

**CORNERSTONE**  
**MINUTES OF THE PERFORMANCE PANEL MEETING**  
Date: Wednesday 10<sup>th</sup> January 2024 at 1500hrs at Cornerstone House

**REP Members:** JG (Chair), GW, CW, TS, HK

**Cornerstone:** AS (Housing Officer), CB (Director of Housing), JR (Housing Officer)

**Attendees:**

**Apologies:** BM, RH, KK, CW, KA

**Minute Taker:** NA

**Meeting Start:** 1600hrs.

**Meeting End:** 1750hrs

Item	Minute	Action
PP240101	<p><b>Welcome, introductions and apologies.</b></p> <p>Welcome back to everyone and Happy New Year from the chair.</p> <p>AS and JR introduced to Hannah and Tina</p> <p>Apologies: BM, KK, CW, RH, KA</p>	
PP240102	<p><b>Minutes of the last meeting</b></p> <p>Minutes of December meeting Were agreed and signed off by the chair.</p>	
<p>PP240103</p> <p>PP230605</p> <p>PP230505</p>	<p><b>Matters arising</b></p> <p><u>Social Media</u>: LS and GW. GW awaiting LS to get back with dates to move forward.</p> <p>CB: spoken to LS who is looking at an upcoming date, but to be confirmed and will contact GW directly.</p> <p><u>Customer Voice recommendations</u>: gardening and grounds maintenance. CB updated that gardening and maintenance consultation will be included in the communal service charge consultation. The consultation will include stating what the tenant currently pays and what service they should be getting for that amount.</p> <p>GW: service charges used to be sent to the tenants yearly, so they know what the amount is.</p>	<p><b>LS</b></p>

	<p>CB: this will still happen, but the consultation will include further detail on what is included e.g. hoovering of carpets, clearing cobwebs etc.</p>	
<b>PP230505</b>	<p><u>Improvements:</u> There is now a new page on the website with information regarding the improvements programme and tenants' application to make their own improvements with permission. Link will be sent to the panel for them to look at and comment on at the next meeting.</p>	<b>NG</b>
<b>PP230208</b>	<p><u>Anti-Social Behaviour:</u> AS reported that RH will carry out an internal review first to see where we can make internal improvements and then present to the panel to see what may have been missed from the tenant point of view.</p>	<b>RH</b>
<b>PP230904</b>	<p><u>Parking enforcement:</u> On main agenda</p>	
<b>PP230804</b>	<p><u>Warning flag policy:</u> NG informed the panel there has been no response from South Western Ambulance service regarding the question of them storing key safe codes in case of emergencies for frequent users of the service (frequent fallers etc)</p>	
<b>PP231106</b>	<p><u>Residents Design Conference:</u> AS keen for the REP to be involved in the early stages of the development process and seek tenant opinions. Panel will be invited at the relevant point.</p>	
<b>PP230505</b>	<p><u>REP event:</u> CB informed not much progress on the gamifying engagement but is still being worked on.</p>	
<b>PP221213</b>	<p><u>Z-Pod Homes:</u> CB: no new progress at the current time as we are still waiting to hear from Julian House with regards to their findings from their Somerset project.</p>	
<b>PP230613</b>	<p><u>Gardening assistance programme:</u> Budget will be going to the board in February, CB will bring back to the REP in February.</p>	
<b>PP230904</b>	<p><b>Parking Enforcement Review</b></p> <p>AS: Seven responses in total after door knocks and letters sent out. Responses included widening existing bays, an automatic barrier (although the respondent did not want to pay for this)</p>	

