

Minutes



**Minutes of Area Panel 2 meeting held on
15th of April 2010 at Bestwood Housing Office
5.00pm-7.00pm**

Present:

Maria Hemphill (Chair)	(MH)
Phil England (Vice Chair)	(PE)
Jean England	(JE)
Lillian Bird	(LB)
Irene Gillatt	(IG)
Ron Gillatt	(RG)
John Fletcher	(JF)
Eileen Bignall	(EB)
Melvyn Navwrocki	(MN)
Rob Glass	(RG)

Nottingham City Homes

Paul Stanley	(PS)	Area Housing Manager Bestwood
Julia Burkin	(JB)	Tenant and Leaseholder Involvement
Tim Shirley	(TS)	
Nick King	(NK)	

Apologies: Heidi May

Action

1.0 Welcome, introductions and apologies

MH opened the Panel meeting and asked for introductions.

2.0 Minute & Matters Arising

2.1 Whitemoor Park – there have been some instances of vandalism to this new facility already and it isn't looking its best. Opening day next Thursday – can anything be done re turf and existing damage?

- 2.2 JB signposted everyone to the HomeLink Newsletter March 2010 issue 6. There is a very clear explanation of the letting policies for NCH homes. Any further questions can be raised with Elaine Cross on 01159 157150
- 2.3 PS has spoken to the tenants whose details were passed on to him from Cllr Grocock.

3.0 SWARM and property services

- 3.1 NK was invited to provide a statistical overview of the number and type of complaints raised.

- 3.2 Whilst the total number of complaints in Q3 seem high at 1139 – this has to be considered alongside the actual number of repaired carried out which was approximately 30,000 in the same period.

- 3.3 MH & PE recently did an inspection of 3 bungalows and a flat as part of their Tenant Inspector roles. MH was disappointed to see that one bungalow was in a dirty condition – and would not look attractive to anyone viewing it. This property had been checked over by voids team and passed as completed. MH is aware that a final clean is done just before a tenant signs up – however this is not sufficient to encourage a viewer to sign up. NK agreed to pass this on to Darrell Smith and there will be feedback at the next meeting.

NK

- 3.4 MH also raised that the Gas Service Check List was signed but not dated. This is not the first time she has noticed this and she has raised it before. Can this be looked into further as without a date it is not offering the tenant any useful information! NK agreed to pass this on and provide feedback at next meeting

NK

- 3.5 MH also noted that one bungalow had a blocked toilet. It smelled offensive and on closer inspection had paper towels stuffed in it. Obviously the water had been turned off and the user was unable to flush. NK asked for the address to investigate further and resolve.

NK

- 3.6 JE visited a bungalow and upon opening the front door was met with a strong urine smell. Whilst the property had been cleaned it had not been

- disinfected. NK explained that there is a contractor employed to disinfect properties and remove any such problems. JE to provide NK with address. NK
- 3.7 The Tenant Inspectors would like more consistency across void standards. ALL
- 3.8 PE asked if there were any specific trends in complaints. NK explained that the most common complaint was the time taken to complete a repair. Often this was a problem of perceived delay rather than the allocated priority for the repair reported. Example a fencing repair has a priority of 66 days and some tenants feel this is not quick enough.
- 3.9 LB asked NK how we encourage tenants to report complaints. NK confirmed there were lots of ways, making a personal visit, phone calls and filling in a form. There are lots of leaflets and information on the website.
- EB asked why there were no Councillors at this meeting. PS explained that under normal circumstances the Councillors did attend and contribute to the meetings. He expects they will be at the next meeting as usual. CLLRS
- PE wanted to say thank you to the people who are putting in the fencing in Aspley / Melbourne Road area. They are doing a great job, very neat and tidy. NK
- JE thanked NK for resolving a lighting issue.
- 4.0 Area Committee**
- 4.1 MH & PS spoke about the William Olds Centre upgrade which cost £212,000. The facilities there are excellent with a recording studio and fenced football pitches. Aiming to provide facilities for 11-15 year olds in the area. It is worth mentioning to anyone in your area and encouraging local youngsters to take a look. ALL
- 4.2 Neighbourhoods in Bloom – 40 planters will cost £5,000. The theme this year is red, white and blue. New starter packs are available and include strawberries, herbs, and tomatoes to have a go at growing your own.
- 4.3 Proposed new GP surgery adjacent to Southglade

Leisure Centre. Bestwood ward is considered to have a need for GP surgeries and this is a not for profit joint venture between Soldiers, Sailors and Airforce Association / NCC and Primary Care Trust.

