

PSP Meeting

Held on: 12/03/18

Present: Cindy, Debbie, Donna, Jan

In attendance: Sarah, Vicky & Elaine

	Agenda item	Discussion/ decision made	Lead person(s) responsible & timescale
1.	<i>Welcome and matters arising</i>	Cindy opened the meeting and welcomed all those present. Potential agenda items for the next meeting were discussed, it was agreed to include 'Fire Safety video'.	Vicky
2.	<i>Empty Homes Strategy</i>	<p>PSP members were joined by Elaine Oliver (Housing Development Officer) who is leading with current review of the Empty Homes Strategy. The PSP were asked by Elaine for their involvement with the Strategy review as she valued their contribution. Elaine informed the group that the purpose of the review is to ensure that the Council has an effective and Strategy which will help to bring back empty homes into much needed use.</p> <p>The group undertook a number of exercises which were designed to challenge their opinion of what a long-term empty home looks like, as well as highlighting the potential associated problems e.g. vandalism. As a result of the exercise, the group agreed that it is not always possible to tell if a property is empty just by looking from the curb. The PSP agreed that the Strategy should outline how Exeter City Council will work in partnership with local communities in order to help identify empty properties.</p> <p>The use of low rate homeowner loans (e.g. Wessex loans) to facilitate property improvements was discussed. Such loans have historically had little uptake in Exeter compared to other local authority areas. These loans can be used to help bring properties up to a standard so they can be brought back into use. The PSP supported this initiative and felt that future promotion should be increased.</p> <p>Elaine informed the group that she had asked for feedback from the private sector in order to establish how Exeter City Council can help to prevent properties becoming empty in the first place. The group discussed deterrence methods such as a Council Tax increases if a property has been empty for two or more years. The group agreed that such methods should be used in conjunction with more facilitatory methods such as homeowner loans. The PSP members agreed that they would be happy to be consulted further should it be necessary.</p>	

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3.	<i>Recruitment update</i>	Vicky informed the group that the person she was in correspondence with had decided to not take the expression of interest any further. A group photo was taken of the members so it could be used in an advertising leaflet for the PSP. Vicky to email photo to Sarah.	Vicky asap
4.	<i>Response Repairs Survey</i>	Vicky provided the group with a copy of the draft response repairs survey. The purpose of the survey is to allow the Council to monitor customer satisfaction with the service and identify any possible areas for improvement. The group reviewed the survey and made some minor amendments, including the adding an additional question 'was your repair completed first time). It was agreed that Vicky would pass them on to Mark Dale (Response Repairs Lead).	Vicky
5.	<i>Tenant Annual Report</i>	Because of time constraints the group decided to defer this agenda item until the next meeting.	Vicky
6.	<i>Feedback from TPAS training event</i>	The group reviewed the TPAS training event which Cindy and Debbie had attended. The training on scrutiny techniques was aimed at identifying how tenant volunteers can challenge and scrutinise performance of housing providers. Cindy and Debbie agreed that they would be putting into practice what they had learnt.	
8.	<i>AOB</i>	The group discussed the possibility of ID cards for PSP members to use when they are networking at events. As a fact finding exercise, the PSP members asked if a member of the team administering Universal Credit could attend a future meeting for a Q&A session. The group discussed an old 'doodle poll' which was set up by a former PSP member. It was agreed that this should now be closed and Vicky should contact the former member as she has the administration privileges and make this request. Cindy thanked all PSP members and Elaine for their attendance. The date of the next meeting was agreed for 16 th April at 5:30pm (venue to be agreed)	Vicky Vicky Vicky

Name of Chair: _____ Signature: _____ Date: _____