

## ***Housing Improvement Programme Board Meeting Minutes***

### **Agenda**

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| <b>Meeting:</b> | Housing Improvement Programme Board (HIPB)                 |
| <b>Venue:</b>   | Committee Room 1 (and hybrid via Teams as required/agreed) |
| <b>Date:</b>    | 25 <sup>th</sup> June 2026                                 |
| <b>Time:</b>    | 16:30-18:00                                                |

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

**Officer Attendees:** Angela Hutchings (AH) – Project Sponsor, Angela Law (AL) - Monitoring Officer

**Guests:** Chris Stratford (CS) Programme Director, Steve Colk (SC) - Interim Head of Housing Technical Services, Michael Lerpiniere (ML) - Interim Head of Housing Management, Hannah McNally (HM) – Project Manager, Linda Curtis (LC) Compliance Manager, Leigh Donegan (LD) – Administrator, Rebecca Outram (RO) – Policy Officer, Damian Roche (DR) – HQN, Becky Hennessey (BH) - Senior Leasehold and Customer Relations Officer, Ellie Darling (ED) - Tpas,

**Apologies:** Ian Butt (IB) - Project Sponsor, Lance Wosko (LW) - Section 151 Officer, Cllr Jamie Huntman (Cllr JH) – Board Member, Cllr Grace Watson (Cllr GW) – Chair of Overview & Scrutiny Committee

| <b>Ref</b> | <b>Item</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| 1.         | <p><b>Welcome, Introductions &amp; Declarations of interest</b></p> <p>Apologies received</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2.         | <p><b>Critical path to C2:</b></p> <p><b>Influence &amp; engagement (Tpas, TSM's, tenant involvement)</b></p> <p>Significant progress has been made since November 2025, moving from C4 to C3 regulatory rating. A high-level critical path paper from C3 to C2 had been drafted by CS and this would be tested and discussed with HAST on the 29 June and presented to the next Board meeting for discussion and approval.</p> <p>Three new panels are now active: Tenant &amp; Leaseholder Panel, Sheltered Housing Panel and Complaints Scrutiny Panel. An influence and engagement framework has been co-designed with tenants.</p> <p>A complaints scrutiny exercise is underway, the first of four planned for the year, chosen by tenants based on TSM results. A staff and contractor focus group run by residents was described as thoroughly professional.</p> <p><b>ACTION:</b> tenants on TLP to be invited to attend HIPB in July to observe prior to signing up to be a representative (mindful of GDPR requirements) (Owner: RO/ML)</p> <p><b>ACTION:</b> The HIPB receive the critical path C3 to C2 paper at their next meeting.</p> |

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|    | <p><b>ACTION:</b> Provide Members dates of complaints scrutiny exercises and invitation extended to attend these sessions to observe. (Owner: RO)</p> <p><b>Housing Management System</b></p> <p>Phase 1(rent accounting) is operating well with no significant issues.</p> <p>Phase 2 modules: 4 new fixed-term staff are being onboarded from Monday to drive implementation. A project manager starts Monday; the data specialist joins 1 month later due to a 30-day notice period. The project plan for implementation will be provided to the HIPB once reviewed and agreed with the new MRI team.</p> <p>Power BI dashboards are now live (rent arrears proven as a concept); future dashboards planned for tenancy management, repairs, and compliance.</p> <p><b>ACTION:</b> share with HIPB implementation plan of phase 2 modules once finalised by new project team (Owner: CS/SC)</p> <p><b>Programme management (Consumer Standards compliance, risk management)</b></p> <p>A gap analysis framework is being developed, aligned with consumer standards and regulator feedback.</p> <p>The regulator is supportive and engaged; TSM submission to NROSH was confirmed.</p> <p>Case studies are being captured to evidence the culture shift (e.g., a domestic abuse case that was handled within an hour).</p> <p>The Board agreed a quarterly look-forward approach for outputs/milestones with a RAG/percentage completion indicator.</p> |
| 3. | <p><b>Matters arising from background papers:</b></p> <p><b>Housing Ombudsman determination</b></p> <p>A determination was discussed (relating to damp and mould, pre-dating the current service improvements).</p> <p>An internal audit of the damp and mould procedure returned a Substantial assurance rating.</p> <p>Residents' scrutiny panel may conduct a damp and mould scrutiny in the autumn.</p> <p><b>ACTION:</b> share damp and mould internal audit recommendations to HIPB members (Owner: CS/SC)</p> <p><b>ACTION:</b> Publish complete HO determinations on website (Owner: HM)</p> <p><b>Housing Options recovery plan</b></p> <p>A staffing issue led to the discovery of widespread non-compliance with Allocations Policy and homelessness acceptance procedures.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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|    | <p>HAST (government support body) are attending on Monday to review the situation and agree a recovery work plan potentially (6–9 months).</p> <p>Internal audit terms of reference have been agreed to run alongside HAST involvement.</p> <p>RSH has been informed and is monitoring as a standing item.</p> <p>Families in B&amp;B over the 6-week prescribed period: resolved (none currently).</p> <p><b>ACTION:</b> adapt risk relating to Housing Options currently on corporate risk register following discussions with HAST (Owner: CS)</p> <p><b>HIPB Workplan</b></p> <p>Voids- Average re-let time has risen to 67 days. A specific property (vacant since December) was raised as a concern by the Leader.</p> <p>Repairs - Average days to complete jumped from 9 to 26, attributed to a legacy backlog from outgoing contractor MCP (445 outstanding jobs).</p> <p>Cancellations ~15% of jobs cancelled — confirmed as being reviewed and qualified by management.</p> <p>Damp &amp; mould - Higher new cases attributed to stock condition surveys identifying pre-existing issues and capital investment programme.</p> <p><b>ACTION:</b> Remove financial reporting from work plan (Owner: HM)</p> |
| 5. | <p><b>AOB</b></p> <p><b>ACTION:</b> add KPIs for number of voids and where they are in re-let process to track full progress of voids process (Owner: SC/ML/HM)</p> <p>Next meeting: 23<sup>rd</sup> July 2026</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |