

## AGENDA

### SHEPWAY TENANTS AND LEASEHOLDERS BOARD MEETING

6.00 pm Tuesday, 9th April, 2019

Baptist Church Hall, 135 Hill Road, Folkestone CT19 6LY

#### Membership

Elaine Bostock                      Chair  
Dave Murphy  
Carl Plummer  
Pamela Fry  
Sharon Gasson  
Harry Hale  
Lisa Hunt  
Gus Blackman  
Gillian Jenkins  
George Alexander  
Nigel Dowe  
Mark Ryan  
Pat Smith

	Item	Presenter	Page (s)
1	Welcome, Introduction & Apologies		
2	Residents' Panel Feedback	Jo Pearman	1 - 4
3	Housekeeping	Jo Pearman	5 - 6
4	Neighbourhood Inspection Plan	Michelle Thomas	7 - 10
5	Core Group Minutes	Mark Anderson	11 - 16
6	Quarter 3 Performance		17 - 26
7	Forward Plan		27 - 28
8	Minutes from previous meeting and actions arising - 10th January 2019  TO CONFIRM as a true record the minutes of the meeting held on 10 <sup>th</sup> January 2019		29 - 38

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<b>Title:</b>	Feedback from Residents' Panel
<b>Meeting:</b>	Shepway Tenants & Leaseholders Board
<b>Date:</b>	9 <sup>th</sup> April 2019
<b>Author:</b>	Debbie Barth, Governance
<b>Summary:</b>	This report gives feedback from the Residents' Panel meeting of 19 <sup>th</sup> February 2019
<b>Financial Implications</b>	None
<b>Legal Implications:</b>	None
<b>Recommendations:</b>	<p>This report is for information. The Group representatives may wish to add to this report at the meeting.</p> <p>The Area Group is asked to note the contents of the report.</p>

## 1. **Background to the Report**

- 1.1. This report gives feedback from the Residents' Panel meeting held on 19<sup>th</sup> February 2019.

## 2. **Agenda Items**

- 2.1. The Residents' Panel considered the following items:

1. Feedback from Core Group meeting-Mears
2. Feedback from Core Group meeting-P & R
3. Feedback from Local Groups
4. Anti-Social Behaviour Policy
5. Quarter 3 2018-19 Key Performance Report
6. Quarter 3 2018-19 Complaints & Enquiries Report
7. Improvement Proposals
8. Proposed Estates Strategy
9. Resident Scrutiny Panel Review of the EIP Process
10. Resident Scrutiny of Repairs Service
11. Update on Task and Finish Activities
12. Board Decisions

## 3. **Feedback from Core Group meeting – Mears**

- 3.1. Kevin Cox reported that he and the other residents at the meeting were happy with the information provided which is in line with the scrutiny panel process.

## 4. **Feedback from Core Group meeting – P & R**

- 4.1. June Bailey reported comprehensive feedback on the issues raised with P & R.

## 5. **Anti-Social Behaviour Policy**

- 5.1. The Residents Panel agreed to support EKH in the development of its approach to ASB which will be in collaboration with the four client councils including Legal, CSU, Environmental Protection and other agencies.

## 6. **Quarter 3 2018-19 Key Performance Report**

- 6.1. Additional funding has been requested to tackle increasing rent arrears which are mounting due to the continued rollout of Universal Credit.

- 6.2.** Reasons for void properties were discussed which included the unsuitability of a property or necessary major works being required.
- 7. Quarter 3 2018-19 Complaints & Enquiries Report**
- 7.1.** It was confirmed that councillor enquires are dealt with in a shorter timeframe than tenant's enquiries which is usually due to the complex nature and need for a more rapid response.
- 7.2** Complaints are logged by a HouseMark category which enables benchmarking against other organisations.
- 7.3** Stage 2 complaints are responded to by the Chief Executive. These in the main concern wider issues over which EKH has no control.
- 7.4** Partnering contractors monitor their own complaints and continue to work with EKH to address issues.
- 7.5** Councillor and MP enquiries will be made available to the Residents' Panel to enable them to review the learning log.
- 8. Improvement Proposals**
- 8.1.** EKH have been allocated additional funding for areas of the business that are in need of extra support, in particular the capital programme and assistance for residents to support Universal Credit. In return for the grant of additional funding, EKH have committed to a programme of improvement. The Residents' Panel have agreed to be part of the monitoring process. The additional resources in income officers would provide support for tenants finding difficulty in paying their rent. MG will report to the next Residents' Panel meeting on 23<sup>rd</sup> May a focussed report detailing the impact of Universal Credit.
- 8.2.** The continued rollout of the single system in Thanet is planned for the end of April. The self-service system has been built, but there is still work to be carried out behind the scenes. The full system is in use in the other three areas.
- 9. Proposed Estates Strategy**
- 9.1** This is being reviewed to ensure it remains current and compliant with regulations and legislation. A Resident Working Group has been organised by Michelle Thomas, Sharon Arter and Rachel Hayes. The group reviewed the draft before it was presented to the Board on 11<sup>th</sup> March where it was reviewed and approved.
- 10. Resident Scrutiny Panel Review of the EIP Process**
- 10.1** The main aim of the scrutiny panel was to review the EIP strategy and communications associated with it. It was confirmed that some of the EIP budget has been suspended to the need for fire safety works, which represents a reflection of the budgetary pressure. EIP budgets are specific to each council area and could not be vired between areas and the amounts of EIP differ for each area. The report was noted and agreed to recommend adoption of the recommendations to the Board.
- 11. Resident Scrutiny of Repairs Service**
- 11.1** Members of the Scrutiny Panel carried out 60 rigorous checks of work across the four districts which and were reported to have received sufficient and informative responses. A similar exercise is to be considered with P & R Heating.
- 12. Update of Task & Finish Activities**
- 12.1** The ASB policy is being reviewed and updated to reflect the recent changes in the law and to clarify where responsibility for dealing with problems lies.
- 12.2** The new application of HouseMark Photobook is being rolled out for neighbourhood inspections.

