

Minutes



Minutes of Area 1 Panel meeting held on Thursday 19th March 2009 at Lathkill Close

<u>Present:-</u>	Kath Biddle	KB
	Kevin Butt	KBT
	Carol Phillips	CP
	David Phillips	DP
	Olga Footitt	OF
	Kevin Butt	KB
	Sheila Loades	SL
	Mureen Henson	MH
	Ros Yousouf	RY
	John Hancock	JH
<u>NCH:-</u>	Will Morritt	WM
	(Housing Manager)	
	Tim Shirley	TS
	(Asset Data Manager)	
	Sue Taylor	ST
	(Assistant Director Housing Services)	
	Colin Bull	CB
	(Programme Planner)	
	Claire Reeves	CR
	(Tenant and Leaseholder Involvement Officer)	
	Brian Walker	BW
	(Property Services)	
	Steve Williams	CB
	(Property Service)	

Councillors:- , Ginny Klein and Gerry Davie

NCC:-

Apologies:- Gill Moy Director of Housing Operations, Councillor Alan Clark, Councillor Eunice Campbell, Councillor Hartshorne, Sheron Riley Area Housing Manager and Kim Devergori, Assistant Director Tenancy & Estate Management Services

1 **Welcome, Introductions and Apologies**

Action

The Chair welcomed everyone to the meeting and introductions were made.

2 Previous Minutes

The minutes of the previous meeting were read and accepted.

3 Matters Arising

- 3.1 RY updated the Panel that B&M had been successful in obtaining a liquor license between 8am and 8pm despite the opposition
- 3.2 WM advised that the Planning Department have reopened the investigation on Wingbourne Walk.
- 3.3 RY updated that a group of Panel members had attended the Community Crime Fighters event which was extremely informative and a 2 day seminar has been offered to some delegates.
- 3.4 WM advised that the Panel would receive the original performance summary rather than the new one as requested.
- 3.5 WM updated on 7.5 that unfortunately there had been some errors in the Homelink advert that week but measures had been put in place to stop this happening in the future.
- 3.6 CR advised that she had formulated the Forward Plan from the Panel's priorities and circulated a draft copy for the Panels consideration.
- 3.7 The Panel were happy with the Forward Plan
- 3.8 CR updated that she had forwarded Blenheim Pub carpark as a suggestion for the Big Spring Clean. The Big Spring Clean team had agreed to look at this and also to discuss the issue with Enviro Crime as it is becoming a hotspot for fly-tipping.

4 Secure Warm and Modern (SWARM)

- 4.1 TS attended the meeting to update the Panel on the progress of the SWARM programme. He also attended to discuss with the Panel the Environmental Budget
- 4.2 SWARM
- 4.3 TS circulated a presentation to the Panel and advised that the programme was now streamed so Secure would be delivered

first, then Warm and then Modern as per customers' feedback. Every NCC tenant will receive a full stock condition survey that will assess the needs of the property. Bulwell Forest has already had 83% of the stock surveyed. Bulwell's surveys should be completed by the end of 2009.

4.4 KBT advised that surveyors had been in Bulwell today and had visited his street and didn't identify themselves and didn't measure every property. They also did not present ID they just had a clip board.

4.5 Councillor Klein was concerned to hear this and asked TS to work to ensure that this was rectified in future. TS

4.6 TS advised that NCH are working to bring properties up to above the Decent Homes Standard by 2013

4.7 KB asked how it was decided if kitchens and bathrooms would be replaced.

4.8 TS advised they could fail on either age or condition each element would be considered.

4.9 Environmental Budget

4.10 TS advised that £17m of Decent Homes money had been allocated for environmental improvements for the city which will be delivered over 4 years. We have looked at each area surveys and allocated it a category based on need. The resulting category then allocates the pot of money that will be available for each area over the 4 years. We will be inviting potential environmental schemes from the community under 3 themes; Improving Security, Improving the Environment and Improving Spaces. The Panels role will be to look at the schemes and prioritise them so these can be put forward to Area Committee.

