

Minutes



**Minutes of Area Panel 2 meeting held on
17th of June 2010 at Bestwood Housing Office
5.00pm-7.00pm**

Present:

Maria Hemphill (Chair)	(MH)
Lillian Bird	(LB)
Irene Gillatt	(IG)
Ron Gillatt	(RG)
John Fletcher	(JF)
Eileen Bignall	(EB)
Valerie Hopkin	(VH)
Mrs Kirk	(MK)
Councillor Smith	(DS)
Councillor Wildgust	(MW)

Nottingham City Homes

Paul Stanley	(PS)	Area Housing Manager
Lynn Standen	(LS)	Housing Manager (minutes)
Chris Thelen	(CT)	Maintenance Manager
Gill Moy	(GM)	Director of Housing

Apologies: Councillor Grocock, Phil England (Vice Chair), Jean England, Nick King

Action

1.0 Welcome, introductions and apologies

MH opened the Panel meeting and asked for introductions.

2.0 Minute & Matters Arising

- 2.1 Item 3.5 CH advised that he had been informed that the property had been passed as ready to let (RTL) Void cleaning was done after this which would explain why it was dirty. Tenant Inspectors were advised to refer any future concerns to Wayne Smalley, Technical Project Manager to address on 0115 9152623.

- 2.2 Item 4.2 PS advised that the Bestwood staff had been involved in a team planting session at the front of the office and a bench had been located outside the main door for customers to use. MH confirmed she had concerns as she had is having problems obtaining planters.
- 2.3 Item 7.2 PS confirmed there are now problems with the gate in place being left open. He will be writing to all residents to address the issue. **PS**
- 2.4 Query raised on item 7.5, 7.6 and 7.8 PS confirmed he would update on all items in with the Environmental Schemes later in the agenda. **PS**

3.0 SWARM and Property Services

- 3.1 PS confirmed that staff had been available for 30 minutes prior to the start time of the meeting to take a note of any individual issues which required investigation. The staff at Bestwood will respond directly as agreed. **PS**
- 3.2 CT provided a statistical overview of the performance in Property Services. He also mentioned areas of concern was plastering and painting. MH gave an example where the quality of painting was not acceptable. CT is to obtain property information raised and investigate the issue. **CT**

4.0 Tenants and Residents Association Round Up

- 4.1 MH confirmed that the Repairs & Maintenance forum was going very well.
- 4.2 Nottingham City Homes are looking to recruit new members and there are 2 or 3 positions up for election. GM confirmed that there have been around eleven applications to date. MH advised if anyone was interested they must contact Janet Locker on 0115 9157256
- 4.3 MH advised that the crime rates have dropped due to the installation of new windows by the Decent Homes team. She raised a query if the government cutbacks will affect the Decent Homes funding? GM confirmed that work is carrying on as planned until we are advised but as yet we have not received any information.

5.0 Performance Report

- 5.1 PS circulated the performance report with the agenda. PS invited questions if anyone had any queries.
- 5.2 PS asked if anyone had any questions to raise about the Rent or Repairs performance - no questions were raised
- 5.3 PS asked what performance information would you like to see in the future. Is there something not currently reported on that you would like included. Is the format acceptable or does it need to be changed? MH confirmed the current format is simple, clear and colour coded. All present agreed they liked the one page as you can glance down and see all the information quickly.

All agreed they like the current format and content wanted to retain it.

- 5.4 A discussion then took place on the number of lettable void and vacant properties. PS confirmed we are working to achieve the year end target for 2010/2011 of 230 and are currently standing at 276. GM explained the difference between lettable/non lettable void and explained the big push that is currently ongoing in the company to reduce the number of void properties. GM talked in detail about the fact there is currently around 500 non lettable voids. A proportion of the 500 are due to be decommissioned as they require a significant amount of money spending on them to meet the decent homes standard, some need to be sold and are in the process of being passed for sale. GM confirmed 6 properties have currently been sold to date and the money is to be reinvested back into the remaining housing stock. A small number of the 500 are used for decant of current tenants whose properties require urgent work due to fire damage and tenants intend to return to them on completion of the work. GM confirmed that although there is a lot of work going on around the city on reducing the number of voids and we have made big strides, there is still a lot more to do.
- 5.5 MW raised concerns with the number of voids in the Sheltered scheme. GM explained in detail the work going on citywide to address the issue which

included ex warden accommodation. At present the company is trying to determine scheme by scheme if suitable and GM confirmed some big decisions need to be made in the future.

