additional work undertaken with the Tenant Involvement Group to ensure tenant feedback is fully incorporated.</p> <p>Key Challenges The main delay relates to the rollout of 22 IT-linked tasks. Our NEC system does not yet fully support task allocation or reporting for Patch Managers. We anticipated some reporting delays to maintain accuracy. Service standards now reflect tenant preferences, and we are working closely with NEC to resolve these issues. The system has been successfully piloted in one office, but wider implementation remains challenging.</p>		

	<p>Board Feedback</p> <p>The Board supports the Housing Patch Manager Improvement Plan and welcomes the integration of feedback from both the Board and tenants. The Board queried timescales for resolving delays. William Morritt advised that delays are primarily due to IT constraints, with completion anticipated early in the New Year. Monitoring will follow shortly after.</p> <p>Marie Smith expressed concern about how Patch Manager workloads are managed during staff sickness. The response highlighted that, although there are currently 42.5 Housing Patch Managers with recruitment ongoing, workloads have traditionally been redistributed manually. A new IT system will soon automate this process, ensuring cases are reassigned quickly and case records are improved, allowing colleagues to pick up work seamlessly during absences. Strengthening case recording is a safeguarding priority across the city. While staff absence is sometimes unavoidable, procedures are in place to limit disruption and prioritise urgent cases.</p> <p>Bereket Amaha asked whether tenants are notified when their Patch Manager is off sick. William Morritt advised Communication has improved. Email auto-replies now provide updated contact details, and the website has been updated. For tenants who do not use the website, alternative contact routes are available via the duty team. Staff sickness is rare (currently one case), but contingency plans ensure continuity</p> <p>The Board requests oversight of the Improvement and Assurance Plan upon completion of all actions, including information about the ongoing monitoring arrangements.</p> <p>ACTION: William Morrit, Head of Tenancy Estate Management to provide the board with this information.</p>	WM	26.3.26
7	<p>Awaab’s Law Policy – Implementation and Statutory Compliance, Saz Siddique, Interim Assistant Director (Compliance)</p> <p>Saz Siddique proved the board with the background on Awaab’s Law and why it was introduced, following the tragic death of Awaab Ishak, who was exposed to prolonged mould in his home, leading to national reform on damp and mould in social housing. Under the Social Housing Regulation Act 2023, Awaab’s Law became a legal requirement. The law came into effect on 27 October 2025, requiring urgent action from all social housing providers.</p> <p>Key Requirements of Awaab’s Law</p>		

