Agenda item 1b

HOUSING ADVISORY BOARD

Minutes of meeting on Tuesday 5th May 2026, 17:00 – 19:00, Committee Room 3

No.	Item	Lead
1a.	**Welcome, introductions and apologies** **Board Members in attendance:** Councillor Jean Innes (Chair – Cllr I), Councillor Keith Miles (Cllr M), Councillor Stuart Yates (Cllr Y), Councillor Glenys Falconer (Cllr F), Darrell Price (Tenant - DPr), Chris Sanderson (Tenant - CS), Phil Simpson (Tenant - PS), Janice Bather (Tenant - JB), Christine Durrant (Chief Executive - CD), Jane Davies (Director - Housing - JD) **Officers in attendance:** Graeme Young (Head of Housing Management – GY), Vanessa Watson-Hopkin (Head of Housing Assets – VW-H), Dave Poole (Head of Housing Property Services – DPo) **Apologies received:** Carl Griffiths (Head of Statutory Housing Solutions – CG), James Crouch (Housing Strategy and Engagement Manager – JC) Cllr I welcomed all to the meeting and congratulated CD on her appointment to the Chief Executive role.	
1b.	**Matters arising from previous meeting** The minutes were reviewed and agreed as an accurate record. <u>Update on matters arising:</u> • Tenants want more notice of internal work so they can plan better and avoid wasting money on decorating etc. VW-H to explain the process at the next meeting. • VW-H advised on the process for informing tenants and Members about upcoming capital works – a letter is sent out at the start of programme and Customer Liaison Officers contact Members and tenants to keep them informed. • JC has provided clear information about how to sign up to the WhatsAapp channel.	
2.	**Quarter 4 performance update** JD presented the performance report noting the following points: • The number of Right to Buy sales has continued to fall, with 11 during Q4 (compared to 43 in Q1). • Improvement in percentage of urgent / emergency repairs completed on time – 98.55%.	

DRAFT

Agenda item 1b

No.	Item	Lead
	• Drop in performance on standard repairs completed on time, mainly due to repairs staff supporting voids, but still above 80% and will increase in subsequent months. • Increase in percentage of appointments made and kept – 81.48% compared to 73.81% 12 months ago. • Slight increase in average energy efficiency rating as we start the 'Wave 3' decarbonisation programme – more information to be brought to a future meeting. • Disrepair cases – 120 open cases at the end of the quarter but we have underspent by £60k this year which demonstrates the improvement in the way we handle claims in house. • Evictions remain a very last resort but there were 4 during Q4 – 1 for ASB and 3 due to rent arrears. • High number of Personal Housing Plans and tenancy support cases in Q4. • We have started to include more information about the outcomes achieved from tenancy support and will build on this going forwards to demonstrate the value of the service. • Increase in the number of ASB cases (94 new cases in Q4) – some of this is due to a post-Xmas spike we often experience, and will be monitored closely. • 4 cases of hate crime – 2 instances of homophobic hate crime and 2 instances of racially motivated hate crime. • Strong performance on rent collection noted for the year.	**VW-H**
3.	**Compliance report – April 2026** VW-H presented safety and compliance data for April, noting the following points: • Most areas are at 100%. • Gas safety is at 99.99% due to one outstanding service. This is a void property where the gas has been capped off (therefore low risk) and will be completed as soon as a deep clean has been carried out by Environmental Services. • Fire safety – 740 overdue actions but this is over 3 years, and being programmed in. • 8 level 1 actions all programmed in with new contractor Harmony. • Communal areas electrical safety checks at 99.7% due to one block (Devon Drive) currently being refurbished, once completed will return to 100%. • Domestic EICRs – the new contractor is performing well and has cleared 100 in the past month. • Damp and mould – 20 emergency cases and 108 significant cases under Awaab's Law definitions and 100% within timescales. • CS was impressed with how quickly her report of damp and mould was responded to and dealt with. • Cllr I recently attended an online seminar where she heard about other councils' approach to preparing for Awaab's Law and was pleased to note that CBC already has a strong approach in place.	