**13. Board Decisions**

**13.1** All reports presented to Board on 11<sup>th</sup> March 2019 were noted and approved.

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<b>Title:</b>	Local Group Terms of Reference – Shepway Tenant and Leaseholders' Board
<b>Date:</b>	9 April 2019
<b>Author:</b>	Jo Pearman, Governance Manager
<b>Summary:</b>	This report concerns matters to the smooth running of the Shepway Tenant & Leaseholders Board
<b>Financial Implications</b>	None
<b>Legal Implications:</b>	None
<b>Recommendations:</b>	<p>The Local Group is asked to consider the roles specified in the Terms of Reference and make nominations where appropriate.</p> <p>The Local Group is asked to note the position regarding Resident Board Member for the Folkestone &amp; Hythe Area</p> <p>The Local Group is asked to note the dates of the meetings for 2019 and 2020 and to consider what items of business they would like to be considered on this forward plan.</p>

## **1. Background to the Report**

- 1.1. This report reviews the Terms of Reference for Local Groups as agreed in 2018 and considers the organisational arrangements for future meetings.

## **2. Terms of Reference**

- 2.1. The Terms of Reference for Local Groups specifies that each Group should have, as a minimum, a chair, vice-chair, and secretary. Currently the STLB has a chair and a vice-chair and has recently lost the secretary.
- 2.2. The role of secretary is important. They provide a point of contact with the Governance team in EKH for the production of agendas and minutes. In the case of the STLB, they also produce agendas for and record decisions of the private meetings held in the absence of EKH.
- 2.3. EKH is conscious that the role of secretary has been hard to fill. While the Governance team will provide as much practical support as possible, conflicting priorities within the team may prevent us from providing as much support as the STLB may want or need.
- 2.4. Therefore, the STLB is asked to work to identify a secretary to work with the Governance team with relation to the production of Agendas, dissemination of minutes, and other organisational issues.

## **3. Resident Board Member**

- 3.1. As members of the STLB will be aware, Nigel Lawes has recently resigned from the EKH main board. It was intended that Carl Plummer should replace him, following the nomination from the STLB, and agreement from the Residents' Panel. However, due to personal reasons, it has not been possible for Carl to take the place on the Board.

- 3.2.** It will therefore be necessary to recruit an alternative nomination for Board member. There are two choices open to the STLB, either to nominate from amongst current Board members, or to work with the Resident Engagement Manager and Governance Manager to recruit from the wider community and to nominate to the Residents' Panel.
- 3.3.** The STLB is asked to consider the choices above and instruct EKH as to how it wishes to proceed.
- 4. Forward Plan**
- 4.1.** Attached to this report is a table giving the details of meeting dates for 2019 and 2020.
- 4.2.** The STLB is asked to consider items that it would like to be included in meetings for the rest of 2019 and to communicate this to the Governance team.
- 4.3.** In addition, following discussions with the STLB, the group has agreed to schedule one of its private meetings a minimum of four weeks in advance of the EKH meeting so that the STLB can request items to be included on the agenda and give EKH time to react to those requests.
- 5. Recommendations and Decisions**
- 5.1.** The STLB is asked to consider the following:
- 5.1.1. Nomination of a secretary to work with the Governance team in the organisation and administration of STLB meetings';**
- 5.1.2. To consider how the STLB would like to identify a nominee for the role of Resident Board member and communicate this to the Governance Team for further action;**
- 5.1.3. The STLB is asked to review the dates of meetings set for 2019 and 2020 and to work with the Governance Team to create a Forward Plan for the group.**



<b>Title:</b>	Resident Involvement in Neighbourhood Inspections
<b>Meeting:</b>	Shepway Tenants & Leaseholders Board
<b>Date:</b>	9 <sup>th</sup> April 2019
<b>Author:</b>	Michelle Thomas– Resident Involvement Manager
<b>Summary :</b>	This report provides Local Groups with an update on the 2019/20 Neighbourhood Inspection Programme and the progress of recommendations made by the Resident Scrutiny Panel.
<b>Recommendation(s):</b>	The Group are asked to note the report for information and promote planned inspections for their area,
<b>Legal/regulatory considerations:</b>	Government Regulator of Social Housing, Tenants Involvement and Empowerments Standard 2017.

## 1. Background

The Resident Scrutiny Panel undertook a review of how residents are involved in the Neighbourhood Inspection process. The review was carried out to ensure the approach was working effectively. The Board considered the Panel's report and agreed the 8 recommendations be implemented. An overview of recommendations and progress is appended to this report.

## 2. Neighbourhood Inspection Programme 2019/20

The 2019/20 Neighbourhood Inspection Programme is now available. The Programme enables residents to inspect estate services such as ground maintenance, cleaning etc. and pick up any necessary communal repairs. The neighbourhoods Inspection dates are now available on the [Neighbourhood Inspection page](#) of our website and have been sent to current Neighbourhood Inspectors.

Residents are asked to let us know if they intend to join an inspection so that we know to expect them and update them of any unexpected changes to dates and meeting venues.

## 3. Neighbourhood Inspector training

Training took place during the first week of March 2019. In the region of 28 Neighbourhood Inspectors representing the 4 areas have been re-engaged for this years inspection programme, 21 residents attended the training which covered the following topics;

- Overview of the Neighbourhood Inspection Programme (the above purpose and objectives)
- The role of a Neighbourhood Inspector (monitor, scrutiny, grading of estate services. Identifying estate issues and recommending improvements and suggesting EIP projects)
- Resident Involvement Code of Conduct
- Estate Service Standards and how to Grade estates
- Demonstration of the new HouseMark Photobook app
- Test of observation skills

- Health and Safety (looking after yourself on inspections)

They welcomed the introduction of the HouseMark Photobook app which is expected to enable EKH to provide feedback reports to residents who participate in the inspection programme.

