

Minutes



**Minutes of Area Panel 2 meeting held on
18th February 2010 at Bestwood Housing Office
5.00pm-6.45pm**

Present: Maria Hemphill (Chair) (MH)
Phil England (Vice Chair) (PE)
Jean England (JE)
Lillian Bird (LB)

Nottingham City Council
Councillor Grocock (BG)
Heidi May (HM)

Nottingham City Homes
Paul Stanley (PS) Area Housing Manager Bestwood
Dermot Loughran (DL) Tenant and Leaseholder Involvement
Jason Peel (JP) Property Services

Apologies: Gill Moy, Councillor Wildgust, Councillor Smith, John Fletcher ,
Ron Gilliot, Irene Gilliot

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 the group he was receiving a lot of complaints about appointments with regard to repairs and improvements not being kept

2.2 Councillor Grocock put it on record his thanks to Linda Clarke for information provided with regard to customer satisfaction survey.

2.3 (PE) confirmed work had started in Jan, but appeared to be progressing slowly and the site at Whitemoor Park had been subject to vandalism.

(HM) Confirmed that work was on target for completion

2.4 The minutes were they agreed by the group as a true reflection of the previous meeting

3.0 SWARM and property services

This agenda item was passed over as no attendance from SWARM

Action Point- (PS) to chase up and ensure attendance at next meeting

PS

4.0 Area Committee

4. (MH) advised the group that despite the setback of the damage too the hanging baskets last , this year baskets were again being organised for the coming summer and it was hoped that with extra security the baskets would be free from vandalism

(MH) confirmed that 56 people in the local community had benefited from the Healthy Lifestyle promotion.

There was a brief discussion surrounding the Christmas Lights, the group felt that the it would have been better if they had been on from dusk to dawn- rather than some of them being turned off during the early hours of the morning

5.0 Tenants and Residents Associations round up and success stories.

5.1

(HM) advised that Tesco's were planning to meet the Local Neighbourhood Team at Brooklyn Road play area with a view to carrying out major improvements to the play area.

It was hoped that local residents would get involved in the decision making, the local Residents Group would be contacted and asked to attend the meeting

Action Point (DL)

DL

(HM) further advised that Leen Valley Residents Group were preparing to enter Nottingham in Bloom competition

6.0 Basford week of Action feedback

(PS) advised that a full report was being prepared on the weeks event

(PS) advised that during the week there was a lot of door knocking and questionnaires completed. In total 90 questionnaires were completed

(PS) advised that 31 properties had been smart watered, that a number of referrals had been made to fire safety and a number of abandoned cars were removed from the area

Other areas were NCH concentrated resources were within its rent team, a number of Notices were served as well as court action being instigated

(PS) further advised that as a result of the week of action a new tenant group on the Oakleigh Estate were considering forming a Tenants and Residents Association

(HM) Advised that the week had been a great success, there was a focus on the Park Lane/Heathfields area. A police pledge meeting took place were residents identified dog fouling as a major concern. As a result of vehicle checks 27 untaxed/uninsured cars were removed from the area

7.0 Performance

7.1 The summary performance report was circulated

7.2 (PS) advised the figures circulated were up until the 31st of December 2009, though it was his understanding that the figures had now improved especially with regard to void properties

(PS) advised that a number of properties were still being refused despite the fact that applicants had actually bid for those properties. As a result after two such refusal applications were being held until as such times that the applicant discussed with their patch manager the reason for the refusal.

(BG) discussed with the Area Manager the reason for the number of evictions and the fact that from the performance table the figures suggested

performance had worsened,

- 7.3 (BG) asked about the letting policy and criteria and the fact that he was concerned that 4 bedroom houses were only available to those with 6 members in the household or less,

Action Point(DL) to contact Home link and provides details of Homelink letting criteria

DL

8.0 **Business Planning**

Rent Consultation- (PS) that the future of the rent collection service was under review because of the cost of collection compared with Pay Point or paying by direct debit, there were also issues with regard to Health and Safety of Staff and premises having large amount of monies on situ.

(PS) further advised that all Nottingham City Homes tenants had been written to as part of the review and that one to one meetings would take place with vulnerable residents on the options available to them

(MH) was concerned about the length of time it took for payments to reach Nottingham City Homes and as a result tenants would receive letters or calls it was particularly concerning to elderly and vulnerable residents.

(BG) was also concerned about the length of time it took payments to reach accounts and the fact Rent Collection was much more than collecting rent , it was a community service were elderly and vulnerable residents were able to make weekly or fortnightly contact with Nottingham City Homes.

(BG) Would pass details of concerned tenants who had contacted him to (PS) and (PS) would ensure those tenants were visited

Action (BG/PS)

BG/PS

(PE) was also concerned that tenants would have to pass their rent cards to third parties and that the information within the card was confidential

(PE) asked why the Bulwell office in particular was staying open. (PS) advised that it was to be a joint service centre which made it different from the other

offices but that the review would also cover that office in due course.

Garages

(PS) advised there was a campaign at the moment to let as many garages as possible. In this year alone 17 garages had been let which was a substantial improvement compared with last year

(PS) confirmed were it was not feasible to let garages, Nottingham City Homes were looking into the potential of decommissioning sites

(BG) asked how many garages were being used not to store cars in. (PS) confirmed that as far as he was concerned only one garage was being used in the area in this way which was a breach in the garage tenancy agreement

9.0 Nottingham in Bloom

A DVD was shown in relation to Nottingham in Bloom

After the video the group agreed that environmental improvements were a good idea the, only issue being that gardens were often the subject of vandalism.

10.0 Forward Planning 2010

A discussion was held about what the panel priorities were for the coming year and who they wanted to attend meeting in the future

The group decided to focus on issues surrounding property services and it was therefore decided to invite property services to discuss the improvement programme in the area

Any other business

There was no any other business and the meeting was brought to a close