

### **Home Service Improvement Group 16 February 2017**

- Updates from Partnership Core Group and Estates Development Budget (EDB) Panel
- Resident Inspectors reported on empty properties, K&T Heating, and Mears Awareness session
- Inspections of gas service and Mears shadowing coming up
- Progress report on groups' recommendations making the recharges process clearer for residents
- Reviewed Code of Conduct for Contractors that the group helped develop
- Initial work on the Repairs Handbook review
- Closed several items on the Resident Action Plan after being satisfied standards with Mears had been clarified

### **Business & Value for Money Service Improvement Group 23 February 2017**

- Discussed communal cleaning responsibilities with Estates Services
- Reviewed results of Service Charge value for money survey from Chairs of Residents Associations
- Feedback from Home Group on new Code of Conduct for Mears
- If a repair requires multiple visits it is recorded to prevent unnecessary charging
- Agreed to promote communal gardening clubs at the Citywide Conference

### **Involvement & Empowerment Service Improvement Group 2 March 2017**

- Resident Involvement Budget update
- Review of training for residents
- Producing Tenant & Resident Association Handbook
- Producing Tenant & Resident Association Health Check

### **Tenancy & Neighbourhood and Community Service Improvement Group 16 March 2017**

- Focus of meeting the layout of the Tenancy Agreement document
- Aim to make it easier to read and understand
- Agreed too long and double columns read better
- Use positive language – do rather than must not do
- Keep subheadings