## Appendix

### Resident Scrutiny Panel – Neighbourhood Inspection Process review recommendations

Priority High/Medium/ Low	Main Control Risk	Audit Recommendation to mitigate risk	Progress
High	<p>The data collected by staff and/or residents from neighbourhood inspections are not centrally collated nor used strategically to inform EKH or monitor performance of estate services.</p> <p>Providing feedback to residents using the current paper based inspection materials is too resource heavy and the new Estate team has limited resources.</p>	<p>1). Support EKH to invest in and use the new HouseMark web portal and app on neighbourhood inspections</p> <p>2). Set up Photobook to identify and report on inspections that are attended by resident(s) who have contributed to the inspection and grading of the service standards (enable evidence reporting of resident scrutiny as set out in the HCA standards)</p> <p>3). Set up the Photobook to electronically produce reports that can be provided to Neighbourhood Inspectors as feedback of their involvement.</p>	<p>HouseMark App purchased and built for inspections. Staff currently being trained and suitable mobile working devices being trialled. The production of feedback reports from Photobook to resident will be reviewed once data has started to be collected to ensure automated reports are suitable.</p>
High	<p>Some residents want to report issues that are affecting their neighbourhoods. E.g. dumped rubbish or repairs which is not the main aim of resident involvement in the current formal neighbourhood inspection process.</p>	<p>4). Promote a 'see it and report it' campaign to encourage residents to report issues on their estates as soon as possible to EKH, by using EKH's website and local communal posters.</p>	<p>Resident Communications Group engaged to help develop the campaign 1st meeting in late Feb 2019</p>

Priority High/Medium/ Low	Main Control Risk	Audit Recommendation to mitigate risk	Progress
Medium	The role of the resident Neighbourhood Inspector on inspections needs to be clear to both residents and EKH. Resident expectations as a result of getting involved are high and needs to be realistically managed to ensure EKH maximises the opportunity to gain local insight and residents feel they are listened to.	<p>5). Continue to promote resident involvement in formal neighbourhood inspections.</p> <p>6).Amend the Neighbourhood Inspection process to update the feedback residents will receive in line with what is reasonably achievable as a result of using the HouseMark app.</p> <p>7).Develop new training on the HouseMark app for current and new Neighbourhood Inspectors and include:</p> <ul style="list-style-type: none"> <li>· The new resident involvement code of conduct</li> <li>· Set clear aims and objectives for resident involvement in neighbourhood inspections to help residents understand their role.</li> </ul> <p>8). Develop and deliver training for EKH staff who support residents on neighbourhood inspections.</p>	Neighbourhood Inspection dates advertised on EKH's website and sent to registered Neighbourhood Inspectors. Neighbourhood Inspection training advertised on EKH website and registered Neighbourhood Inspectors invited to attend the refresher sessions in the 1st week of Mar 2019. Project brief developed for resident involvement in the Inspection programme which includes purpose and objectives. Training for the Estates Team who support residents on inspection carried out in Dec 2018 and Mar 2019.

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## MINUTES of

### Residents and Mears Core Group (Performance) meeting

Held at 1pm on Thursday 28<sup>th</sup> February 2019  
Board Room, Garrity House,  
Miners Way, Aylesham, CT3 3BF

#### Attendees:

Mark Anderson (MA)	Chair - EKH
Paul Whitfield (PW)	Client Council Officer representative(DDC)
Amena Matin (AM)	Client Council Officer representative(TDC)
Sharon Arter (SA)	EKH
Mark Chandler-Bird	EKH
Karen Beckley (KB)	Mears
Simon MacPherson (SMc)	Mears
Dan Bestford (DB)	Mears
Jonathan Hicks (JH)	EKH
June Bailey (JB)	Resident Representative and Chair of DDTG
David Paxman(DP)	Resident Representative

<b>1</b>	<b>Apologies:</b> Received from Kevin Cox, Lindsay Wright and Mark Lindop
<b>2</b>	<b>Introductions</b> Everyone introduced themselves and June Bailey was thanked for agreeing to attend the meeting as Kevin Cox was attending another meeting in Dover.
<b>3</b>	<b>Minutes from last meeting</b> Paper copies of minutes were provided to members who had experienced difficulty in opening the attachments.  MA went through the actions noted from the previous meeting: <ul style="list-style-type: none"> <li>- SB noted from JB, the amendment required to Kevin Cox' job title.</li> <li>- SA updated that EKH and Mears are working on the voids processes and that an EKH Team Leader was being recruited to focus specifically on these.</li> <li>- SA updated that the issue of the collection of property keys had been resolved.</li> <li>- Mears updated that they had followed up on Lindsay Wright's concern regarding unscheduled visits and she had been notified.</li> <li>- SA updated that regular visits had been made to the lifts of an address and the person responsible for causing the issue has since been removed.</li> <li>- SA advised that Town &amp; Country cleaners had been unable to attend this meeting but would be invited for the following one.</li> </ul>
<b>4</b>	<b>Q3 + January 2019 Performance</b> The Business Insight Manager, Jonathan Hicks (JH) presented this item.

JH provided the meeting with an overview of the headline statistics and provided JB and DP with a paper copy. This noted that generally performance was very good and that customer satisfaction remained high. Performance in relation to major voids was not good and it was confirmed that EKH and Mears are working together to improve this.

SA advised that the asbestos surveying, testing and removal arrangements will change as of 1<sup>st</sup> April 2019 and acknowledged that the transition from the current supplier would need to be managed carefully.

The Mears team provided an overview of the EKH headline statistics.

KB updated that additional resources had been recruited to improve the turnaround times and clarified for the benefit of PW, that definitions of the categories were not contractual but an interpretation of the varying contracts between EKH and the four districts according to the individual contract terms that had been set up. KB was keen that at the point of contract renewal, that better harmonisation between the four districts could be incorporated.

KB clarified for JB what constituted Minor, Standard and Major void categories as follows:

- Minor: includes electrical and gas testing and cleaning.
- Standard: is the above plus additional works such as repairs – floorboards etc.
- Major: includes all of the above plus kitchen/bathrooms.
- Excess: includes the above and another major items eg a new roof, windows

Clearance and alterations to a property due to either damage or alterations are categorised as Major. In response to a question from DP it was confirmed that polystyrene ceiling tiles are removed when a property is void.

**Repairs:**

SA informed the meeting that repairs appointments were above target. JB was informed that repairs can be seasonal and the dips during the summer and at Christmas, are largely due to residents reluctance to have works disruption during these times. This did not indicate that a spike or a backlog of repairs would necessarily follow these periods and KB was able to assure JB that Mears did not see this as an issue. However, the nature of the works is also seasonal with roof repairs in the winter for example and fences in the summer.

JH reported that the rate for complaints was lower this quarter, and that EKH and Mears were working together to resolve these quickly. It was noted that communication between Mears and EKH needs to be improved to prevent residents being caught up in the middle.