	<p>Applies to all properties we manage: tenants, licensees, leaseholders, and any homes under our responsibility.</p> <p>The strict timelines under Awaab’s law were outlined to the board. If the hazard cannot be made safe within 24 hours, emergency accommodation must be provided.</p> <p>Our Implementation Measures</p> <p>Developed robust processes aligned with legal requirements., Cross-Department Project Team: Repairs, Housing, Customer Care, IT collaborated to design workflows. Mandatory Training: All council staff, councillors, and contractors trained on Awaab’s Law and reporting responsibilities.</p> <p>Reporting Systems: Immediate reporting via visiting officers, contact centres, and IT systems. Contact centre scripts ensure consistency. Reports triaged to repairs team for urgent action.</p> <p>Communication: Residents kept informed throughout the process.</p> <p>Saz Siddique provided guidance on the compliance and enforcement if found to be non- compliant under Awaab’s law.</p> <p>Kudzai Muganhiri raised concerns about communication accuracy and consistency across multiple subcontractors, asking whether they will follow the same procedures and maintain competence. Saz Siddique confirmed that all contractors and project managers have received specific training on Awaab’s Law and our policies and procedures. Training completion was verified, and contractors confirmed compliance to ensure accountability and will follow the same strict timelines and processes as internal teams:</p> <p>Anne Dean asked what allowances and assistance are in place for vulnerable tenants—such as those with mental health issues, disabilities, or language barriers—to ensure clear communication about actions and forward plans. Saz Siddique advised that vulnerability is assessed at the point of reporting. Contact centre staff ask specific questions about health conditions (e.g., asthma), children in the property, and the location of damp/mould (e.g., bedrooms).</p> <p>Staff visiting properties also assess vulnerability and determine if emergency action is required. Tenants may provide photos or videos where possible; otherwise, an operative attends promptly. All reports are treated as urgent, with action taken within 24 hours to</p>		
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	<p>make hazards safe. Training included pictorial examples to help staff identify emergencies accurately.</p> <p>Victor Haven queried feasibility, given the potential volume of cases. Saz Siddique clarified: Not all mould poses a substantial risk (e.g., minor bathroom mould can be cleaned immediately). All operatives, including those performing routine tasks like gas servicing, have kits to treat mould on the spot. Significant cases are escalated for investigation and remedial works under strict timelines.</p> <p>Proactive measures taken include the Stock condition surveys: 75% completed, full completion expected by March 2026. Identified issues programmed for resolution ahead of Awaab's Law implementation. Specialist team established to handle incoming reports. Approximately 100 damp/mould reports received so far, all dealt with promptly. A balanced scorecard is being developed to monitor and publish performance on damp and mould response times, starting next month.</p> <p>Bereket Amaha asked for an update on observations since Awaab's Law came into effect a month ago. Saz Siddique responded: The policy has been published on the website and internal communications have been issued regularly. External communications included updates and newsletters, but details on the latest newsletter will be confirmed. Approximately 100 reports of damp and mould have been received to date, based on the last update. Specific performance data on response times and case handling will be obtained from the Property Services team and shared with Bereket.</p> <p>Action: Follow up and send detailed information on:</p> <p>Wayne Smalley, Head of Planned Stock and Investment to provide:</p> <ul style="list-style-type: none"> • How many cases reported since 27th October • How many cases resolved within required timeframes and the outcome <p>Sam Whitworth, Head of Marketing and Communication:</p> <ul style="list-style-type: none"> • Details on the how/ when information was communicated to tenants regarding Awaab's law. 	<p>WS/ PB</p> <p>SW</p>	<p>4.2.26</p> <p>4.2.26</p>
8	<p>Update on Tenant Engagement and Influence, Amanda Outram, Tenant Involvement Project Manager,</p>		

	<p>Amamda provided an overview of the Tenant Involvement Team's work, highlighting engagement activities beyond the Housing Assurance Board's scrutiny role.</p> <p>Key Objectives:</p> <p>Support residents to influence decision-making on service standards, neighbourhood improvements, policies, and strategies. Ensure inclusive engagement and compliance with legal requirements (e.g., Building Safety Act, Social Housing Act, Awaab's Law) and Align engagement with council and housing strategies.</p> <p>Main Activities:</p> <p>Key initiatives include co-producing a Resident Influence Strategy with residents and stakeholders, reviewing service standards for areas such as caretaking, lettings and independent living, and establishing service improvement groups for repairs and ASB. Engagement work has expanded through building safety sessions, translated materials, and a new online consultation hub, alongside local projects like green space development. The resident involvement database has been refreshed and the Tenant Academy continues to offer free training and events. New initiatives include Block Resolution Groups, a revised Neighbourhood Representatives scheme, and community action days, with further projects under review such as mystery shoppers and jargon busters. A new project will focus on tackling social housing stigma through the national STOP Social Housing Stigma campaign and an organisational action plan.</p> <p>Cherrelle Daniel emphasised the importance of connecting insights from tenant engagement activities to the Housing Assurance Board, alongside performance and complaints data.</p> <p>The Board requested to see quarterly updates on tenant engagement activities from Jan 26.</p> <p>ACTION: Cherrelle Daniel, Tenant Involvement Project Manager to provide board with quarterly reports.</p>	CD	26.3.26
9	<p>AOB</p> <p>Recruitment for new Board members will begin mid-December, with an article in the Housing Newsletter and applications open until the end of January. Board members will be invited to participate in the interview process.</p>		

	<p>Annual appraisals for existing Board members will be scheduled in the new year, avoiding December where possible. Emails will be sent to arrange convenient dates.</p> <p>Board members were thanked for their contributions to the recruitment article and their continued support as board members.</p>		
11	Meeting concluded 20:03PM		