

Minutes



Minutes of Area 1 Panel meeting held on Thursday 21st May 2009 at Lathkill Close

<u>Present:-</u>	Kath Biddle	KB
	Kevin Butt	KBT
	Carol Phillips	CP
	David Phillips	DP
	Olga Footitt	OF
	Sheila Loades	SL
	Mureen Henson	MH
	Ros Yousouf	RY
	Ruth Haywood	RH

<u>NCH:-</u>	Will Morritt	WM
	(Housing Manager)	
	Kim Devergori	KD
	(Assistant Director Housing Services)	
	Anthony Slater-Davison	ASD
	(Senior Building Surveyor)	
	Carly Beet	CB
	(Yorkshire Windows)	
	Claire Reeves	CR
	(Tenant and Leaseholder Involvement Officer)	
	Brian Walker	BW
	(Property Services)	

Councillors:-

<u>NCC:-</u>	Kevin Quigley	KQ
	(Executive Officer)	

Apologies:- Gill Moy Director of Housing Operations, Councillor Alan Clark, Councillor Eunice Campbell, Councillor Hartshorne, Councillor Klein, Sheron Riley Area Housing Manager and Steve Williams Property Services

Action

1 Welcome, Introductions and Apologies

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

2 Election 2009/10

CR invited nominations from Panel members for the position of Chair and Vice Chair for 2009/10.

Kevin Butt nominated himself for re-election to the position of Chair

Kath Biddle nominated herself for the position of Vice Chair.

No other nominations were received

As there were no other candidates Kevin Butt was seconded to the position of Chair for 2009/10 and Kath Biddle was seconded to the position of Vice Chair for 2009/10.

3 Minutes of Last Meeting

3.1 The minutes of the previous meeting were read and accepted.

4 Matters Arising

4.1 KBT advised that he had attended a crime fighters course at Trafford Hall, expenses and accommodation were provided. Delegates at the course can apply for a £1,000 grant for their group to reduce crime.

4.2 RY advised that she would be attending at the end of June.

4.3 CP advised that the issue on Wingbourne Walk was still occurring and they had no contact from the Planning Department.

WM

4.4 ASD updated that the Surveyor who had visited Bulwell would not longer be working with NCH and NCH has reinforced our expectations to all surveyors.

4.5 KBT asked when the combination frames could be fitted to the bungalows and ground floor flats.

4.6 ASD advised that it would be next financial year.

4.7 WM advised that a further meeting of the Gardeners TRA was taking place on the 21st May and the Neighbourhood Action Officer was attending.

4.8 CR updated that the deadline to express an interest in becoming a Board Member was the 29th May 2009. She also 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.

5 Older Persons Strategy

5.1 KQ introduced himself to the Panel, he is the executive officer to Sallyanne Johnson the Director of Adult Support and Housing.

5.2 KQ had been developing the Older Persons Strategy. A steering group helped develop the strategy along side wide consultation. The consultation showed that people would like a network of options e.g. support in their own homes, adaptations, Telecare or support to find another home in their area. Also the consultation showed that people want to be involved in housing development transport and community safety. The strategy has now been approved and will be published in November

5.3 OF raised a concern with the isolation the residents in her area feel due to the lack of bus service.

5.4 KQ suggested that the residents speak to their local Councillor.

Cllr Klein

5.5 KB asked for a copy of the strategy once it has been published.

KQ

5.6 KD updated the Panel that NCH is reviewing the supported housing service, extensive consultation has been carried out with the Sheltered Schemes. We are looking to provide a needs led service which has flexible support plans.

5.7 KB asked about the future of rent collectors as some older people feel more comfortable paying cash.

5.8 KD advised that NCH is currently reviewing the accommodation strategy. The Status survey results showed that the majority of people prefer to contact us via phone. The Board have given us permission to consult with tenants and leaseholder about four of the area housing offices, Victoria Centre, Bilborough, Southglade and Lenton. Cash Collection is an expensive way to collect rent, we are promoting direct debit as it is much cheaper so the saving can be used for other services. NCH also needs to consider issues of Health and Safety with rent collection. We will however take in to consideration all feedback and present this to the Board.

