**Spotlight In Person Meeting Minutes - 15 December 2022 4:00 - 5:00pm**

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| **1** | **Welcome, Apologies, minutes and matters arising** |
|  | **In attendance:**  **Spotlight members:**  Kirsten De Keyser (KDK) - Chair  Derek Sheppard (DS) -Vice Chair  Nickie Fonda (NF)  Zahraa Kadri (ZK)  Christian Leonard (CL)  Sammy McNeil (SM) Shane Addicoat (SA)    **Origin Staff:**  Andreia Vieira (AV) - Resident Engagement Coordinator  Tosin Adewumi (TA) - Community Development Manager  Pam Bhamra (PB) - Director of Resident Services  Elena Boyle (EB) - Head of Customer Experience  **Apologies:**  Lia Voutourides (LV)  **Matters Arising**   * **TOR in draft by Origin to be sent out by EB**. SA created his version of the TOR for Spotlight. It was agreed that **EB would send an amalgamation of both to the group with tracked changes.** * SA would like the panel to be advised when anything is removed. * EB confirmed that Origin is responsible for TOR, however EB would like to work in collaborative way with the group to ensure everyone is happy with the TOR’s. * EB wants Spotlight to be reviewed yearly, what is working and what is not working for the group, a 360-view of the year. * NF expected that the National Housing Federations’ list of attributes for resident engagement to have been included in the TOR. SA agreed and reason to review the TOR annually is to incorporate any updates. * EB agreed, Origin must adhere to the consumer standards, and this is where resident engagement falls within. EB needs to ensure that it is in the TOR’s. * All agreed to include performance review for the Spotlight Members for when there is lack of engagement. All wanted to formally thank SA for his hard work on the TOR. * Spotlight away day – planning committee to be AV, TA, KDK and EB. * The group suggested that Spotlight deliver the next managers forum. EB confirmed that planning for the next forum has been completed and suggested that Spotlight can be involved in development of the customer service training for all staff for Autumn 2023. The preparation for this will start in the Summer. * **Action agreed for Spotlight members to send list of what they would want the training to include.** * KDK Spotlight to speak to external training providers to help shape it. * KDK raised black mould issue and referred to last meeting with Neil McCall who mentioned that Origin would be calling residents with reports of mould in the last 18 months. * EB confirmed Origin would be sending 100 letters a week to residents who have reported mould in that period, to offer an inspection. Origin will be increasing the number of stock condition surveys Origin are doing, which is challenging in this economic environment. Origin would also be increasing number of tenancy audits, trialling mould sensors in homes that will automatically alert the resident and Origin. Origin are also trialling distributing plants to reduce mould to new residents. * EB explained that for residents that do not actively report mould, staff and contractors are going to have a session delivered about going into resident homes and what should they be looking out for. * SA asked how many homes were affected by mould. EB confirmed it was 1,300 households. Origin started this work a year ago and it is now moving more intensely since Christopher Wait joined the organisation. * SA provided an example of a leak in his property that has lasted a year and has resulted in mould. **AV to follow up this case with Gilmartins.** * **EB to follow up on process around leaks due to SA’s example.** * DS suggested to the group that if they have a repairs issue to contact Sarah Baxter from Gilmartins. EB would not recommend this approach, as Origin would not be aware if or when the repairs issue had been logged and therefore, not able to hold Gilmartins to account. In the first instance, members should report repairs using the process in place for all residents and then contact the Community Development team if further support is needed. * ZK pointed out that the issue with Origins repairs process is the follow up and shared a personal example. She explained that has not had heating for the last 3 weeks. ZK had been through the normal process, and the issue remain unresolved. The follow up processes are note being done; she is having to go directly to the contractor to follow up. As a spotlight member, we can escalate to senior staff, but other residents do not have access to this. * EB was sorry to hear of this experience and reassured the group of work going on behind the scenes to improve services, **an update of this will be provided at the Spotlight away day.** * SA raised that in the code of conduct, it states that members of spotlight cannot have a live complaint against Origin, **EB will be removing this.** * EB explained that the contact centre has just purchased some new technology, one of the pieces of work Origin are starting in January is where we see a repeat caller, this will trigger a process to proactively look this case. * ZK expressed that residents need to be made aware of this new system as residents are still disheartened with the old ways of working. * ZK wanted an update on the carbon monoxide alarms, hers has been fitted but no one else in the block has been.Carbon Monoxide alarm update to be provided by Lysa Nicely at the next Spotlight meeting. **AV to get update from Lysa Nicely.** |
| **2** | **Q&A on papers: Performance Data and together update** |
|  | No comments from group on this. |
| **3** | **Priority 1: Climate Change Update** |
|  | Skipped due to time. |
| **4** | **Priority 2: Repair Procurement Panel** |
|  | SM provided an update on repairs procurement.   * There was a total of 4 bidders on the 28 November. * Gilmartins have been formally notified that they are the preferred bidder. * A wider communications piece for residents on the award will go on the internet for residents to view. * Origin will need help from residents to mobilise and manage the new contract with Gilmartins and will look at how and who they can work with. * Origin wants residents to help with forming new processes and get involved with putting together and managing a service improvement plan as part of the work going forward. * Mobilisation takes 6 months and there are different streams of work during this. * Lastly, Christopher Wait during the procurement meeting shared that damp and mould was highest on the agenda and will be discussed with Gilmartins. * DS added that Gilmartins was awarded as they came out best on price and quality. * EB confirmed that legal section 20 letter were being sent to Leaseholders this week and after, Origin will send the wider communication to other residents. |
| **5** | **Year in review and coming up next year** |
|  | Skipped due to time. |
| **6** | **AOB** |
|  | Meeting concluded for Spotlight Christmas meal. |