

Minutes



Minutes of Area 1 Panel meeting held on Thursday 1st April 2010 at Lathkill Close

<u>Present:</u> -	Kevin Butt (Chair)	KBT
	Kath Biddle	KB
	Olga Footitt	OF
	Ros Yousouf	RY
	Carol Phillips	CP
	David Phillips	DP
	Maureen Henson	MH
	Sheila Loades	SL
	Margaret Bell	MB
NCH: -	Will Morritt (Housing Manager)	WM
	Mark Spouge (Monitoring Officer Estate & Caretaking Service)	MS
	Nick Coyne (Maintenance Manager-Adaptations)	NC
	Cheryll Rawling (Tenant and Resident Officer)	CR
Councillors: -	Councillor Ginny Klein	GK
<u>Apologies:</u> -	Ruth Haywood, Gill Moy, Councillor Klein, Ian Perry	

Action

1.0 Welcome, Introductions and Apologies

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

1.2 Apologies were received from Ruth Haywood, Gill Moy, Councillor Klein and Ian Perry.

2.0 Minutes of Last Meeting

2.1 The minutes of the previous meeting were read and the following amendments made.

Page 4. JN should read JM

3.0 Matters Arising

3.1 2.1 DS confirmed that Katrina Curnow would provide a copy of the Enforcement Officers report.

WM to chase up

4.5 JM reporting back directly to Councillor Klein

6.3 Carbon Monoxide monitors are installed in properties with solid fuel appliances only.

10.15 Tenants still not receiving feedback

NC to take back to DR and bring back to next meeting

4.0 Nomination/Election of Chair and Vice-Chair

4.1 Chair
KB nominated by OF, seconded by CP; unopposed; elected unanimously.

4.2 Vice Chair
OF nominated by CP, seconded by SL; unopposed; elected unanimously.

5.0 Communal Access Cleansing

5.1 MS stated that 16 mobile caretakers operate Citywide, there is also a team of 30 block caretakers.

5.2 MS asked for questions.

Q. Are the pathways on Norwich Gardens cleaned.

A. This is an NCC issue. MS team maintain NCH properties and access to NCH properties. NCC City Services have nominated Area Managers that will take on these issues. MS will take the details and arrange a visit to Norwich Gardens with the Housing Patch manager and City Services Area Manager.

MS to arrange Visit to Norwich Gardens

Q. There is moss at Wingbourne Walk, Hemsby Gardens and Duchess Gardens.

A. NCC have had issues with the chemicals used last year to

clear the moss, they are now using different chemicals that should be more effective. NCH have a graffiti vehicle that can also be used to jet wash areas.

Q. What is the policy regarding graffiti on private properties
A. MS to check on NCC policy. NCH could do the work (with agreement) on private properties then charge for the work.

MS to check NCC policy

Q. When are the communal windows at Wingbourne Walk going to be cleaned.
A. MS to look at adding flats to the list

MS to add flats to list

Q. Bricks on the walls at Wingbourne Walk are crumbling
A. This is a repair issues. NC to take back.

NC to take back

Q. Can a chicane gate be erected on Duchess Gardens.
A. This is an environmental issues and will be added onto next years environmental wish list.

WM to add onto wish list

Darren Tattersall in City Services new Area Manager.

Any cleansing issues should be reported to the relevant Housing Patch Manager

6.0 Garage Strategy

6.1 For the last three years NCH have been looking into issues with garages. The cost of repairing damage to a garage door is £400+ and the cost to repair a garage roof is £200+.

Nottingham City Council (NCC) has now decided to invest in garages. Across the city NCH has identified sites that are too damaged or a health and safety risk.

Some sites in the area have been identified.

- 6 garages at Holby Gardens Top Valley – Asbestos, they will be demolished
- 6 garages at Newmarket - a healthy and safety issue.
- 8 garages at Lodgewood Close – these are out of the way and not used. They will be demolished.
-

The remaining garage stock in the area will be invested in and NCH will be doing a major push on garages. .

The will be an investment in fencing and gates to the garages on Chichester Close in Top Valley. This is mainly to protect the children playing in the area. WM has consulted the Top Valley TRA and they are happy with the actions in their area.

Garages at Abercarn and Mulberry look a mess. There will be investment in that area.

RY stated that the garages on Rufford Walk were knocked down and bungalows were built on the site, it has improved the area.

WM will look into the garage site on Norwich Gardens

WM to
check site

RY asked if community justice would be allowed to paint them. WM replied that they wouldn't be allowed.