5.6 Discussion then generated on tenants damage and what work the company is doing to address the issue. CT raised concerns over trying to chase ex tenants to pay for repairs and particular concern was raised about a mutual exchange of a property. PS explained that there is a new mutual exchange procedure and staff will be taking photographs to be saved on the records and used as evidence later if required. This was discussed as it was felt that after all the checks had been carried out and approval granted certain items which were to remain were then being removed when the tenant was leaving the property. PS advised that staff training on the new procedures start next Wednesday.

5.7 MW raised concerns over the state of RTL properties. GM explained about the budget constraints and did confirm the standard was not acceptable. All present were informed the standard was included on the Company Service Improvement Plan. GM explained about pre termination visits but the company does have access problems with some tenants and these tend to be the ones with a problem. GM confirmed some money was recovered but unfortunately not all.

5.8 MH raised an issue that this week there had been no photographs on the Homelink website. GM expressed her concern. MH confirmed she went onto the site this week on Tuesday afternoon. LS agreed to take the matter up with Homelink. GM confirmed that there are currently three web based IT packages being looked at to replace the current website.

LS

5.9 JF raised issue about painters leaving unused paint behind at 6 Nansen Gardens as it had been tipped over during the night by vandals. CT confirmed it should not have been left behind and he will address this with the team

CT

6.0 Environmental Schemes

6.1 PS thanked everyone for attending the event on the 18th May 2010 .

6.2 PS advised that on the 28th July 2010 the schemes proposed would go to the Area 2 Committee Meeting for their approval.

6.3 PS gave out a list of environmental schemes proposed for the Basford/ Heathfield/ Stockhill/ Old Highbury Road area and asked if there were any questions or queries.

No issues were raised by those present

6.4 PS gave out a list of environmental schemes proposed for the Bestwood Park/ Top Valley/ Bestwood Estate/ Leen Valley/ area and asked if there were any questions or queries.

Query raised by VH to supply & fit gates to 60-70 Stoneacre she confirmed there is currently a locking metal gate in place so does this still need doing. PS agreed to look into the matter.

PS

6.5 PS informed all present that as agreed he has put money aside for Community Payback materials he will confirm to all when the money has been spent

7.0 Anti Social Behaviour Update

7.1 PS asked each person present in the room what was the one main issue for them.
Main issues raised were Youths congregating & playing football, Drugs, Dog fouling, Neighbour noise late at night.

7.2 PS informed everyone that around 6,000 properties managed in the area and Bestwood Office currently have 62 live cases. This was only about 1% of people in the area reporting issues and he felt that there may be a problem with under reporting. PS discussed the procedure if you made a report and what the company can do to support you. PS wants to encourage people to come forward and report any issues they may have.

ALL

7.3 PS gave out a summary handout of all the current live cases by type of anti social behaviour and asked if this type of information would be required on a regular basis. MH confirmed it would and PS agree to ensure it was provided.

PS

7.4 MW confirmed that outside of the city centre Bestwood had been confirmed as the cleanest estate. All present agreed that Alvin Henry has been a 'star' and made positive comments about the work he has done to help the Bestwood estate achieve this.

8.0 Any other business

8.1 PS confirmed that Bestwood Park Drive is to be fitted with bollards to resolve ongoing the parking issues.

8.2 PS to address the report that four large bags of rubbish has been left in the Winterton Rise area for some time.

PS

8.3 Query raised on who to contact if you want to turn an allotment into a wildlife/wet area. Contact person is James Tilford in the Parks team 0115 9152749.

8.4 Query raised on what is happening to the Deerstalker Pub as fly tipping is bad in the area. MH confirmed it is due for auction in July 2010

8.5 MW raised issue of claiming compensation for damage from a heating leak to a tenant's property fitted by the Decent Homes team. GM requested that the information be passed to her after the meeting and she will deal with the matter and report back to MW.

GM

MH thanked everyone for coming and the meeting closed at 18.16.

Date of next meeting: Thursday 13th August 2010 at the Bestwood Housing Office.