

# Minutes



## Minutes of Area 1 Panel meeting held on Thursday 16<sup>th</sup> July 2009 at Lathkill Close

**Present:-** Kevin Butt (Chair) KBT  
Kath Biddle (Vice Chair) KB  
Carol Phillips CP  
David Phillips DP  
Olga Footitt OF  
Sheila Loades SL  
Mureen Henson MH

**NCH:-** Dorothy Smith DS  
(Housing Manager)  
Gill Moy KD  
(Director Housing Operations)  
Steve Williams SW  
(Property Services)  
Claire Reeves CR  
(Tenant and Leaseholder Involvement Officer)  
Brian Walker BW  
(Property Services)

**Councillors:-** Councillor Alan Clark  
Councillor Ginny Klein

**NCC:-**

**Apologies:-** Ros Yousouf, Ruth Haywood, Councillor Eunice Campbell, Councillor Hartshorne, Councillor Klein, Sheron Riley Area Housing Manager and Will Morrill Housing Manager

### Action

#### 1 Welcome, Introductions and Apologies

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

#### 2 Minutes of Last Meeting

The minutes of the previous meeting were read and accepted.

### **3 Matters Arising**

- 3.1 WM advised the issue with Wingbourne Walk had been raised with Planning.
- 3.2 CR updated that the SWARM team had returned to make good the brickwork in Bulwell Hall
- 3.3 CP and KB advised that they had not received surveys about the SWARM work they had received. ASD

### **4 Recruitment to the Panel**

- 4.1 CR circulated profiling information broken down for the community of tenants and leaseholders in area 1 and the Panels profile by ethnicity, age, gender, disability and number of leaseholders.
- 4.2 A discussion ensued around how the Panel could seek to make sure it is as representative as possible of tenants and leaseholders in area 1.
- 4.3 GM suggested that panel members could attend tenants and residents associations (TRA) and community groups to encourage them to attend the Panel.
- 4.5 KBT suggested that the academy schools could be approached.
- 4.6 Councillor Klein suggested that the Panel could raise awareness about the work of the Panel with the family centre.
- 4.7 DS suggested contacting the local churches.
- 4.8 KBT suggested that the Panel could draw up a plan of how to engage the wider community with the Panel. The Panel could also decide what issues it wanted to focus on and use them as promotion to discuss with the community.
- 4.9 KB suggested a letter could be sent to new tenants in the area at the new tenancy visit from the Panel inviting them to join and providing information about the Panels plans.
- 4.10 The Panel decided that to take this forward a mapping exercise would be carried out of community groups and facilities in the area and that the Panel would look to develop specific promotional material for the area. CR
- 4.11 GM advised that the NCH communications department could offer support with this.

## **5 Environmental Budget**

- 5.1 The Panel agreed the change to the agenda from Bulwell Business Plan to the Environmental Budget.
- 5.2 DS circulated the proposed list of environmental schemes.
- 5.3 GM advised that the proposed schemes are suggested by tenants and leaseholders to the local area housing team, the Housing Manager collates these and requests costings. These are then brought to the Panel who decide if the schemes are appropriate and prioritise them to meet the budget available.
- 5.4 OF was concerned that the proposed scheme on Norwich Gardens cover the wrong addresses.
- 5.5 Councillor Clark reported the broken street light which is attached to the maisonettes on Highbury Vale which is a housing light which has not been repaired. WM
- 5.6 GM was concerned that some schemes had not been costed.
- 5.7 CR advised that at other Area Panels the Housing Patch Managers (HPM) had explained the schemes and what they were important to help the Panel make their decision.
- 5.8 Councillor Klein suggested that environmental schemes be a standing item on the Panels agenda. WM
- 5.9 The Panel decided to defer the agenda item until the next meeting where more detailed information could be provided. WM

## **6.0 Repairs**

- 6.1 SW updated the Panel on repairs performance advising that 95% of repairs appointments made were kept. Vision Management Surveys (VMS) results show 8.3 out of 10. 99.95% of gas servicing has been completed and received 8.8 out of 10 on VMS.
- 6.2 KBT advised that he repairs operatives had returned twice to his new boiler to replace parts due to a general recall.
- 6.3 SW advised he would investigate and update the Panel. SW

## **7.0 Local Area Round Up**

- 7.1 KB advised that there was an issue with underage drinking on the streets and parks and that this had been reported.

- 7.2 KBT advised that the petition to stop the traffic on Bulwell market is still on going.
- 7.3 KBT advised that Rufford TRA will be going on a day trip to Chester in September.
- 7.4 DS advised that NCH is working with the fire service and Police with regard to the fire at Snapewood. A public meeting is being held to potentially launch a TRA or Neighbourhood Watch.
- 7.5 DS advised that after a tenant had passed away on Norwich Gardens the successive tenant is moving to another address and the property will be empty whilst any works required are carried out.
- 7.6 DS advised that the property on Fenton Drive in Bulwell Hall has been cleared.
- 7.7 DS advised that there will be a show home open day in Highbury Vale on the 23<sup>rd</sup> July between 2-5pm
- 7.8 DS advised that the Crabtree area will be having an NCH week of action in partnership with Streetscene to raise the standards of the estate.

## **8.0 Area Performance**

- 8.1 DS circulated the performance report and highlighted that 100% of new tenancy visits had been completed, 94.4% of introductory review visits had been completed. 100% of both Councillor and general enquiries were responded to on time.
- 8.2 KBT asked when a tenant exchanges into a property are they given a copy of the tenant handbook.
- 8.3 GM advised that the assumption is made that the handbook would be left in the property by the previous tenant however this may not always be the case. The mutual exchange process is currently being looked at. NCH is also looking to raise the number of inspections to assess the condition of tenanted properties. We will be monitoring the percentage of biennial tenancy visits completed and this has now been included in the office of the month competition.
- 8.4 GM advised that rent arrears during the 1<sup>st</sup> quarter of this financial year are £1 million lower than in the 1<sup>st</sup> quarter of last financial year. Over 100% of rent has been collected for the last 2 months and we are regularly dipping below £3 million of rent arrears.

## **9.0 Feedback (NCH Board)**

- 9.1 GM advised that the Board would be meeting the following week. The Board agenda includes an update on SWARM, financial information, the delivery plan and the accommodation strategy which included feedback from the consultation on potential housing office closures.

## **10.0 Any Other Business**

- 10.1 KB felt that Bulwell Market is going downhill and that facilities are reducing and that this should be addressed.

## **11.0 Date, Time and Venue of Next Meeting**

**Thursday 17<sup>th</sup> September 5.30-7.30pm Lathkill Close**