

Minutes



Minutes of Area 1 Panel meeting held on Thursday 17th September 2009 at Lathkill Close

Present:- Kevin Butt (Chair) KB
Carol Phillips CP
David Phillips DP
Olga Footitt OF
Sheila Loades SL
Mureen Henson MH
Ros Yousouf RY

NCH:- Dorothy Smith DS
(Housing Manager)
Jayne Campbell JC
(Housing Patch Manager)
Steve Williams SW
(Property Services)
Carole Donnelly CD
(Tenant and Leaseholder Involvement manager)
Brian Walker BW
(Property Services)

Councillors:- Councillor Alan Clark
Councillor Ginny Klein

NCC:-

Apologies:- Ruth Haywood, Councillor Eunice Campbell, Councillor Hartshorne, Councillor Klein, Sheron Riley Area Housing Manager and Will Morrill Housing Manager, Gill Moy Director of Housing Operations and Claire Reeves, Tenant and Leaseholder Involvement Officer

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 CP advised that she had still not received a SWARM survey
- 3.2 CD feedback on the Panels plan to engage with the community on CR's behalf.
- 3.3 Councillor Clark advised that Will Morrith had informed him that the streetlight on the maisonettes on Highbury Vale would be fixed within the next 6 weeks.
- 3.4 SW advised that the boilers had been updated with replacement parts at the manufacturers request and it is not a health and safety issue.
- 3.5 Councillor Clark feedback that the Tesco planning application says they will have 2 sites half in Main Street and the petrol station in Jamison Street with 40 staff car parking spaces.
- 3.6 RY updated that there has been no further news about the Weatherspoons site.

4 Environmental Budget

- 4.1 DS forwarded Will Morrith's apologies about the previous environmental schemes presented to the Panel.
- 4.2 DS explained the proposed environmental schemes to the Panel Jayne Campbell and Dawn Vernon presented their environmentals to the Panel.
- 4.3 The Panel were concerned with the font size on the hand out as it was difficult to read. DS noted comments and confirmed in future the font size would be made bigger.
- 4.4 KB asked what the process was for proposing environmental schemes for next years budget.
- 4.5 DS confirmed that housing patch managers would be talking to tenants and residents associations (TRA's) about any schemes they have in mind for the future.
- 4.6 Councillor Klein asked why previous requests were not forwarded via this process
- 4.7 CD suggested that a template be produced and sent to all TRA's
- 4.8 Councillor Clark thought that Neighbourhood Management

- 4.9 and information collected from patch walks should be included when collating schemes.
- 4.10 The Panel were in agreement with the environmental schemes
- 4.11 DS confirmed that once the schemes had been approved by Area Committee the works would start quite quickly.
- 4.12 RY asked about the fence at 7 Welton Gardens
- 4.13 DS agreed to investigate and feedback. DS

5 Bulwell Housing Office Customer Service

- 5.1 DS circulated a briefing note about customer service at Bulwell housing office.
- 5.2 DS highlighted that Bulwell won office of the month in July for the 5th time.
- 5.3 DS advised that Bulwell housing office hosts rent and housing benefit surgeries.
- 5.4 CP mentioned that she had reported some issue to the housing office but received no action.
- 5.5 DS took details to look in to. DS

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 Councillor Klein commented on the proposed changes to the area housing offices.
- 6.3 OF confirmed that the adaptations to her bathroom had been completed and that an excellent job was done.

7.0 Local Area Round Up

- 7.1 RY reported some anti-social behaviour (ASB) near the shops recently but the CCTV camera is now monitoring. Rufford TRA was awarded a certificate of merit in the Neighbourhoods In Bloom. The TRA have also run a successful trip to Chester.
- 7.2 SL advised that there had been some issues in Bulwell Hall

- 7.3 with windows in empty properties being smashed. The TRA have also started a community garden.
- 7.4 Councillor Klein advised that a visit could be organised to the Meadows Community Garden.
- 7.5 Councillor Clark advised that Deptford Crescent TRA had held a fun day during the summer.
- 7.6 DS advised that Bulwell Hall's sensitive lets policy is being reviewed. NCH is also working in partnership with other agencies regarding the lack of youth provision on the Bulwell Hall Estate.

Cheryll
Rawling

8.0 Area Performance

- 8.1 DS circulated the performance report and highlighted lots of work is being done around pre-termination visits
- 8.2 DS also advised that the allocations policy is being reviewed and information will be brought to Panel.
- 8.3 CP raised the issue of properties being sub let
- 8.4 DS advised that the housing patch manager would deal with this through the abandonment procedure.

9.0 Feedback (NCH Board)

- 9.1 This item was deferred to the next meeting.

10.0 Any Other Business

- 10.1 A concern was raised over the length of time 53 Grindon Crescent had been empty following major repairs. DS stated that although this was a 3 bedroom property on paper the reality was that applicants were refusing the same because 2 out of the 3 bedrooms were box rooms. DS confirmed Lettings were looking at alternative methods of allocating the property.

11.0 Date, Time and Venue of Next Meeting

Thursday 19th November 5.30-7.30pm Lathkill Close