6.0 Local Housing Office Issues

6.1 The Panel agreed to amalgamate this agenda item with Area Performance.

7.0 Repairs

7.1 OF reported that she had had her windows replaced and the operatives had done an excellent job.

7.2 CP was also really pleased with the work carried out to her home.

7.3 MH asked when the operatives would return to replace the brickwork in Bulwell Hall.

7.4 ASD asked for the address after the meeting and advised he would investigate. ASD

7.5 ASD reported that the Vision Management Surveys (VMS) carried out around decent homes work had recorded a 8.33 out of 10 satisfaction rate. The target to achieve was 8.

7.6 CP asked when she would receive a survey.

7.7 ASD advised that the surveys are sent out about a month after the work has taken place.

7.8 ASD advised that properties are being Smartwatered after the new windows are installed.

8.0 Local Area Round Up

8.1 KB advised that she had recently undertaken some ready to let empty property inspections as a Tenant Service Inspector with Gary Whitaker (Head of Service Repairs and Maintenance) and Steve Hale (Assistant Director of Commercial Delivery). Some of the empty properties were in good condition but some had outstanding repairs and untidy gardens.

8.2 KD advised that this was totally unacceptable. Gary Whitaker is newly appointed to a permanent position and he wants to assess any problems occurring first hand so that he can work to address them.

8.3 RY advised that Rufford TRA had received a £200 grant for plants and flowers from Blooming Neighbourhoods. The committee have started planting them out and it has made a great difference to the area. Emma Shaw the Neighbourhood Action Officer is also helping Rufford with their petition about the traffic on Bulwell Market. Rufford are organising a trip in

September and creating a letter for new residents to the area to welcome them.

- 8.4 RY also advised that the Area Committee had met and elected Eunice Campbell as Vice Chair. The Youth Offending Team attended. There was a presentation by the Lift Centre. An update was provided on the Health Action Plan and Ward Members budgets.

9.0 Area Performance and Housing Office Issues

- 9.1 WM circulated the summary performance report.
- 9.2 WM highlighted that Bulwell has achieved 100% for new tenancy visits. Crabtree Farm has dropped to a 1* and Highbury Vale and Top Valley achieved 3* rating at the last estate assessments.
- 9.3 WM reported that the top 3 anti-social behaviour (ASB) issues raised at the area housing office currently are noise, drug related and domestic violence. The Police have recently carried out a series of drug raids and asked us to take action against any tenants. We are now taking possession action against 13 tenants and issuing tenancy breach warnings to a further 6. We are also re-charging tenants for damage to front doors.
- 9.4 KD advised that NCH are introducing a new case management system for ASB jointly with Community Protection. Reports should be available within the next couple of months. There is also now a case review panel for ASB cases not resolved within 6 weeks which makes recommendations to resolve the case. 55% of ASB cases are currently being resolved on first intervention citywide.
- 9.5 KD also reminded the Panel to keep property secure during the warm weather as leaving windows and doors open can lead to an increase risk of burglary.

10.0 Feedback (NCH Board)

- 9.1 KD reiterated that expressions of interest were being taken from tenants and leaseholders to become a Board Member.

11.0 Any Other Business

- 11.1 OF reported that some young people had visited some of the bungalows pretending to be from the water board.
- 11.2 KD advised that if this occurs it should be reported to the

Police and also to the Telecare service if that is installed as they can alert other Telecare users in the area.

11.3 KB and KBT reported vandalism and theft from gardens in the area.

11.4 KD suggested that an environmental scheme could be investigated as a possible solution. WM

11.5 CR advised that a Week of Action to celebrate young people in Area 1 is taking place between 15th-22nd July with lots of events taking place around the area, including a green event on in Bulwell Market on the 20th July and a Parklife event on the 22nd July.

11.6 CR advised that Get Involved Week would be taking place again this year between 27th – 31st July and that further details would be circulated.

10.0 Date, Time and Venue of Next Meeting

Thursday 16th July 5.30-7.30pm Lathkill Close