SA agreed that residents must call either the Inspector concerned or their Team Leader who will keep the resident updated. KB added that the Single System should eradicate different communications slipping through the net. Residents complaint about Mears should either follow the complaints process or contact Karen Jewell at Mears directly and also in the event of either a known vulnerable resident or complex complaint, KJ will be able to allocate the most appropriate resources.

**Action:**

SA to ensure that the agreed method of communication between the resident and EKH is reinforced with the teams.

KB informed the meeting that they had taken learning from the way in which some of the larger works had otherwise been carried out and these would now be categorised as planned works in order to put in better mechanisms for a more joined up approach to the works which would in turn reduce the level of disruption to residents.

In response to an enquiry by JB regarding the production of a booklet outlining the schedule of major works for residents, KB acknowledged that this is an area that would be addressed

	<p>by classifying the works as planned works and in residents would receive a detailed letter outlining the schedule. They would also be allocated someone from customer care to follow the progress and field any resident enquiries/concerns along the way.</p> <p>SA added that EKH are made away of vulnerable residents or vulnerable family members and in these cases they will involve the Sustainment team as there may be other issues that they can be supported with and EKH can work round these.</p> <p>JB was advised that the complaints report that was reported at the Residents Panel included the nature of complaints but excluded addresses. SA added that there was also the opportunity for managers to review the types of works carried out following a complaint.</p> <p><b>Action:</b>  KB and CS to provide a list of the types of issues and categorise.  KB to include the solutions identified against the list of complaints.  Information to be sent to JB as well as Kevin Cox.</p>
<b>5</b>	<p><b>Mears performance</b>  Paper copies of Mears' performance information were circulated:</p> <p>KB explained that resident satisfaction/compliments are passed on to their operatives and only recorded in the statistics where the resident has gone out of their way to contact Mears to inform them.</p> <p>Thanet calls are classified as either urgent and routine and, Mears in line with the requirement of the Thanet contract will only record emergencies and the overall data. Mears call times statistics are affected when operatives delay logging the completion of a call and regularly reminded to do this immediately.</p> <p>JH explained that all the KPI figure should be the same but had noticed some slight variances and requested a meeting with Mears to ensure the reporting was correct.</p>
<b>6</b>	<p><b>Complaints</b>  The meeting noted that these matters had been covered earlier in the agenda.</p>
<b>7</b>	<p><b>Resident observations</b>  No additional observations were made.</p>
<b>8</b>	<p><b>AOB</b>  MA requested that all reports be provided 10 working days in advance of meetings so that an agenda pack may be issued one week in advance of the meeting date.</p>

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**MINUTES of  
Residents and P&R Core Group (Performance) meeting**

Convened at 10.45am on Thursday 28<sup>th</sup> February 2019  
Garrity House, Miners Way, Aylesham. CT3 3BF

**Attendees:**

Mark Anderson (MA)	EKH
Geoff Golding (GG)	GCS
Claire Pryce (CP)	EKH
Les Hayward (LH)	EKH
Kevin Pease (KP)	EKH
Sara Bateman (SB)	Minutes

<b>1</b>	<b>Apologies</b> Received from: Lee Venables, Bilby plc (P&R parent company) Andy Lobell, P&R Elaine Bostock, Resident Representative and Chair STLG Mark Chandler-Bird, EKH
<b>2</b>	<b>Introductions</b> Following discussion it was agreed that the meeting be cancelled due to the fact that representatives from Bilby plc and P&R would not be in attendance. June Bailey (Resident Representative and DDTG Chair), Carl Plummer (Resident Representative) and Paul Whitfield (DDC) were contacted and advised that the meeting had been cancelled. Apologies were offered for the late decision and notification.
<b>3</b>	End of meeting

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# EKH Key Performance Report – Q3 2018/19 (Folkestone & Hythe)






## Key Performance Summary Scorecard

### Customer Services Directorate

#### KPIs

Current tenant arrears as % annual rental income  
Former tenant arrears as % annual rental income  
Garage arrears as % annual rental income  
Average re-let time ALL properties inc. major works  
Average re-let time ALL properties exc. major works

#### RAG status

 2.2%  
 0.83%  
 1.77%  
 26.35  
 21.96

### Chief Executive Directorate

#### KPIs

Average days to respond to complaints  
Percentage of complaints closed on time

#### RAG status






 6.80  
 93.33%

### Property Services Directorate

#### KPIs

Emergency repairs completed on time  
Routine repairs completed on time  
Repair appointments kept  
Percentage of properties with current valid LGSR  
Satisfaction with day to day repairs

#### RAG status

 99.76%  
 96.60%  
 97.20%  
 99.82%  
 99.69%

#### KEY:

This indicates that targets have been met  
This indicates that figures are just out of target  
This indicates that targets have not been met  
This indicates that there is no target for this PI (data only)  
This indicates that performance has gone up  
This indicates that performance has remained the same  
This indicates that performance has gone down









KPI Current Tenant Arrears (including court costs)			KPI Current Tenant Arrears as a percentage of the projected annual rental income							
	Folks & H	EKH total			Folks & H	Target	RAG	Direction	EKH total	EKH Target
2017/18	£145,715	£1,412,588		YE 2017/18	0.94%	1.04%	✓	↓	1.92%	1.25%
Q1 Position	£201,263	£1,700,532		Q1 Position	1.33%	2.00%	✓	↓	2.37%	2.23%
Q2 Position	£281,298	£1,994,472		Q2 Position	1.92%	2.00%	✓	↓	2.83%	2.23%
Q3 Position	£334,594	£2,237,915		Q3 Position	2.2%	2.00%	⚠	↓	3.26%	2.23%
Impact of UC on overall arrears levels										
	Folks & H	EKH total								
UC arrears	£98,114	£966,782								
No. UC cases	225	1899								
KPI Former tenant arrears (including court costs)			KPI Former Tenant Arrears as a percentage of the projected annual rental income							
	Folks & H	EKH total			Folks & H	Target	RAG	Direction	EKH total	EKH Target
YE 2017/18	£79,619	£803,685		YE 2017/18	0.51%	0.50%	⚠	↓	1.10%	0.97%
Q1 Position	£82,944	£885,547		Q1 Position	0.55%	0.50%	⛔	↓	1.23%	0.97%
Q2 Position	£103,594	£1,005,310		Q2 Position	0.71%	0.50%	⛔	↓	1.41%	0.97%
Q3 Position	£126,573	£1,024,570		Q3 Position	0.83%	0.50%	⛔	↓	1.44%	0.97%