DRAFT

Agenda item 1b

No.	Item	Lead
	• Cllr I asked for more info on the significant and urgent cases. Any patterns in circumstances, property types etc? VW-H to talk to the team to pull this analysis together. • CD queried performance on completed stock condition surveys and asked whether we'd ever feasibly reach 100% - VW-H said this is the target and the team works closely with other teams to deal with access issues.	**VW-H**
4.	**Tenant Satisfaction Measures – 2025/26** JD presented TSM figures for Board's awareness prior to submission to the Regulator at the end of June. Perception survey provisional results were presented at the previous meeting and noted increases across all 12 indicators with particular improvements in: • Satisfaction that their landlord keeps communal areas clean and well maintained – 75.5% (58% in 2023/24) • Satisfaction that their landlord keeps them informed about things that matter to them – 60.2% (51% in 2023/24) • Satisfaction with the repairs service – 77.3% (70.4% in 2023/24) • Satisfaction that their landlord listens to their views and acts on them (50.7% (43.1% in 2023/24) The management indicators have improved as well for example: • Proportion of non-emergency repairs completed in timescale – 98.3% (85.1% in 2023/24) • Stage 1 complaints responded to within timescale – 84% (47% in 2023/24) The full results are contained in the papers circulated prior to the meeting. Two figures have yet to be finalised - % homes that meet the decent homes standard and stage 2 complaints completed in timescale – these will be available later in May and JC will circulate the final submission to HAB members in June. **UPDATE:** • % of homes that do not meet the Decent Homes Standard is 1% (up from 0.5%) • Stage 2 complaints completed in timescales is 82.4% (up from 46.2%) All results published on our website: https://www.chesterfield.gov.uk/housing/about-our-housing-service/our-performance/tenant-satisfaction-measures-tsms/tenant-satisfaction-measure-results-2025-to-2026/ While the improvements are positive the service is focused on driving up satisfaction and performance further. Cllr I queried the indicator: No. complaints relative to the size of the landlord and whether this included things that were not complaints or fault accepted. JD clarified it excludes contacts that were not accepted as complaints (e.g.	**JC**

DRAFT

Agenda item 1b

No.	Item	Lead
	duplicates or service requests) but does include all complaints, irrespective of whether they were upheld or not.	
5.	**Housing Ombudsman cases and decisions** JD advised that the service has received one Housing Ombudsman determination report during quarter 4. This dated from November 2024 and related to delays with repairing an extractor fan in a tenant's bathroom. The Ombudsman determined maladministration both in terms of the delayed repair and the way the complaint was handled, and ordered an apology and compensation payment to be issued to the tenant. Many changes have been made since 2024. All instructions followed and recommendations implemented. The year end complaints report will be presented to HAB in August and will set out more information on lessons learned.	
6.	**Voids** Item 6a Voids performance.pptx JD discussed the year end performance on void properties, see attached detail. GY presented a detailed report on the work housing management staff do with the repairs team to identify repairs that can be completed before the tenant moves out. DP presented the scrutiny review report which is an excellent detailed report, written by one of our engaged tenants. An update on recommendations will be brought to the November HAB meeting.	
7.	**Tenant engagement annual report** JD presented the annual report setting out all the excellent work done by and with tenants over the past year. Tenants' focus for next year includes allocations and complaints. All thanked tenant board members for their ongoing hard work, contributions and support.	
8.	**Any other business** Cllr M noted that a community clean up event held in St Augustine's during March was successful and requested a follow up meeting as soon as possible. GY to action.	**GY**

DRAFT

Agenda item 1b

No.	Item	Lead
9.	**Next meeting – 4th August 2026, Committee Room 3, 17:00-19:00** Agenda items to include, in addition to standing items: • Complaints annual report • ASB and environmental policies including how we deal with rats • Apologies noted for CS Dates proposed for future meetings: • 3rd November 2026 (to include voids update on scrutiny recommendations, Total Mobile, trees) • 2nd February 2027 Members were asked to advise JD or JC ASAP if either of these dates are unsuitable and JC to send out invitations. Reminder that special meetings will be arranged in between formal board meetings if there are specific areas members wish to discuss in more detail. Items to be submitted via Chair.	**JC**

DRAFT