7.0 Sensitive Lets

7.1 Some Areas are identified as more sensitive than others i.e. over 40's.

7.2 NCH are changing some of the sensitive let areas and are now assigning them to specific streets not whole areas.

7.3 Bulwell Hall will now become a general lets area.

7.4 Lathkill Close, Calder Walk, Stockwell, Newmarket, Springhead Court and Hoewood Road will now become ASB sensitive letting areas. Anyone who is a great risk of causing ASB, particularly around drugs, or who has been in prison in the last five years will not be allocated a property in these areas.

7.5 WM asked that if any of the panel knew the addresses of people causing ASB or dealing drugs could they let him know.

7.6 If properties become void on an Estate people already living on the Estate will not be given priority on the waiting lists.

8.0 Repairs

8.1 Responsive Repairs Performance

Appointments made and kept 95.3% (year to date)

Completing over 96.2% of routine and emergency repairs within target (year to date)

99.2% of emergency repairs completed within 3 days (year to date)

Over 94.9% of routine repairs completed within target (year to date)

Over 94% of repairs were completed on the first visit (year to

date)

Average days taken to complete repairs = 8.6 (year to date)
(target 10 days)

8.2 **Repairs Customer Satisfaction (last completed survey is for January 2010)**

Customers indicating they were satisfied with the completion of the last repair requested = 8.2 (target 8.0)

Customer satisfaction with the quality of the repair = 8.0
(target 8.0)

Customer satisfaction with the politeness and helpfulness of the operative = 8.7 (target 8.0)

Customer satisfaction with precautions taken by operatives to protect curtains, carpets, etc. = 8.4 (target 8.0)

Customer satisfaction with operatives removing all rubbish = 8.4 (target 8.0)

8.3 **Gas Performance**

28th February 2010 – 99.93% of gas servicing completed – 19 Illegal

Customer satisfaction with the completed last annual service = 8.7 (year to date) (target 8.0)

8.4 **Aids and Adaptations Performance**

91.5% of repairs completed with in 20 working day target
(target 90%)

Customer satisfaction with the service = 8.9 (target 8.0)

9.0 **Secure, Warm and Modern**

9.1 Item deferred until the may meeting.

10.0 **Local Area Round up**

10.1 Gardeners – The last meeting was very well attended

10.2 Bulwell Hall TRA – The TRA are hoping to start a 50+ group that will meet on a Tuesday. There is a meeting on 13th April at the Healthy Living Centre to discuss this. The TRA are still

working with Councillor Collins on the issue with Totley Close.

- 10.3 Rufford – The TRA are working with the police and a local artist to get the subway repainted. The TRA have accessed money from the community chest to put flower troughs on the railings. The TRA have applied to Neighbourhood in bloom for plants and NCH for a grant for tools to be used in the memorial garden. The TRA are planning to hold an auction later in the year.

11.0 Area Performance

- 11.1 Bulwell Housing Office won Office of the Month in both January and February.
- 11.2 Stock turnover has reduced which means that more people are staying in Bulwell.
- 11.3 There is a problem with tenants living in flats sustaining their tenancies for over twelve months. Tenants living in flats are generally transitory.
- 11.4 As of April the termination visits will be completed by the voids team.
- 11.5 Transfer visits, tenants will not be allowed to move until the property is in a decent condition.
- 11.6 Every tenant will receive a visit from their Housing Patch Manager within a two year period. KBi stated that properties need to be looked at, especially after modernisation.
- 11.7 There are no One Star Estates in Bulwell, the aim is to get all Bulwell Estates up to three Star.

12.0 Feedback (NCH Board)

- 12.1 It was agreed at the last Board Meeting to dispense with the services of the rent collectors.
- 12.2 The Chair stated that she was disappointed that no Councillors were in attendance.

13.0 Any other business

- 13.1 WM stated that the next panel meeting will concentrate on the proposed environmental schemes.
- 13.2 If anyone has any items that they would like to be put on the agenda they can submit them to WM. The agenda is usually

set two weeks before the next meeting.

- 13.3 The panel asked if there was any truth in the rumour that some of Highbury Vale flats were being pulled down. WM replied yes, there are four blocks of flats that are not economically viable to repair and so Nottingham City Council (NCC) took the decision to pull them down. A joint meeting was held between the Tenants, Nottingham City Council and Nottingham City Homes (NCH), a couple of Tenants didn't attend the meeting and were not aware of NCC's decision, however WM did visit these Tenants and explained the situation.

The Tenants of these flats will be moved within the next six months, they have been given priority on the waiting list, and they also have priority to move into the remaining flats in Highbury Vale. They will get a £4,700 grant which they can use on the move and will be fully supported by NCH.

The remaining 80 unmodernised, occupied properties will get the work done this year. The void properties that have been left empty pending NCC's decision will now be let, they will be modernised next year.

14.0 Date, Time and Venue of Next Meeting

Thursday 20th May 5.30-7.30pm Lathkill Close.