4.11 WM proposed that the Panel would need to carefully consider the proposed schemes so that they were distributed across the whole area.

4.12 CR suggested that the Panel could consider carrying out a tour to look at the proposed schemes to help prioritisation.

5.0 Repairs

5.1 SW circulated repairs Vision Management Results (VMS) to the Panel.

5.2 KB suggested that Tenant Services Inspectors could ring

people to survey them rather than them being posted to encourage people to answer the survey.

5.3 SW agreed to feed this back as a suggestions SW

5.4 WM advised that VMS is proactive and NCH rings customer who provide low scores so that we can learn how to improve.

5.5 SW advised that both the negative and positive results are feedback to Operatives for their opinions on how we can improve.

6.0 Local Area Round Up

6.1 MH advised that an Injunction had been granted for a property that had been causing a problem in Bulwell Hall.

6.2 RY advised that the Area Committee had looked at the recent Week of Action in Top Valley, the early intervention language project at the Toy Library, local events and advised that ward walks would be joining with estate inspections.

6.3 RY also advised that Rufford TRA had organised a petition to stop traffic using Bulwell Market which is a pedestrian area. Over 1000 people signed the petition.

6.4 Councillor Klein offered to present the petition at a full Council meeting. Cllr Klein

6.5 KB advised that Gardeners TRA would be holding a re-launch meeting on the 22nd April.

7.0 Area Performance

7.1 WM circulated the area housing office summary performance report and advised that NCH are working hard to reduce damage caused to properties by tenants and when we have to remove rubbish left by tenants and charge the tenant for the work we have had to carry out. Evictions have also been reduced, NCH are working hard to help people reduce their rent arrears and maximise their income.

7.2 KB asked when ASB would be included in the reporting.

7.3 WM advised that a new system was in place and reporting should be in place soon. Figures could be brought to the next meeting. WM

7.4 KBT asked if properties were inspected before tenants move out to stop them being left in bad condition.

- 7.5 WM advised that properties are inspected when they are empty, a new tenant is visited within 6 weeks of them moving in, then again after 9 months. Then tenants are visited every 2 years and after they hand in their notice to leave.
- 7.6 Councillor Klein asked what action would be taken if a tenant had caused damage.
- 7.7 WM advised that NCH would write to them advising them to either make good the damage or ask us to do it for them but they would be charged for this. NCH would then check to make sure the works were completed within 2 weeks; if the work had not been completed we could look to secure an injunction.
- 7.8 ST advised that NCH also photographs the property and keep the pictures on file for future reference.

8.0 Feedback from NCH Board

- 8.1 ST advised that she was attending the meeting as Gill Moy had sent her apologies because she was attending a Board meeting.
- 8.2 ST advised that at a recent tenant and leaseholder meeting a suggestion had been put forward that groups could receive feedback from the Board either from Officers or a Tenant Board Member could attend the meeting to provide direct feedback. The Panel would be welcome to invite a Tenant Board Member to attend a future meeting.
- 8.3 ST also invited Panel members to attend a Board meeting as an observer.
- 8.4 CR advised that she would be happy to support any Panel member who wished to become more involved with the Board and if any tenant or leaseholder member was considering applying for a position on the Board.
- 8.5 ST advised that the Board meeting that evening would look at the end of financial year performance and financial outturn, the business plan and delivery plan for 2009-10 and how this would be delivered. The Board would also discuss the journey to becoming a 3* organisation.

9.0 Any Other Business

- 9.1 KBT suggested to the Panel that they spread the word about involvement to other tenants and leaseholders to encourage

them to get involved.

KB commented that the Tenant Services Inspectors is a really good way to get involved particularly mystery shopping and inspecting empty properties.

WM advised that 2 How to Guides had been received for the Panel.

10.0 Date, Time and Venue of Next Meeting

Thursday 20th May 5.30-7.30pm Lathkill Close – AGM