5.0 Tenants and Residents Association Round Up

Nothing to report.

TRA'S

6.0 Performance Report

6.1 PS circulated the performance report with the agenda. PS invited questions.

6.2 NK asked how we are being more effective at collecting rent. PS explained there is much more emphasis on being proactive; preventing people getting into arrears and supporting them to pay rent on time. However this week 4 tenants were evicted for not paying their rent. None were in this area.

6.3 PE mentioned that there have been Money Matters events that are designed to promote good financial habits and provide support and advice to those people who are struggling.

7.0 Garages Update

7.1 PS circulated a document showing some proposed garage site closures and investment opportunities.

7.2 JF stated the fencing at Barent Walk was very good, however there was an ongoing issue with the locks. PS explained he was investigating the best type of lock to use and this would be completed as soon as possible.

PS

7.3 RG mentioned that he had received a garage survey letter which he has responded to.

7.4 RG mentioned that Hazel Hill Crescent garages have gates and lighting issues which he has reported to the housing office. People are leaving gates open and children are playing football; some fly tipping has occurred.

7.5 LB garage site behind the CO-OP on Arnold Road is a potential problem area. Poor lighting. People are scared to go to shop after dark. PS agreed to look into this area and report back to next meeting.

PS

7.6 MN & RG mentioned the Leen Valley Community Centre needs additional car parking – could this be where the garages are currently located? Also is there any chance of better signage / CCTV for disabled parking as this is being misused by others. PS will look into this and report back to next meeting. PS

7.7 PE enquired what the former Park Lane garage site was to be used for. PS informed the group that Leicester Housing Association will be building homes on the site.

7.8 IG noted there are cars parking on the grass verges and blocking the cycle paths on Arnold Road. PS will inform Highways. PS

8.0 Environmental Schemes

8.1 PS & TS circulated two documents with ideas for consideration. The Basford area has a £90k budget and Bestwood area has a £120k budget for environmental improvements. This is the allocation from the £1.7m city wide budget.

8.2 PS asked for comments and feedback on the proposals; to do this formally a meeting has been arranged for Tuesday 18th May 10am to 12noon at the Bestwood Housing Office ALL

8.3 TS explained that it is important to get ideas that are supported confirmed as soon as possible as all works and consultations need to be completed by March 2011. As with these things costing and permissions can take a while.

9.0 Sensitive Lettings

9.1 PS circulated a document with the current and proposed sensitive letting areas clearly defined.

9.2 Any comments arising from this document to be referred to PS ALL

9.3 MH mentioned that Tesco Express on Mansfield Road is having youth problems – hanging about late at night.

9.4 LB Do we designate blocks for particular age

groups? PS we work to the sensitive lettings policy and as discussed we need to do regular reviews on this.

9.5 JF mentioned that there appear to be a number of BME tenants coming into the area and asked if this had caused any tensions. PS advised that no tensions have been noted.

9.6 PS reminded everyone that any ASB issues can be reported to the local office in person or by calling 01159153301 ALL

10.0 Any other business

10.1 PE notified everyone of Whitemoor Park open day Thursday. ALL

10.2 JF queried being in arrears when opting to pay by direct debit. He felt there could be a clearer explanation made to people choosing 28th as a payment date.

10.3 MH wanted to know what happens with rent payments if the tenant is unable to get a bank account.

MH brought the meeting to a close and thanked everyone for attending.



Homes and places where people want to live