	<p>GW/CW: PPS are not ticketing those who are not parking within the bays properly.</p> <p>AS asked if this was preventing others parking properly.</p> <p>GW: find that if cars are not parked within the lines properly it does have a knock on to others trying to park and causes issues with people getting in and out of cars.</p> <p>CB: RH did do a door to door knock at the site but found the response low. But feels the consultation has allowed us to see what people want there. Likely a disabled bay will be needed at the site, but the implications need to be thought through fully. 3 visitors bays also may need to be installed. Unlikely to install an automatic barrier due to the cost, maintenance and only one resident being willing to pay towards it.</p> <p>GW expressed concerns over the installation of a dedicated blue badge bay as it would likely be on a first come first served basis and felt widening existing bays would be better and that a dedicated bay could be open to anyone and everyone from around the area and that it wasn't necessarily the best answer.</p> <p>CB tried to reassure the bay would only be available to a permit holder for the site with a blue badge. The issue will need to be investigated further as to where it can be installed and managed and to find the best compromise for the site.</p> <p>It appeared that PPS are now patrolling better after communication and that some kind of enforcement is needed, it seems appropriate to propose we continue with it.</p> <p>Next step is to review in full, consider a plan and communicate back to the residents a proposal.</p> <p>Further roll out of the consultation across the rest of the Cornerstone estate to occur, as the survey has shown to work.</p>	<p>RH</p> <p>RH</p>
<p><b>PP231111</b></p>	<p><b>Customer and community feedback</b></p> <p>CB: Selfieland. A lot of residents and their families attended with good feedback. Both children and adults seemed to enjoy the afternoon and gave a lot of positive feedback. It gave housing officers, customer service and</p>	

	<p>repairs staff a chance to meet and hear from families. We had a REP stand and it was a shame no members were able to make it on the day to talk to residents. CW had to work.</p> <p>Received some feedback regarding repairs which are now being dealt with by the depot team.</p> <p>A survey was sent to those who attend after the event with all responding they would like to see similar events including summer fetes, pantomimes, Halloween events etc.</p> <p>LS is now looking at a summer event because of this feedback.</p> <p><u>Community engagement update:</u> AS asked CW if she would be interested in attending the Involvement Devon young person's event. Date has yet to be set. CW would like to attend if run on a Tuesday, Wednesday or Thursday due to work.</p> <p>The event is intending to look at issues like financial wellbeing, cost of living, fuel economy etc which can affect young residents more acutely than others.</p> <p>AS announced the community builders for Exeter will no longer be receiving their funding from the end of this financial year so will not be able to establish new groups in the community. There may be a small pot of money available for fewer builders, however this is not yet confirmed.</p> <p>JG: informed AS and JR there will be a February meeting at Exwick Parish Hall regarding this and the possible way forward. JG will forward on the information.</p> <p>AS: it is hoped many of the groups will be self-sufficient by the time the funding ends with the current builders working towards this aim. The knit and natter at Heneaton Square is already running itself nicely and is likely to continue.</p> <p>JR: Shorland House project. JR is working with tenants and Teign Housing who carry out the grounds maintenance regarding the tenants becoming involved in the maintenance of the communal grounds with some small tasks. Looking into what aspects the tenants can do, risk assessments etc. likely to progress more towards the spring/summer period.</p>	<p><b>JG</b></p>
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	<p><u>HO surveys:</u> AS is still running drop-in sessions in the Heneaton Square area and is looking for a new location in the Whipton area. Going to trial in the area once a location has been found as there are several younger families and vulnerable residents in the area.</p> <p>The REP and Selfieland events showed a divide among residents on how they wanted to engage with older residents enjoying the face-to-face contact, but younger tenants preferring other methods. As such the concept is still flexible at the current time.</p> <p>JR: now looking to run first drop-in sessions at Cherry Barton (fits into the demographic of those preferring face to face meetings) and has a communal room. Looking to end of Jan into Feb for first session. He will invite REP to attend when date set. A chance to see what that room could be used for and possible community events.</p> <p>JG has said she will investigate possible locations for Exwick area drop-ins as well.</p> <p>CB: asked the panel to remember the communities we have outside of Exeter as these could be easily missed without realising. Need to focus on all residents and not just the easy to reach ones.</p> <p>JG: thinks there is a community conversation event at Exwick Parish Hall on the 20<sup>th</sup> January. Would be good for residents to have a listen to the flood prevention officer regarding the emergency plans for Exwick as several properties could be affected in the event of a flood.</p> <p>JR will speak to RH about attending the event as this is something that could affect parts of his patch in St Thomas so would be useful to attend.</p> <p>JG to forward on the details.</p>	<b>JG</b>
<b>PP240104</b>	<p><b>Customer Voice</b></p> <p>CB gave a short presentation of the quarter three results. Would like to form a pre meeting in February to go through the results and comments in depth. Panel agreed to a 3pm start at the next meeting.</p> <p>Overall satisfaction has gone up to 87%</p>	

