

# Minutes



**Minutes of Area Panel 2 meeting held on  
3<sup>rd</sup> December 2009 at Bestwood Housing Office  
5.00pm-7.00pm**

**Present:** Maria Hemphill (Chair) (MH)  
Phil England (PH)  
Jean England (JE)  
Ron Gillott (RG)  
Irene Gillott (IG)  
Paulett Hylton Edwards (PHE)  
Ian Wragg (IW)

Nottingham City Council  
Councillor Wildgust  
Councillor Smith

Nottingham City Homes  
Paul Stanley (PS) Area Housing Manager Bestwood  
Claire Reeves (CR) Tenant and Leaseholder Involvement  
Officer  
Tricia Quinn (TQ) Performance Review Manger  
Rob Hamer (RH) Property Services

**Apologies:** Reginald Reddish, Councillor Lee, Councillor Arnold, Councillor Newton, Councillor Grocock, Gill Moy, Director of Housing Operations, Alec Parkinson, John Fletcher, Lillian Bird and Julie Crook Director of Housing Operations

## Action

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

MH opened the Panel meeting and asked for introductions.

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

2.1 CR advised that Linda Clark had forwarded Councillor Grocock information about the empty properties in the area.

2.2 RH advised that a choice of gas and electric fires are being offered to tenants

2.3 RH updated on 5.8 to advise that pipes being boxed in is not all a cost issue.

2.4 RH advised that the gas pipe on Beckhampton Road should have been resolved but he would confirm this.

RH

2.5 PS advised that he would follow up on the installation of the gate at Pedmore Valley.

PS

### **3.0 Rent Setting**

3.1 CR advised that Julie Crook the Director of Finance had sent her apologies for the meeting because the figures for the rent setting for 2010/11 had yet to be issued by Government.

### **4.0 Business Planning**

4.1 TQ introduced herself as the Performance Review Manger and advised that NCH was currently consulting with Area Panels and Forums about their priorities for the business over the next 3 years. Since the successful inspection NCH's relationship has moved forward with NCC and NCH is looking to develop a 3 year business plan to achieve 3\*.

4.2 TQ asked the Panel their service priorities and also what efficiency savings could be made. Once all the consultation has been completed the TLC will look at the results.

4.3 PE suggested that empty properties are re-let more quickly.

4.4 PE suggested that NCH should make sure it enforces tenancy conditions.

4.5 PE suggested that tenancy visits be carried out more regularly.

4.6 Councillor Wildgust felt that repairs appointments should always be kept.

4.7 TQ advised that customer satisfaction is monitored with the surveys.

4.8 Councillor Wildgust asked how many surveys are actually returned.

4.9 TQ advised that she would provide figures. TQ

4.10 JE felt that tackling ASB was a priority.

4.11 TQ thanked the Panel for their help and advised that the comments would be fed in to the consultation process.

## **5.0 SWARM & Property Services**

5.1 RH advised that the warm element of the programme had delivered 3000 installations during 2009 with a spend of £5.8m.

5.2 Councillor Wildgust asked to be informed about the cost of using scaffolding. RH

## **6.0 Area Committee**

6.1 MH advised that the Area Committee had discussed the Policing Pledge, community crime fighters, the children and young people plan priorities and training to help people return to work.

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

7.1 MH advised that there had been a low turn out at the last meeting to try to restart Bestwood Park TRA, but MH was continuing to try to gain support for a group.

7.2 PE updated the Panel about the proposed improvements to Whitemoor park.

## **8.0 Basford Ward Week of Action**

8.1 PS advised that a Week of Action is taking place in the Basford Ward week commencing the 25<sup>th</sup> January 2010. Weeks of Action take place across the city and bring together all the partner agencies in a focussed effort to work with residents to make improvements.

8.2 CR advised that NCH was involved with the week of action and that she was specifically involved with a drop in targeted at young people to support them with their Homelink applications and find out about financial inclusion.

## **9.0 Performance**

9.1 PS circulated the performance summary and advised that Bestwood Housing Office won office of the month competition in October and has won the competition the most times during the year of any housing office. There are currently 452 empty properties but the target being worked towards is 300. Over 100% of rent is being collect so rent arrears are falling.

## **10.0 Any Other Business**

10.1 CR asked the Panel to think about their priorities for 2010 and complete the priorities list circulated.

## **11.0 Future meeting date**

**Thursday 18<sup>th</sup> February 2010 5.00-7.00pm  
Bestwood Housing Office**



Homes and places where people want to live