

Minutes



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

Present:-

Kevin Butt (Chair)	KBT
Kath Biddle	KB
Carol Phillips	CP
David Phillips	DP
Olga Footitt	OF
Sheila Loades	SL
Mureen Henson	MH
Ros Yousouf	RY
Ruth Haywood	RH

NCH:-

Will Morritt (Housing Manager)	WM
Gill Moy (Director of Housing Operations)	GM
Phil Saunders (Business Improvement Manager)	PS
Nick Coyne (Property Services)	NC
Claire Reeves (Tenant and Leaseholder Involvement Officer)	CR
Brian Walker (Property Services)	BW

Councillors:- Councillor Ginny Klein

NCC:- Katrina Curnow KC

Apologies:- Councillor Eunice Campbell, Councillor Hartshorne, Councillor Clark, Sheron Riley Area Housing Manager

Action

1 Neighbourhood Management

- 1.1 KC introduced herself as the Area 1 Neighbourhood Manager there are also two Neighbourhood Action Officers one for each of the wards. The Neighbourhood Management Team is concerned with social and physical regeneration, community priorities and consultation. Neighbourhood Management co-

ordinate with partners to deliver on the communities priorities and also focus on strategic issues.

- 1.2 KBT asked if Neighbourhood Management deal with the shops and market.
- 1.3 KC responded that it is with the Neighbourhood Management area but if it is regarding economic regeneration it is dealt with by another team within Nottingham City Council (NCC).
- 1.4 RY asked if Bulwell would be getting a Town Centre Manager.
- 1.5 KC advised that Bulwell would not be getting a Town Centre Manager.
- 1.6 KB advised that the Nottingham Evening Post had reported that the decision on the Tesco's site had been deferred. There is no movement on the Weatherspoon's site and the Crown garage site is a tip.
- 1.7 KC confirmed that the Tesco's site was deferred as no plans were available. The Weatherspoon's development has been delayed due to the economic climate. Planning are working with Neighbourhood Management and discussing what kind of development comes in to Bulwell town centre.
- 1.8 KB inquired as to the progress of the Strategic Regeneration Framework (SRF).
- 1.9 KC advised that the plan had been finalised but the plans were dependent on funding being available.
- 1.10 KBT asked about disabled access to shops.
- 1.11 RY advised that shops are not allowed to place ramps that impede the pavement. If the staff will attend to someone who cannot gain access outside of the shop this complies with regulations.
- 1.12 KBT raised the issue of cars and motorbikes driving on Bulwell marketplace.
- 1.13 KC advised that enforcement officers are there 5 days out of 7 and do issue tickets. A report can be brought to Panel to show how many tickets have been issued.

KC

2 Welcome, Introductions and Apologies

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

3 Minutes of Last Meeting and Matters Arising

- 3.1 The minutes of the previous meeting were read and the following amendments made.
- 3.2 Kath Biddle to be added as an apology, Councillor Klein was not an apology and the minutes should read Jennison Street at 3.5.
- 3.3 WM asked that tenants and residents associations (TRA) contact the Housing Patch Manager or WM to advise of any environmental schemes for next years budget. The schemes will then be brought much earlier to Panel for discussion.
- 3.4 GM asked about the fencing at Norwich Gardens.
- 3.5 WM advised that this would be completed before Christmas.
- 3.6 WM advised that 7 Welton Gardens has now been completed.
- 3.7 KBT updated that anti-social behaviour (ASB) is still taking place outside the Rufford shops particularly between 5-8pm.
- 3.8 SL advised that the committee were considering a trip to see the Meadows community garden.

4 Environmental Budget

- 4.1 JC introduced herself as the Director of Finance and circulated a presentation about the budget for 2010/11.
- 4.2 JC advised that the Government was due to forward information about the rent increase by the end of October but this has not been circulated as yet. Therefore the figures presented were currently estimates. It has been predicted that a 20% saving may need to be made over the next 3 years. All departments have been asked to look at their budget for 2011 to find a 5% saving. NCH are looking to work smarter and achieve 3* standard. It is thought that the rent increase could be up to 2.9%.
- 4.3 GM advised that rent arrears are £800,000 lower than this time last year.

5 Business Planning

- 5.1 PS advised that NCH are developing a three year business plan which will detail how we will reach 3*. NCH are discussing priorities with tenants and leaseholders.

- 5.2 PS invited the Panel to discuss their priorities for service.
- 5.3 KBT suggested that all employees analyse their own roles and think about what efficiencies could be made.
- 5.4 GM spoke about the Lean Systems Review taking place in the lettings department which is looking at processes to make sure they are efficient.
- 5.5 KB queried the standard of the ready to let properties.
- 5.6 GM advised that when the amount NCH spends on making properties ready to let was benchmarked against other organisations NCH spend is relatively high. SWARM work is now carried out when it is due in the programme not when properties are empty.
- 5.7 RH suggested using less contractors and using our operatives.
- 5.8 CP suggested that trends of repairs be looked at to see if it was possible to reduce the amount of repairs needed.
- 5.9 KB thought that sheltered housing could be promoted so that people understand the service to try to reduce the amount of under occupation.
- 5.10 RH asked why not all sheltered schemes had a scheme manager.
- 5.11 GM advised that the supported housing service was being reviewed to make sure it was fit for purpose and a modern service. The service should be needs led rather than location based.
- 5.12 PS thanked the Panel for their feedback and advised that it would be taken in to consideration during the development of the business plan.

6.0 Repairs

- 6.1 BW updated the Panel on repairs performance advising that 96.4% of repairs appointments made were kept. Vision Management Surveys (VMS) results show 8.2 out of 10 for satisfaction with the last repair carried out. 99.84% of gas servicing has been completed and received 8.9 out of 10 on VMS. 90.9% of repairs for aids and adaptations were completed within 20 working days.

7.0 Local Area Round Up

7.1 SL advised that Bulwell Hall TRA had voted against plans to build social housing on Totley Close as it was felt that the need for sports/play area was greater.

7.2 SL also raised the issue of painting in Bulwell Hall, the painters had visited with no warning and windows had been painted shut.

BW

7.3 RY advised that the Area Committee had discussed Nottingham In Bloom, the children's and young people's plan, the place survey, parks and open spaces and leisure centre usage.

7.4 RY also advised that Rufford TRA had worked on the memorial garden at Duchess Community Centre.

8.0 Area Performance

8.1 WM circulated the performance report and highlighted work being done around increasing the amount of biennial tenancy visits being carried out. Crabtree Farm estate has been judged to be of a 1* standard work is being carried out to improve this area.

8.2 Councillor Klein raised that the windows in the flats in Bulwell had not been replaced and the residents not communicated with.

8.3 WM advised that the windows in Cinderhill require scaffolding so all the SWARM work will be carried out at once.

8.4 WM agreed to chase the communication with the residents.

WM

9.0 Feedback (NCH Board)

9.1 GM advised that the Board would be meeting the following week and would be looking at the budget and financial regulation and the 10 year management agreement for NCH. Cash collection will also be discussed as this is a comparatively expensive way to collect rents, wide consultation with tenants will also be carried out around this issue.

10.0 Date, Time and Venue of Next Meeting

Thursday 21st January 5.30-7.30pm Lathkill Close