



GOSPORT
Borough Council

Customer Opinion Panel Minutes
Wednesday 18th November 2015 – Council Chambers

Gosport Borough Council

Charles Harman - Head of Operational Services
 Sam Downing - Resident Involvement Officer
 Val Leopold - Senior Housing Officer
 Syed Haque - Housing Officer
 Laura Wise - Admin Officer
 Carol Garrett - Housing Officer
 Roz Weaver - Housing Officer
 Carol White - Energy Efficiency and Sustainability Officer

Guests:

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| Mrs M Cook | Mrs V Twyman | Miss R Walker |
| Mr B Wakefield | Mrs S Greenwood | Mr P Batty |
| Mr T Bott | Mrs T Bott | Mr J Mardle |
| Mr W Pullen | Mr D Redford | Mrs R Hill |
| Mr B Hudson | Mr R Forster | Mrs L Hay |
| Mr K Burns | Mrs A Hill | Mr L Bedford |
| Ms S Bellerby | Ms A Yates | Mr B Sherman |

Apologies:

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| Mrs L Smith | Mrs J Brown | Mrs S Spelzini | Miss J Reed |
| Mr D Good | Mr G Lidgley | Mr R Thomson | Mr J Cantle |
| Mr E Withers | Ms J Light | Miss J Anders | Mrs V Carter |
| Mrs P Morris | | | |

| | | Action |
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| 1. | <p>Welcome and Introduction</p> <p>Sam Downing opened the meeting and gave introductions.</p> <p>Derek Redford raised some comments regarding the draft ASB leaflet which is currently being worked on. Copies of the ASB leaflet have been circulated to officers and member of the tenant reading panel for comment. These are being collated and will be incorporated into the final leaflet. Sam Downing explained that we will be looking into ASB, including the leaflet as part of the next COP.</p> <p>Derek Redford had some comments regarding the information packs that are distributed to tenants who are about to receive either, kitchen, bathroom, central heating or electrical rewiring. Sam explained that the queries that Derek has raised are being</p> | |

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| | <p>looked into as part of the Contract Monitoring Group with Mark Johnson and where applicable amendments will be made.</p> | |
| 3. | <p>Charles Harman – Revision to the Tenancy Agreement</p> <p>Charles Harman gave a presentation on changes to the Tenancy Agreement (please see attached).</p> <p>An article will be included in the next two editions of the At Your Service newsletters and all tenants will be consulted about the proposed changes.</p> <p>Q: Are these changes being made to all the agreements i.e. Introductory? Flexible? A: Yes they will be incorporated across the different tenancy agreements</p> <p>Q: What happens to existing tenants who may have already put laminate down or planted trees? A: We won't make anyone take up their laminate or trees but want to make new tenants aware that for example by putting laminate flooring in a flat higher than ground floor can be a nuisance for the resident living below.</p> <p>Q: Does everyone have to sign the new agreement? A: No, current tenants will be sent an 'information only' copy to keep for their records; they do not need to sign and return it.</p> <p>Q: What if I don't agree to the changes? A: Initially we are consulting with everyone gathering feedback and comments. Once this process is finalised and agreed the amendments supersedes previous versions as agreed in The Housing Act 1985.</p> | |
| 4. | <p>Carol White - Energy Efficiency and Sustainability Officer</p> <p>Carol White gave a presentation on energy efficiency (please see attached).</p> <p>Q: Why were the doors to Northway and Southway not replaced when the cladding works were carried out? A: This is probably due to a budget decision; Carol will refer this to Sue Kendall, Principal Asset Management Officer and Mark Johnson, Head of Property Services.</p> <p>Q: The radiator in my lounge is very small and doesn't give out a lot of heat, someone from Kier came out to take a look but I haven't heard anything since? A: Carol is going to contact Kier directly for a response and will report back to the tenant.</p> | |

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| | Carol is happy for residents to make contact regarding any questions to go with energy efficiency. Carol or her colleague William Bickers-Jones can be contacted on either 023 9254 5655 or 023 9254 5511. | |
| 5. | Date of next COP Wednesday 17th February 2016 | |

Distribution:-

Attendees, Web Site

REVISIONS TO THE TENANCY AGREEMENT

November 2015