KPI	Garage Arrears			KPI	Garage Arrears as a percentage of the projected annual garage rental income					
	Folks & H	EKH total			Folks & H	Target	RAG	Direction	EKH total	EKH Target
YE 2017/18	£7,222	£27,329		YE 2017/18	1.83%	0.39%			1.62%	0.39%
Q1 Position	£14,091	£48,271		Q1 Position	3.62%	0.39%			2.95%	0.39%
Q2 Position	£14,271	£49,293		Q2 Position	3.85%	0.39%			2.81%	0.39%
Q3 Position	£6,717	£24,144		Q3 Position	1.77%	0.39%			1.63%	0.39%

KPI <i>Average days to re-let ALL properties including Major Works</i>						
	Folks & H	Target	RAG	Direction	EKH total	EKH Target
YE 2017/18	18.65	23.5			21.37	22.75
Q1 Position	21.90	21			24.53	22.75
Q2 Position	18.76	21			25.09	22.75
Q3 Position	26.35	21			25.23	22.75
YTD 2018/19	22.38	21			24.63	22.75

KPI <i>Average days to re-let ALL properties excluding Major Works</i>						
	Folks & H	Target	RAG	Direction	EKH total	Target
YE 2017/18	15.17	19			14.88	16.5
Q1 Position	15.23	15			16.85	16.5
Q2 Position	17.98	15			20.33	16.5
Q3 Position	21.96	15			18.32	16.5
YTD 2018/19	18.66	15			18.21	16.5

**KPI**
**Average days ALL MW properties spent in Major Works\***

	Folks & H	Target	RAG	Direction	EKH total	Target
<b>YE 2017/18</b>	-	-	-	-	-	-
<b>Q1 Position</b>	18.57	-		-	28.67	-
<b>Q2 Position</b>	20	-			32.96	-
<b>Q3 Position</b>	37.33	-			28.55	-
<b>YTD 2018/19</b>	23.82	-		-	29.53	-

*\*New Indicator added at Q2*

**KPI** *Percentage of emergency repairs completed on time*

	Folks & H	Target	RAG	Direction	EKH total	Target
YE 2017/18	99.19%	98%	✓	↓	99.51%	98%
Q1 Position	99.35%	98%	✓	↑	99.63%	98%
Q2 Position	100%	98%	✓	↑	99.79%	98%
Q3 Position	99.76%	98%	✓	↓	99.24%	98%
YTD 2018/19	99.73%	98%	✓	↑	99.51%	98%

**KPI** *Percentage of routine repairs completed on time*

	Folks & H	Target	RAG	Direction	EKH total	Target
YE 2017/18	99.63%	98%	✓	↑	99.04%	98%
Q1 Position	98.54%	98%	✓	↓	98.42%	98%
Q2 Position	96.09%	98%	⚠	↓	98.27%	98%
Q3 Position	96.60%	98%	⚠	↓	98.99%	98%
YTD 2018/19	97.12%	98%	⚠	↓	98.55%	98%

**KPI** *Percentage of repair appointments kept*

	Folks & H	Target	RAG	Direction	EKH total	Target
YE 2017/18	98.15%	96%	✓	↑	97.81%	96%
Q1 Position	96.51%	96%	✓	↓	97.04%	96%
Q2 Position	97.22%	96%	✓	↑	96.82%	96%
Q3 Position	97.20%	96%	✓	↓	97.46%	96%
YTD 2018/19	96.98%	96%	✓	↓	97.11%	96%

**KPI** *Percentage of tenants satisfied with day to day to day repairs*

	Folks & H	Target	RAG	Direction	EKH total	Target
<b>YE 2017/18</b>	99.47%	98%			99.56%	98%
<b>Q1 Position</b>	95.13%	98%			98.15%	98%
<b>Q2 Position</b>	97.92%	98%			98.14%	98%
<b>Q3 Position</b>	<b>99.69%</b>	98%			99.49%	98%
<b>YTD 2018/19</b>	97.32%	98%			98.56%	98%

**KPI** *Percentage of emergency heating and hot water repairs completed on time\**

	Folks & H	Target	RAG	Direction	EKH total	Target
<b>Oct</b>	94.9%	100%		-	94.3%	100%
<b>Nov</b>	94.1%	100%			92.7%	100%
<b>Dec</b>	93.9%	100%			94.9%	100%
<b>Q3</b>	<b>94.3%</b>	<b>100%</b>		-	93.8%	100%







\*This PI has only been measured since October

**KPI** *Percentage of hot water and heating repair appointments kept\**








	Folks & H	Target	RAG	Direction	EKH total	Target
<b>Oct</b>	95.70%	95%		-	93.87%	95%
<b>Nov</b>	92.96%	95%			94.71%	95%
<b>Dec</b>	94.30%	95%			94.54%	95%
<b>Q3</b>	<b>94.02%</b>	95%		-	94.42%	95%

\*This PI has only been measured since October












KPI <i>Percentage of tenants satisfied with hot water and heating repairs (P&amp;R)</i>						
	Folks & H	Target	RAG	Direction	EKH total	Target
<b>Oct</b>	97.14%	98%		-	92.26%	98%
<b>Nov</b>	91.53%	98%			88.28%	98%
<b>Dec</b>	93.33%	98%			90.86%	98%
<b>Q3</b>	<b>93.53%</b>	98%		-	90.05%	98%

\*This PI has only been measured since October

KPI <i>Percentage of tenants satisfied with hot water and heating repairs (GCS)</i>						
	Folks & H	Target	RAG	Direction	EKH total	Target
<b>YE 2017/18</b>	-	-		-	-	-
<b>Q1 Position</b>	87.07%	-		-	87.29%	-
<b>Q2 Position</b>	90.96%	-			89.27%	-
<b>Q3 Position</b>	91.08%	-			91.14%	-
<b>YTD 2018/19</b>	89.70%	-		-	89.23%	-

GCS have carried out surveys on our behalf, asking a set of nine questions. Percentages are calculated based on the total number of positive answers to these questions.

