

# Minutes



**Minutes of Area Panel 2 meeting held on  
18<sup>th</sup> October 2009 at Bestwood Housing Office 5.00pm-  
7.00pm**

**Present:** Maria Hemphill (Chair) (MH)  
Jean England (JE)  
Ron Gillott (RG)  
Irene Gillott (IG)  
John Fletcher (JF)  
Paulett Hylton Edwards (PHE)

Nottingham City Council  
Councillor Wildgust  
Councillor Grocock  
Jackie Medcalf (JM)

Nottingham City Homes  
Paul Stanley (PS) Area Housing Manager Bestwood  
Carole Donnelly (CD) Tenant and Leaseholder Involvement  
Manager  
Clair Marshall (CM) Project Liaison Officer  
Jason White (JW) Property Services  
Jo Matthews (JM) Housing Patch Manager  
Rob Hamer (RH) Property Services  
Kay Gott (KG) Rents Manager

**Apologies:** Reginald Reddish, Councillor Lee, Councillor Arnold, Councillor Newton, Councillor Smith, Gill Moy, Director of Housing Operations, Claire Reeves, Tenant and Leaseholder Involvement Officer, Phil England, Alan Breeton, Crime and Drugs Partnership and Alec Parkinson

## Action

### **1.0 Welcome, introductions and apologies**

MH opened the Panel meeting and asked for introductions.

### **2.0 Minute & Matters Arising**

2.1 Councillor Grocock advised that Councillors had not received information about empty properties

**LC**

- 2.2 JF raised the concern about gas fires not being offered to tenants
- 2.3 Councillor Grocock asked for this issue to be resolved and a colour photo produced for the brochure.
- 2.4 MH asked for Tim Shirley to contact Councillor Grocock to resolve the issue.

TS

### **3.0 Justice Seen Justice Done and Community Payback**

- 3.1 JM sent Alan Breeton's apologies for the meeting as he had been called away to another meeting. She then introduced herself as working in the probation service and supervising offenders. She manages the community team in Nottingham and Nottinghamshire County. Before there wasn't a lot of publicity about the work of community payback but we now want to raise the profile and the offenders wear the orange tabards. The scheme has been publicised through the Sun, Nottingham Evening Post and radio. 60-70 adult offenders work 6 days a week fully supervised so there is a big team available for community projects. The service needs the communities help to make suggestions of projects community payback can get involved in.
- 3.2 Councillor Grocock thanked the Community Payback Team for the work they had done at Crossfield Court

### **4.0 Rents**

- 4.1 KG introduced herself as the rents manager for the north area and explained the function of the team. She circulated information about rent collection in area 2 and advised that 25 cases go to court weekly and there are currently 7 for the north area. 4 rents officers cover area 2. There is also a Financial Inclusion Officer Jill Slade who covers the north of the city who has a preventative role to help and support tenants with debt advice. All new tenants are contacted to advise about this service. A vulnerability assessment is carried out to ascertain the level of support the tenant may need.
- 4.2 JF asked if there are any specific groups who have rent arrears

- 4.3 KG advised that some young people have difficulty with rent arrears. Which is why a specific support package has been put in place and pre-tenancy work is taking place with young people.
- 4.4 Councillor Grocock asked if NCH work with other agencies to get forwarding address for tenants are evicted.
- 4.5 KG advised that more work is being done to reduce former tenant arrears.
- 4.6 KG advised that it costs NCH £0.16p to process every direct debit rent payments and between £4.30 - £6.00 to process every rent payment. NCH are encouraging tenants to pay by direct debit because it gives greater value for money and the savings made can be passed on to tenants in service improvements. An incentive scheme has been started where a prize draw takes place quarterly for tenants who pay by direct debit and have a clear rent account
- 4.7 Information was circulated about financial inclusion and credit union.

## **5.0 SWARM & Property Services**

- 5.1 CM introduced herself as a Project Liaison Officer for the Modern Living element of the SWARM programme. She advised that 1,757 properties require the modern element of SWARM in area 2 and these are due to be completed by 2010. 801 have currently been completed, 116 are currently having work undertaken to them.
- 5.2 CM advised that a coffee morning would be taking place on the 27<sup>th</sup> October between 10am-1pm at the Bestwood Community Centre.
- 5.3 Councillor Wildgust asked what had happened with Yorkshire Windows.
- 5.6 CM confirmed that confirmed that Yorkshire Windows are no longer working with NCH. Nationwide are the new contractor.
- 5.7 Councillor Wildgust asked why pipes are not being boxed in when new heating systems are being fitted.

- 5.8 RH advised that the decision was made at the beginning of the programme possibly on costs grounds but he would confirm details.
- 5.9 RH advised that 2050 surveys of windows had been carried out in Bestwood, 550 windows have been installed. The ward should be completed by Christmas.

## **6.0 Area Committee**

- 6.1 MH advised that sessions are taking place at Southglade and William Olds youth club but not many people are taking advantage of them.
- 6.2 Councillor Grocock that youth provision in the area was increasing to 6 sessions including Saturday and young people in the area are looking forward to the new facilities. New school facilities have also opened at Bigwood costing £19million. Also £4.3million project is taking place at Top Valley social club.

## **7.0 Tenants & Residents Associations round up & success stories**

- 7.1 MH advised that the next meeting of Bestwood Park TRA would be taking place on Wednesday 21<sup>st</sup> October at 6pm at Bestwood Housing Office.
- 7.2 JE raised the issue of a youth shelter in Whitemoor which is causing problems and advised she wouldn't like one in her street.
- 7.3 Councillor Grocock thought that youth shelters can work but they need to be monitored perhaps through a TRA or neighbourhood Watch
- 7.4 PS suggested that JE could speak to Neighbourhood Management about this.
- 7.5 Councillors Grocock and Wildgust left the meeting at 6.15pm.

## **8.0 Performance**

- 8.1 The summary performance report had been circulated prior to the meeting

- 8.2 PS highlighted that NCH are working hard to reduce the amount of empty properties.
- 8.3 MH advised that tenant service inspectors had been investigating empty properties and standards are improving.
- 8.4 JE explained that only essential work is carried out when the property is empty and the rest is done when the tenant moved in.

**9.0 Any Other Business**

- 9.1 PHE asked about the possibility of a gate at the Perdmere Valley flats
- 9.2 PS confirmed that money had been set aside for a security gate which would be installed within the next 6 weeks.
- 9.3 IG advised that it had been reported on local radio that people could now be fined for leaving their wheelie bins out.
- 9.4 JM advised that the communal lighting on Elmbridge precinct is due to be fixed.
- 9.5 MH asked about the external gas pipe on Beckhampton Road
- 9.6 RH agreed to investigate and advise.

**RH**

**9.0 Future meeting date**

**Thursday 3<sup>rd</sup> December 2009 5.00-7.00pm  
Bestwood Housing Office**