	<p>Repairs satisfaction increased to 96% for the quarter.</p> <p>Slight drops in satisfaction with landlord communication, if tenants feel their home is safe and ease of dealing with Cornerstone. All these areas are being investigated to see if there is a particular reason for these drops and how we can address them.</p> <p>Complaint handling saw a big increase in satisfaction sitting at 82% for the quarter. CB would like to see this continue into quarter four.</p> <p>Satisfaction with Cornerstone's contribution to the neighbourhood has dropped and not sure why so this will be looked into, possibly by additional surveys.</p> <p>Satisfaction with approach to anti-social behaviour also down and is again being looked at with the internal review and the panel involvement. It is hoping these two approaches may help in identifying what is possibly going wrong in this area.</p> <p>Rent value for money: numbers have dipped and could be for a few reasons.</p> <p>Service charge value for money: dropped from a quarter two increase. Shows the value in undertaking the service charge review over the coming months or so. Service charges are not due to increase until 2025.</p> <p>JG: thinks the cost-of-living crisis may be playing a role in peoples thinking as they are having to make difficult choices. While flexibility is needed it is something to consider.</p> <p>CB: Agrees with JG with this being looked into as a possible issue, but important to look at the things we can control.</p>	
<b>PP230208</b>	<p><b>YREP</b></p> <p>Meeting with Young Devon to be arranged with NG and CW to attend.</p>	<b>NG</b>
<b>PP240105</b>	<p><b>Service Charge Consultation</b></p> <p>AS: RH pulled together a consultation survey. Once form has been confirmed will go out to all residents. Also seeking best practice from other landlords on what they did and how they did it and the types of responses they</p>	

received. REP was asked what they think of the draft survey.

JG: good survey at present,

CB: does it raise expectations for residents that they can refuse all services to keep service charges down?

JG: don't give tenants the option to opt out of not paying for the service.

AS: We have a responsibility as a landlord to maintain areas, but if residents want to adopt an area to maintain, costs may be looked at. Service charges could be flexible to reflect the tenant involvement.

CB: we will need to find a balance in allowing residents to get involved, but assuring other residents that it will be kept up and maintained should it be abandoned by residents.

JG: question 6: take out 'never' as an option, as should be cleaned at some point for infection control.

JR: some smaller blocks have had residents doing cleaning have moved on and standards have dropped.

TS: thinks it is common to have a set charge and the area cleaned, some might say they will clean the area and then don't. Should not have the option to opt out.

CB: need to be careful when removing the option that we highlight the ways we can support residents to form a tenant management association. This is set out in the Regulatory Standards; CB will send on the information. Need to think about this in the context of the survey and perhaps ask if there is interest in forming a tenant management association.

JG: estate champion, section could be expanded.

JR: feels the option not to pay should be caveated with it being dependent on enough residents being involved in an association.

GW: Question 7: suggested alteration to question to how often the windows should be cleaned in communal spaces rather than giving an option of not at all.