KPI <i>Percentage of properties with current LGSR</i>						
	Folks & H	Target	RAG	Direction	EKH total	Target
<b>YE 2017/18</b>	99.83%	100%		-	99.83%	100%
<b>Q1 Position</b>	99.55%	100%			99.73%	100%
<b>Q2 Position</b>	99.93%	100%			99.97%	100%
<b>Q3 Position</b>	<b>99.82%</b>	100%			99.91%	100%
<b>YTD 2018/19</b>	<b>99.82%</b>	100%			99.91%	100%

	Folks & H	EKH
Requiring	2821	13,794
Current	2816	13,782
Overdue	5	12

## KPI

## Percentage of capital programme spent

	Folks & H	(YE) Target	EKH total	(YE) Target
<b>YE 2017/18</b>	<b>57.93%</b>	<b>95%</b>	<b>71.45%</b>	<b>95%</b>
<i>Budget</i>	<i>£3,717,000</i>	-	<i>£1,4882,000</i>	-
<i>Spend</i>	<i>£2,153,127</i>	-	<i>£10,633,557</i>	-
<b>Q1 Position</b>	<b>0.28%</b>	<b>100%</b>	<b>2.77%</b>	<b>100%</b>
<i>Budget</i>	<i>£3,539,000</i>	-	<i>£20,338,829</i>	-
<i>Spend</i>	<i>£9,988</i>	-	<i>£562,579</i>	-
<b>Q2 Position</b>	<b>11.41%</b>	<b>100%</b>	<b>10.72%</b>	<b>100%</b>
<i>Budget</i>	<i>£4,133,000</i>	-	<i>£20,032,829</i>	-
<i>Spend</i>	<i>£471,380</i>	-	<i>£2,146,886</i>	-
<b>Q3 Position</b>	<b>21.77%</b>	<b>100%</b>	<b>24.63%</b>	<b>100%</b>
<i>Budget</i>	<i>£4,133,000</i>	-	<i>£17,174,829</i>	-
<i>Spend</i>	<i>£899,593</i>	-	<i>£4,230,314</i>	-
<i>Committed</i>	<i>£1,098,464</i>	-	<i>£4,410,383</i>	-

**KPI** *Average days to respond to complaints*

	Folks & H	Target	RAG	Direction	EKH total	Target
YE 2017/18	8.95	10	✓	↓	10.08	10
Q1 Position	8.93	10	✓	↓	8.13	10
Q2 Position	8.65	10	✓	↑	8.29	10
Q3 Position	6.80	10	✓	↑	8.42	10
YTD 2018/19	8.16	10	✓	↑	8.29	10

**KPI** *Percentage of complaints closed on time*

	Folks & H	Target	RAG	Direction	EKH total	Target
YE 2017/18	92.86%	90%	✓	↑	82.61%	90%
Q1 Position	100%	95%	✓	-	95.54%	95%
Q2 Position	100%	95%	✓	-	97.96%	95%
Q3 Position	93.33%	95%	⚠	↓	89.93%	95%
YTD 2018/19	97.96%	95%	✓	↑	94.47%	95%

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**Shepway Tenants and Leaseholders Board**

<b>Date</b>	<b>Time</b>	<b>Forward plan</b>
20 June 2019	6pm	
3 October 2019	6pm	
19 December 2019	6pm	
12 March 2020	6pm	
11 June 2020	6pm	
13 August 2020	6pm	
17 December 2020	6pm	

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## East Kent Housing



### Minutes of Shepway Tenants and Leaseholders Board held on

**Thursday, 10th January, 2019 2.00 pm in St Mary's  
Village Hall, Jefferstone Lane, St Mary's Bay TN29 0SW**

#### Attendees

Elaine Bostock	Chair
Dave Murphy	Vice Chair
Carl Plummer	Secretary
Pamela Fry	
Sharon Gasson	
Harry Hale	
Lisa Hunt	
Gus Blackman	
Gillian Jenkins	
George Alexander	
Nigel Dowe	
Pat Smith	

Nigel Lawes	Folkestone & Hythe Resident Board Member
Alan Ewart-James	Folkestone & Hythe Councillor
Deborah Upton	Chief Executive
Matt Gough	Director of Customer Services
Mark Chandler-Bird	Assistant Director of Property Services
Jo Pearman	Governance Manager (Minutes)

1.	<p><b>WELCOME, INTRODUCTIONS &amp; APOLOGIES</b></p> <p>Apologies were received from David Owen.</p> <p>The Chair welcomed all attendees to the meeting.</p>	
2.	<p><b>SUE WILSHER - MINUTE'S SILENCE AND TRIBUTES</b></p> <p>A minute's silence was held, following which, the Chair gave the following Tribute:</p> <p>'Sue was a great friend and colleague to me and many others. She gave her heart and soul to the STLb, especially the garden competition. In last year's competition alone she raised over £1,000 in sponsorship monies, and each year it went from strength to strength due to all her hard work. Sue was my inspiration to carry on when things got tough, even now I go to ring her to ask her opinion. Sue had a very fixed idea of right and wrong but was always ready to hear both sides and come up with a compromise, as was seen in her work with the scrutiny panel. But, woe betide you if you</p>	

	<p>didn't have a receipt when wanting money from her!</p> <p>When I joined the STLBI as a little bit frightened of this larger than life lady but she took me under her wing and showed me the ropes. Sue had a dry sense of humour and a lovely chuckle when something amused her. Even on the night before she died she was chuckling at the message I sent telling her to get out of bed and do some treasurer work.</p> <p>Sue is irreplaceable in all our eyes but in her memory we will soldier on because I am sure she will be watching and willing us to carry on for the tenants she cared so much about, regardless of her absence.</p> <p>God bless Sue!</p> <p>We will be forever grateful to have had you in our lives. 65 years is not long enough – it should have been longer.'</p> <p>Additional tributes were given by DM, ND, AEJ, DU, and HH.</p>	
<b>3.</b>	<p><b>MINUTES OF THE PREVIOUS MEETING AND ACTIONS ARISING - 11TH OCTOBER 2018</b></p> <p>The minutes of the previous meeting were proposed as a true record by GA and seconded by DM.</p> <p>Item 4.3 – NL clarified that the 0845 number mentioned by Mila forms part of the contract. An 0800 number has not been available.</p>	
<b>4.</b>	<p><b>ITEMS TO BE CONSIDERED BY THE LOCAL GROUP</b></p> <p>No items were raised under this heading.</p>	
<b>5.</b>	<p><b>VISITORS' QUESTIONS/ISSUES</b></p> <p>There were no questions from visitors.</p>	
<b>6.</b>	<p><b>ELECTION OF TREASURER</b></p> <p>Following Sue's death, EB reported that she has met with the officers of the STLBI. ND has very kindly offered to take up the post of interim treasurer until the next AGM in November.</p> <p>ND was proposed by GB and seconded by SG. A vote was taken and ND was elected nem con.</p>	
<b>7.</b>	<p><b>TREASURER'S REPORT</b></p> <p>Due to Sue's sad death, there was no Treasurer's report.</p>	



