

NCH AREA 4 PANEL; 20th January 2009

MINUTES OF MEETING

1 Attendees

Panel members; Chris Newton (Chair), Frank Griffiths,

Elected members; Councillor Carole Jones

NCC staff; Sue Haslett, Neighbourhood Manager (Area 4).

NCH staff; Gill Moy (Director), Shaun Elliott (Housing Manager), Afzaal Nawaz (Tenant & Resident Officer)

Apologies; Councillor Tony Marshall, Andrew Filer (NCH).

Agenda item no,		Action
	<p>Minutes of last meeting</p> <p>Approved and seconded.</p> <p>Matters arising</p> <p>10.1; there has been a request to reactivate the former Community Room in Highcross Court. JM advised there needs to be consideration of the cost and how it would be used.</p> <p>SE advised the old Housing Office will be used for caretakers.</p> <p>AN advised members of the Tenant Resource Centre at Houndsgate.</p> <p>There was a discussion on LAG meetings. SH stated they are currently assessing what meetings there are in the area and who attends them.</p> <p>Item 4; Ian Perry has made contact with tenants at Kingston Court regarding VMS results.</p> <p>AN to pass FG details for the Rents Panel.</p> <p>FG advised the Area 4 Panel meeting currently clashes with Tenancy and Estate Management Forum.</p> <p>Performance</p> <p>SE apologised of the lateness of the figures. SE advised</p>	<p>AN ✓</p>

can breakdown performance figures down to ward level.

CN advised he would like to trial because the properties most be very different in the wards.

FG stated he found a lot of the figures were repeated and that there was too much information.

JM advised some people like their statistics but not everyone is the same. Also provide the summary figures for people who do not want too much information. Some people want to see how well Radford is doing compared to other areas.

SE advised trend for rent collection is going up. However Area 4 is one of the worst for rent collection.

JM advised are trying to find out more about our tenants by mapping. Have found single black men have the highest tenancy turnover in the area. This could be something the Area Panel could look into. We need to assess because could be that they are being excluded.

JM advised overall there has been a huge improvement in rent collection. Have half a million pounds more to spend compared to last year. For the first time rent arrears dipped under £3 Million.

SE advised that there had been a reduction in vacant properties currently is at 1.7%.

JM stated that this was still too high and that should be around 1% in line the top organisations.

There was a discussion on VMS. JM advised helps to target our resources on the areas we need to improve. Rectification notices are created if score is below certain level.

SE explained other performance figures.

JM advised NCH had received two stars with excellent prospects. This is excellent news for Nottingham which brings £165 million in and is what the city needs.

JM stated trying to get the message out that this is not the same company as before. Also wanted thank tenants and leaseholders for their support and hard work. Have supported by attending meetings, mystery shopping and estate inspections etc.

FG asked when the next inspection will happen.

JM advised because we got excellent prospects may get inspected in three years but this could change.

Cllr Jones stated she had seen improvements made whilst being a new Councillor.

Environmental Improvements and Area Capital Fund (Shaun Elliott)

SE provided members with document of proposed environmental schemes. These schemes have been put forward by Cllr's, Neighbourhood Management, Area Panel etc.

SE advised of a meeting with Cllr's last week in which it was stated that there is still £187,000 available to spend.

CN asked about the schemes that have been approved but not done.

SE stated was waiting for appropriate dates for work to be done.

SE advised the proposed schemes will be going to Area Committee on Thursday. However these are not set in stone, if we get any more they will be included.

FG reported a plastic cover missing on NTL phone box where wiring is exposed.

SE advised he will get this reported.

Radford and Hyson Green Office Business Plan 2009/2010 (Shaun Elliott)

SE stated getting plan for this year also medium and long term plan. This will be further developed:

- Aiming for three star organisation and office
- Planning for Decent Homes
- Working relationship with agencies in Mary Potter Centre
- Continue developing knowledge of customers. Have high proportion of BME customers. Want to know if we are providing the right service for

SE

customers.

CN stated there are up 100 nationalities in the area. This will be a major task and are in favour of it.

There was a discussion on the number of other housing providers in the area and the lack of knowledge of whose properties they are. It was mentioned there are over 22 RSL' s operating in the area.

Tenant and Leaseholder Liaison Issues (Afzaal Nawaz)

AN advised members of the structure of the Tenant and Leaseholder Involvement team. The team is now based centrally at Houndsgate. There are three Tenant & Resident Officers (TRO's) each covering three areas i.e (1,2,3), (4,5,6) and (7,8,9).

Have four TLIO's which are citywide with a thematic lead each:

- Young People
- BME (vacant at the moment)
- Elderly & Disabled
- Projects and Respect Agenda

AN advised members of The Annual Tenants & Leaseholders Conference which is taking place on 12th February between 9.45am – 3.45pm.

AN stated that the conference working group decided the theme will be celebration. The afternoon session will include celebration of achievements and successes of the last year.

Local Area Round Up

- SE advised of work done during week of action. Parking on the Boulevard was a big problem. There was joint working to address this problem.
- Neighbourhood Management are providing action plan to continue some of the work started during week of action. SE advised will let members know the date of the next week of action and which part of the area it will focus on.

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Value for Money

- SE stated they have coordinated estate inspections with Area Patch walks. SH advised that dates have been set for the year.
- JM stated there is going to be difficult decision re budget because there will be a deficit on budget.

“You Said, We Did”

- Have got Mary Potter Centre for Area Panel meetings. Will advertise in the next newsletter.

Any other business

FG asked if changes regarding staff especially at Patch Manager level and above would it be possible to get this information along with minutes.

SE will provide round up of office changes.

Future meetings; possible agenda items, guest speakers, venue, time & date of next meeting

SE