	<p>JR: change wording to 'what do you consider as reasonable'</p> <p>AS: tiered pricing, must have a basic standard, but if more wanted, there would be more to pay.</p> <p>RH wants to think about what the residents have now and get costings for other things.</p> <p>Discussed tiered levels of services at different costs and REP felt that would be helpful if it could be included in the consultation. This could be a minimum standard with, for example a monthly clean at x cost, but residents could opt for higher levels of service, e.g. silver standard with fortnightly clean at x cost, or gold standard with weekly clean at x cost.</p> <p>GW: would like the option of tiered payments for residents. Feels this would help.</p> <p>CB: also, what they are currently getting and what the alternative options are.</p> <p>AS: being tailored block by block?</p> <p>CB: yes. Grounds maintenance might be slightly different.</p>	
<p><b>PP240106</b></p>	<p><b>Anti-Social Behaviour Review – Plan for February</b></p> <p>AS: Not much feedback to give at the current time. We know we have had commends back on there being low satisfaction and need to review our response. It feels like we can do more and can do better. Internally we do not have the case management system larger organisations have and as such this limits our capabilities. Case management would prompt the steps that need to be taken, when they need to be taken, especially with increasing workloads. We need to look at how we operate internally and how the customer service team can support the process.</p> <p>JG: Many tenants are aware these things can and do take time, but many feel they would like to be kept updated where possible to know that things are still happening in the background. It is understood that information can't be released but regular communication that things are still happening is appreciated.</p>	



	<p>AS: Thinks cases can be turned around faster by encouraging tenants to come forward sooner. Need to get tenants confident in coming forward sooner and this will take a building of trust. The sooner we can address the issue the sooner we can resolve it.</p> <p>Findings of internal review to be brought to February panel meeting and then agree a review map with REP.</p>	
<p><b>PP240107</b></p>	<p><b>Domestic Violence Policy</b></p> <p>AS: Presented the draft revised policy and asked for comments from the panel. Some amendments have been made which were shown with tracked changes.</p> <p>JG: May need to be looked at on a month-by-month basis as government policy seems to be changing rapidly to be able to keep up. But agrees that is a good policy overall and leaves little ambiguity.</p> <p>TS: feels it is a good report and covers many areas including that of DV against men which can often be under reported. Feels the policy treats men and women equally and with equity.</p> <p>Panel happy with the policy</p>	
<p><b>PP231107</b></p>	<p><b>Training and Appraisals.</b></p> <p>JG: fed back from annual reviews with the panel members which had now all been completed. All bring something to the panel with individual strengths and weaknesses. Everyone seems to be working together well with all wanting to pull in the same direction. All have asked for more training to assist with their panel work and for personal development. Has contacted RH asking to look around for training which the panel may be interested in and which can secondarily boost individual CVs. Face to face or online training opportunities.</p> <p>Everyone has asked for policy papers to be sent out sooner, not necessarily with minutes and agendas, so there is more time to read and digest.</p> <p>CB: Asked if it was ok for papers to be split and have policies sent first. Panel agreed to this.</p> <p>TA: asked for a hard copy of papers. NG to action this</p>	<p><b>NG</b></p>

	<p>JG: Asked for summer events. Need at least one more member and a summer event may be an opportunity for this recruitment.</p> <p>Thanked the panel for their hard work and thanked Cornerstone for their backing and support.</p> <p>CB: Showed the panel the types of courses TPAS offer and will send a link for the TPAS training panel so members can have a look at potential training opportunities. NG to send link.</p> <p>JG: finds the TPAS courses are good. While not cheap they have been informative so far.</p> <p>CB: training budget is being put together at the current time and would like to know what courses the panel would like to take so they can be incorporated into that budget. Also looking to conduct annual refresher training for EDI.</p> <p>JG: suggested new staff could also be brought into this training as well.</p>	<b>NG</b>
<b>PP240108</b>	<p><b>AOB</b></p> <p>CB: Next meeting, we need to bring along the self-assessments against the regulatory standards before it goes to the Board in February.</p> <p>The panel will be asked to review the assessments, confirm they are happy that we are compliant, ask about the evidence, highlight where they do not agree, if anything is missing or if they have any other comments. It is a lengthy document, so CB suggested a separate workshop. Panel agreed a separate session would be the best option given the weight of the work.</p> <p>Early start to February meeting suggested with a 3pm start. Agreed by panel.</p> <p>JG: will be spending an afternoon at the Wykes Road depot for the staff meeting. Will be asking some questions on how things work in the depot and will report back at the next meeting.</p>	
	<p><b>DATE OF NEXT MEETING:</b></p> <p>Wednesday 7<sup>th</sup> February 2024 at Cornerstone House.</p>	

