

Only one nomination for Chair and Vice Chair had been received. RL to continue as Chair until the next meeting.

5.0

Environmental schemes feedback

SN confirmed that the schemes were approved at the Area Committee meeting on 21st July, no schemes had started on site yet; although RL confirmed that that work at Wells Garden has already been completed. Also raised an issue to see if any of the money would be used for residents fences rather than tenants. ID confirmed that this was a community fund and therefore it must benefit the community rather than individuals. Cllr Griggs noted that if there were issues regarding fencing disrepair of a private property, the council could issue enforcement notices to request they maintain the area, if required. To be pointed out on a ward walkabout.

RL requested an up to date list of environmental works and ID confirmed that this was included in the 'green pack' with the area committee papers. RL also required confirmation that any underspend is put back 'into the pot'. SN to confirm at a future meeting.

SN

6.0

Voids & Lettings.

Linda Clarke from the voids team gave a mini presentation and provided an update on the team. Confirmed that this was now a central function with a team of 17, although only 13 were currently in post. This team undertakes pre-termination visits, transfer visits, allocations and offers, viewings and sign ups & post sign up visits. Then the new tenancy is passed to the housing patch managers to undertake the 6 week settling in visit.

LC outlined the lettable standard and the decoration schemes/welcome packs all new tenants receive to help them settle into their new homes. LC explained the quality inspection scheme and the role played by our tenant inspectors in helping to devise this standard.

LC provided a handout of the property types and turnover for the area.

Cllr Griggs noted that there had been an increase in crime in the area and please keep them informed, LC noted that NCH had recently taken to securing the windows and doors on voids due to the new kitchens, central heating systems being targeted. RL was concerned that the voids were being completed

All to note

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up to the decent homes standard before other properties in the area, and had led to some concerns being raised in the area and tenants being generally unhappy about this as they have been waiting a longtime for these improvements and see this as queue jumping, which in turn may account for the rise in associated crime for the voids.

It was noted that the average re-let time has come down across the area and the city.

A copy of the Kingsthorpe Improvement Newsletter was distributed and noted.

RL raised the issue of what happens to the keys when a property is de-commissioned? Main concern was around security keys at Pearmain Drive. LC to investigate and report back. RL stated that the TRA had a master for the security gates.

LC

7.0

Local Housing Issues

RL raised concern about not seeing the housing patch managers around the areas, especially around the Wells Road area in St Anns, SN to pass the comment to the relevant Area Manager to action. It was noted that area 5 & 6 cover similar areas and there is a need for HPM to attend the TRA's.

SN

RL confirmed that there was increasing ASB in his area and the TRA/residents needed more support from the housing patch managers, main concern was drinking and abusive language in the communal areas. It was noted that St Anns office is currently under resourced due to high levels of staff absence. RL would like to see an action plan in place to combat ASB in this area, an action group is required to move this forward. RL requested a copy of the estate inspection sheets for Pearmain Drive to be brought to the next meeting.

SN

8.0

Performance Information

SN presented the performance information for the city, concern was raised about the increasing arrears and the impact this has on spending.

Concern was raised about the increase in void turnaround times and it was suggested that more information could be supplied on the Homelink advert to avoid too many refusals, which in turn impacts on the ability to let the property on the first offer.

SN noted that Bestwood Office had won office of the month for May & June.

9.0

Any other business

Panel would like Louise Painter (Tenant Inspection team) to attend a future meeting to give a full overview of the tenant inspection programme.

Noted that Kingsthorpe street party would be held on 26th August, 3.30pm – 7pm

Next Meeting

Next meeting is to be held on Monday 5th October 2009 from 6.30 – 8.00pm at Winchester Court community centre.