	<p>EB reported that the bank will not allow for a change in details on the account until a death certificate has been produced. When that is received, the details on the account will be changed to ND.</p>	
8.	<p><b>RESIDENTS' PANEL FEEDBACK</b></p> <p>The report was introduced.</p> <p>CP spoke to item 5.1 in the report – the matter of STLB's extra 'private' meetings. He reported that this had been fully explained and that other areas were interested in the way that the 'private' meetings allowed for closer management of agendas and ensured the smooth running of meetings held with EKH.</p> <p>CP confirmed the dates of the 'private' meetings as follows:</p> <p style="padding-left: 40px;">14 February, 14 March, 13 June, and 1 August.</p> <p>It was confirmed that these meetings will be held at Capel le Ferne village hall, and that items for the agenda should be emailed to CP in advance of the meetings. CP confirmed that if no items are received for a meeting's agenda, that meeting will be cancelled.</p>	
9.	<p><b>GARDEN COMPETITION</b></p> <p>The group discussed a number of items relating to the Garden Competition and the recommendations within the report.</p> <p>Regarding the first recommendation, it was <b>decided</b> that a category of the competition should be named in Sue's memory. GB suggested that there should be a memorial cup given for the children's section of the competition.</p> <p>MG confirmed that EKH would like to contribute to the funding of the cup and support this going forward.</p> <p>GB asked for clarification of 'joint meetings' as the STLB is self-sufficient. MG clarified that, in this context, this referred to meetings relating to the Garden competition and that there may be an opportunity for the STLB to share their knowledge with groups from other areas.</p> <p>CP raised the issue of a memorial bench for Sue. ND suggested that, as Sue was an avid amateur radio fanatic, there is a possibility that the local group might contribute to a memorial for her. GA suggested that contributions could also be sought from partners who have, in the past, given donations towards the garden competition.</p>	

	<p>PS – suggested that the bench could be positioned in the Rec.</p> <p>It was <b>decided</b> that:</p> <ul style="list-style-type: none"> <li>• <b>The children’s section of the competition should be named in Sue’s memory;</b></li> <li>• <b>The STLB wish to continue to support the competition; and</b></li> <li>• <b>That LH, GJ, GA, and SG (head judge) will work with Michelle Thomas (EKH) on the organisation of the competition</b></li> </ul>	
<b>10.</b>	<b>MATTERS FOR INFORMATION AND CONSULTATION - EAST KENT HOUSING</b>	
<b>11.</b>	<p><b>LOCAL CAPITAL AND REVENUE BUDGET UPDATE</b></p> <p>MCB introduced the report and explained that the report showed indicative budgets based on projected requirements for the next five financial years. Expenditure under the Revenue was clarified as being response repairs, servicing etc.</p> <p>MCB explained the capital programme as being the planned components of building work and works undertaken in the area.</p> <p>MCB took questions regarding the report.</p> <p>HH queried the date from when the report runs. MC-B clarified that the report is for the next financial year, ie commences on 1 April 2019.</p> <p>EB asked for reassurance that EIP money would not be subsumed into this budget. MCB clarified that EIP is a separate budget head.</p> <p>The STLB <b>noted</b> the report</p>	
<b>12.</b>	<p><b>RESIDENT BOARD MEMBER NOMINATION</b></p> <p>NL left the room for this discussion.</p> <p>The matter of Board level representation for the Folkestone &amp; Hythe area was discussed and the options presented in the report were examined.</p> <p>GB suggested that option b from the report would be unattractive to existing STLB members as, should a member be nominated and accepted onto the EKH main board, they would lose their voting rights at the STLB.</p> <p>Following discussion, DM suggested that parties who may be interested in the nomination could be approached to apply. GB advised that whoever</p>	

	<p>was nominated had to be committed to representing the area.</p> <p>At this point in the meeting, EB welcomed Gill Jenkins as a new, returning, member and Lisa Hunt who was observing as she had resigned from the group and now needs to be re-accepted.</p> <p>GJ reminded the group that a nomination is needed for the scrutiny panel to take up the place made vacant by Sue's death. This will need to be a member from outside the STLB. MG suggested that, as other groups will also be looking for members, EKH may be able to assist with recruitment for new members.</p> <p>Following discussion, it was agreed that:</p> <ul style="list-style-type: none"> <li>• <b>NL will be invited to remain Board Member until the EKH AGM on 22 July 2019;</b></li> <li>• <b>The sub-committee will discuss at their next private meeting to identify people in the area who may be interested and invite them to apply;</b></li> <li>• <b>The group will work with EKH to facilitate interviews etc.</b></li> </ul> <p>NL re-joined the meeting.</p>	
13.	<p><b>PERFORMANCE</b></p> <p>The performance report was introduced by MG.</p> <p>ND queried whether tenant arrears are still being followed up. MG confirmed that they are but that the introduction of Universal Credit (UC) has had an impact on this. He explained that EKH is starting to see the impact of UC on F&amp;H and, in our experience of the introduction of UC in other areas, current tenant arrears are likely to increase.</p> <p>DM asked whether the rollout of UC is likely to halt following the government announcement of a pause in the rollout. MG clarified that, while the rollout has been slowed, as people with changing circumstances move to UC, EKH expects almost everyone in the Folkestone &amp; Hythe area to move to UC. DU made the point that if the position regarding any benefits changes, people will be moved to UC.</p> <p>DM stated that the initial waiting period to receive UC is leading people into debt. MG responded that claimants can apply for an advance but that this will be deducted from later payments as it is a loan. NL explained the difficulties that this is causing residents in the area. MG responded that the loan will help with living expenses and will not cover rent. Therefore, EKH now expects that tenants are likely to go into arrears and that this will not be used as a reason for eviction. EKH will contact the tenant and advise them how to clear their arrears.</p>	

