Housing Improvement Programme Board Meeting Minutes

Meeting:	Housing Improvement Programme Board (HIPB)
Venue:	Committee Room 1 (and hybrid via Teams as required/agreed)
Date:	26th March 2026
Time:	17:00-18:30

Member Attendees: Cllr Rob Lillis (Cllr RL) – Chair & Programme Member Sponsor, Cllr Kate Knott (Cllr KK) – Vice Chair & Board Member, Cllr Dave Blackwell (Cllr DB) Leader of the Council and Board Member, Cllr Warren Gibson (Cllr WG) – Deputy Leader of the Council and Board Member, Cllr Jamie Huntman (Cllr JH) – Board Member

Officer Attendees: Angela Hutchings (AH) – Project Sponsor, Ian Butt (IB) - Project Sponsor, Lance Wosko (LW) - Section 151 Officer, Angela Law (AL) - Monitoring Officer

Guests: Chris Stratford (CS) Programme Director, Steve Colk (SC) - Interim Head of Housing Technical Services, Linda Curtis (LC) – Compliance Manager, Michael Lerpiniere (ML) - Interim Head of Housing Management, Hannah McInally (HM) – Project Manager, Leigh Donegan (LD) – Administrator, Rebecca Outram (RO) – Policy Officer, Damian Roche (DR) – HQN

Apologies: Cllr Grace Watson (Cllr GW) – Chair of Overview & Scrutiny Committee, Ellie Darling (ED) - Tpas

Ref	Item	Lead
1.	**Welcome, Introductions & Declarations of interest** Apologies received Cllr Kate Knott is moving into role as Mayor from new municipal year and stepping down as Vice Chair of HIPB. The Chair gave his thanks to Cllr Knott for fulfilling her role and welcomed Cllr Warren Gibson as new Vice Chair. Cllr Kate Knott will remain on the HIPB.	Chair
2.	**Resident engagement update** • Engagement framework out for consultation, approximately 30 responses received to date. Consultation to close on 28 March with comments and feedback on framework to be collated and fed back to the main Tenants & Leaseholder Panel. • Tpas training with the resident engagement team was described as positive, with a task-and-finish scrutiny model agreed. The resident engagement team are collating information to take to first Tenants & Leaseholders Panel meeting in April for tenants and leaseholders to decide where to focus first scrutiny. • No feedback received from leaseholders on specific Leaseholder Panel aspect of engagement framework. However there is a leaseholder participating in the main Tenants & Leaseholders Panel. The Board agreed to revisit the specific Leaseholder Panel after six months.	

	• Chair noted the lack of member involvement in Tpas project. To be discussed for consideration with officers and Tpas. • Incentives for involvement in engagement framework discussed. Officers advised this is complex due to HMRC and benefits implications. No incentives are currently planned beyond reimbursing out-of-pocket expenses. Any consideration of further incentives should be widely discussed prior to establishment. • Discussion on panels being open to advocates. The Board confirmed advocates may support tenants as part of reasonable adjustments. An advocacy procedure is in place to support this. • Consideration around the maximum numbers of tenants and leaseholders per panel discussed. Maximum numbers of leaseholders to be considered to reflect the proportions within stock profile and avoid over representation. **ACTION:** Update the Tenants & Leaseholders Panel Terms of Reference as follows: Clarify “tenants or leaseholders” wording. Remove the term “resident”. **DECISION**: Agreement to revisit the establishment of a Leaseholder Panel in six months. **ACTION**: Chair and officers to review and strengthen member engagement within Tpas supported activity.	ED ALL Chair, ML, RO
3.	**Housing Improvement Programme update** ***Housing Management System update:*** Phase 1 (Go-live 1 May 2026) • Fourth data cut completed with no major issues. • Issues raised around training and familiarisation - roles to demonstrate understanding and submit evidence. Additional training has been discussed with MRI and has now been booked in with staff. • Test environment available and being used with positive feedback on system received from staff. Phase 2 (May 2026 onwards) • Full programme of module installation agreed for MRI Phase 2 for 26/27 and 27/28. Budget and resource approved. IT support to be provided by MRI. Working within existing budget, no additional funding required. • Managed service model proposed to reduce internal IT burden.	

	ACTION: Ensure all staff complete training sign-off before go-live.	SC, LW
	ACTION: Share Phase 2 implementation plan with HIPB.	CS
	ACTION: Any issues arising from HMS project discussed at project board to also be presented to HIPB.	CS, SC
	Q3 Complaints report:	
	• Escalation rate dropped from 36% to 26%. • Repairs & Maintenance accounted for 33 complaints (70%). • MCP contractor failure caused spikes in September–October however only 1.8% of 1,841 repairs resulted in complaints. Complaints figures regarding repairs in line with national trends. • Complaints currently acknowledge by customer care team proving challenging to triage before acknowledgement is sent. Service requests should be filtered before acknowledging as a complaint. Housing Management working with customer care on a resolution. • CPBC are now part of Housemark which will support data and performance benchmarking and how this relates to regional and national picture.	
	ACTION: Provide case studies on complaints cases that responded as dissatisfied for further root cause analysis.	ML
	ACTION: Provide more detail on 14 cases that have gone to Housing Ombudsman.	ML
	ACTION: Implement and report on complaints that have been extended and those that were not extended (within agreed target AND within agreed extended target - both 100%) from Q4 25/26	ML
	ACTION: Link in with Ben Brooks on Housemark for wider corporate benchmarking.	CS
	Compliance:	
	• 39 general needs blocks have been identified as needing water risk assessments going forward. These have now been commissioned. • Emergency lighting and other checks historically missed; now being addressed. • HHSRS actions relating to damp and mould have been given to Wates to resolve.	

	• Biggest cause of damp and mould is extractor fans. Working with planned team, all new fans installed will have humidistat feature that cannot be overridden. • All kitchens and bathrooms planned works for Decent Homes have been programmed with Wates. • 248 stock condition surveys outstanding. All residents have had 2 letters from contractor and 1 from council as well as phone calls, texts and emails. Any properties outstanding a stock condition survey by 31 March 2026 will receive a magistrate's letter for access. All due diligence has been followed prior to commencing legal action and action is proportionate. • Members support use of magistrate's letter for breaches of tenancy where access has not been granted and is proportionate to the tenant situation. ***Programme transition plan:*** • Aim to finalise draft transition plan by week ending 5 April. The plans aim is a seamless, non-cliff-edge transition. • The draft transition plan is to be presented to HIPB members ahead of next month's meeting. **ACTION:** Special meeting to discuss final draft transition plan prior to April HIPB to be scheduled.	AH, CS
5.	**AOB** **ACTION**: Minutes from previous month's Board meeting to be included with future Board packs. **DECISION:** Future Board meetings to now start at 4.30pm. Next meeting: 23rd April 2026	HM ALL