	<p>It was also explained that EKH will not be aware that a tenant has been moved to UC until they tell us. NL asked whether we should be asking tenants to let us know. MG reported that the DWP ask tenants to contact us, but that tenants themselves are often unaware of the situation until they receive the decision from DWP.</p> <p>GB asked whether we could separate details of garages rented by council tenants from those rented by private rentals. MG explained that the information is not stored in this way and that it would be difficult to marry up the information for the garages.</p> <p style="text-align: center;"><b>At this point the group took a 15 minute break.</b></p>	
14.	<p><b>CUSTOMER STANDARDS CONSULTATION</b></p> <p>MG introduced the report and explained that it contained proposals for addition to the existing customer standards. There was discussion regarding each of the questions as follows:</p> <p><b>On-line enquiries – the group were in agreement with the standard suggested.</b></p> <p>LH suggested that EKH could make it more clear how to give feedback regarding EKH performance. This was accepted by EKH for future consideration. DU made the point that, while the 10 day response time would be the usual standard, health and safety complaints will be dealt with within 3 days.</p> <p><b>Data Protection – the group agreed with the proposed standard.</b></p> <p>With regard to home visits, there was discussion regarding the situations when a visit to a home might be unannounced. These might include issues of enforcement or when an officer is in a local area who could deal with an incident immediately.</p> <p>DM asked whether EKH still takes photographs of new tenants, MG advised that is the case. GB suggested that where there is a suspicion that a tenant is sub-letting, EKH should not give prior warning of a visit. MG confirmed that tenancy audits are not usually announced in advance.</p> <p><b>The group were in agreement with the proposed standard for home visits.</b></p> <p><b>The group were in agreement with the proposed standard for the use of social media and for customer contact phone calls.</b></p> <p>There was discussion regarding the proposal for acceptable behaviour standards for residents. GB stated that, in his opinion, it was not for EKH to dictate to tenants when they cannot eat or drink in their properties. MG</p>	

	<p>explained that the standard is included to ensure that both parties are comfortable and that this is intended as a measure to ensure Health and Safety of employees. SG suggested that this should be included in the wording of the standard.</p> <p><b>The group agreed with the customer behaviour standard with the proviso that the wording should be reviewed.</b></p> <p>MG undertook to provide a copy of the standards as they currently exist.</p>	MG
15.	<p><b>ANTI SOCIAL BEHAVIOUR POLICY CONSULTATION</b></p> <p>MG introduced the report and gave the wider context. EKH already has an Anti-Social behaviour policy, but this needs to be updated in order that it reflects more completely recent changes in the law and decisions which have been made by the Courts.</p> <p>The proposed changes are intended to clarify what EKH can and cannot do, in particular, where EKH does not have the powers to take action that some residents expect and, where this is the case, will work with partners as appropriate.</p> <p>There was discussion relating to the definition of Anti-Social Behaviour (ASB), and following a question from GB, MG clarified that some 'normal' behaviours, such as verbal arguments, may slip into the definition of ASB dependant on factors such as volume, frequency, content of the argument, etc. Because of this, EKH needs to collect as much information regarding the behaviour as possible, which is why we ask residents to fill in diary sheets where appropriate. However, where there is intimidation or threats of violence, MG advised that this should be reported to the police as they have the power of arrest and deal with criminal matters.</p> <p>MG stressed that there is a limit to the actions that EKH can take, including the possibility of eviction. For an eviction to take place, EKH has to take a case to Court for a judge to make the final decision. DU explained that the courts demand a high standard of proof and will err on the side of caution before making someone homeless.</p> <p>The Board agreed that some of the wording needs to be reviewed and adjusted in section 4, 'What would not be considered as anti-social behaviour'.</p> <p>With the proviso above, <b>the Board were in favour of the changes to the anti-social behaviour policy.</b></p>	
16.	<p><b>ESTATES STRATEGY CONSULTATION</b></p> <p>MG introduced this item. He explained that the document provided in the</p>	

	<p>agenda pack is an example of the flavour of what needs to be developed. The STLB were asked to nominate two people to be part of a working party to develop the new strategy.</p> <p>The STLB agreed to discuss nominations at their next private meeting.</p>	
<b>17.</b>	<p><b>COMMUNITY PROJECTS EIP UPDATE</b></p> <p>MCB explained that the report presented was a follow up to an agenda item from a previous meeting.</p> <p>EB asked regarding progress on the Everist Court project. MCB stated that EKH are working with residents and the Independent Living Manager to understand the location and clarify the objectives of the project.</p> <p>It was clarified that, in response to section 3.1 of the report – Church Court, Hythe – that Mears will fund the benches as part of their programme of community engagement.</p> <p>DM raised the issue of signage at Ridgefields. Following discussion, it was suggested that the issue of signage should be funded from the maintenance budget rather than EIP. GA raised issues relating to parking at Rossendale Court, while GB said that issues that are being raised at neighbourhood inspections are not being actioned.</p> <p>In response, MG reported that the introduction of the Photobook computer application will assist with the reporting of issues on estates giving a dynamic link between the inspection and a list of works issues.</p> <p>EB and GB stressed that there is a need for resident involvement with estate inspections and, more importantly, action needs to be seen to be taken to ensure that residents in all EKH maintained properties know that their views are relevant. ND asked whether the information gathered in Photobook would be made available to estate inspectors, MG replied that they would be asked to sign off the details at the point of entry.</p>	
<b>18.</b>	<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>The next meeting of the STLB without EKH representation will take place on 14 February 2019.</p> <p>The date and time of the next joint meeting of the STLB and EKH will be confirmed shortly.</p>	

The meeting closed at 4.15 pm

## Actions Arising

Shepway Tenants & Leaseholders Board

Thursday 10<sup>th</sup> January 2019

Agenda item	Action Required	Action	Outcome
14.	Circulate to the members details of the existing customer standards.	MG	<a href="https://eastkenthousing.org.uk/about-us/our-customer-service/customer-service-standards/">https://eastkenthousing.org.uk/about-us/our-customer-service/customer-service-standards/</a>

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