

Minutes

**Minutes of AREA 6 Panel meeting held on
12th January 2009 6.30pm – 8.30 pm @ Kingston
Court**

PRESENT:

Sheila Thwaites
 Cynthia James
 Kate Bowley
 Sadie Peachment
 Val Bemrose
 Sandra Stone
 Audrey Davies
 Jean Macaulay
 George Graham
 Katy Follows (Crime and Drugs Partnership)
 Steve Hale (Assistant Director)
 Bill Hayward (Area Housing Manager NCH)
 Afzaal Nawaz (Tenant & Resident Officer NCH)

APOLOGIES:

Chris Langstaff (Chief Executive NCH)
 Gary Whitaker (Head of Repairs NCH)
 Cllr David Mellon (NCC)
 Graham Ward
 Jacinth Hall
 Ann Gibbins
 Marina Lafond

| | | | Action by |
|---|---|--|-----------|
| 1 | Welcome and introductions & Apologies ST the welcomed everyone to the meeting and introductions were given by everyone attending. | | |
| 2 | Minutes of Last Meeting The minutes were agreed as an accurate record of the meeting. | | |
| 3 | Matters Arising BH advised he has asked for walk around on Newark | | |

| | | | |
|---|--|--|--|
| | <p>Crescent during the Sneinton Week of Action.</p> <p>There was a discussion on the environmental budgets and who will be prioritising them. BH advised environmental budgets and responsibilities will be discussed at a future meeting.</p> <p>There was a discussion on Councillors attending Panel meetings. It was decided by Panel members that one from each Ward should be invited. ST advised of estate inspection where only the Housing Patch Manager and three leaseholders attended. There was no Cllr's or Police presence.</p> | | |
| 4 | <p>Sneinton Week of Action – Katy Follows</p> <p>Katy Follows introduced her self as Implementation Officer for Crime and Drugs Partnership. Work with NCC, NCH and the Police to reduce crime.</p> <p>Have been operating since August 2006 Respect Initiative. There is a big push on Community Safety but also look at environmental work and kids activities etc.</p> <p>Sneinton Week of Action will begin on Monday 26th January. It will bring all agencies together to work smarter together during the week to make a visible difference to some of the problems in the area.</p> <p>KF advised plans include:</p> <ul style="list-style-type: none"> • Smart Watering properties • Offering Home Risk (fire authority) • Clearing graffiti • Removing fly tipping (extra skips in the area) • Planting bulbs • Action on inconsiderate parking • NCH Estate Inspections <p>There is going to be Your Voice, Your Choice event on Thursday 29th January, 6.00pm – 8.00pm at Greenwood Junior School.</p> <p>There is also going to be a celebration on 28th January at Sneinton Hermitage launching Time Bank.</p> <p>KF advised want people to know what is going on in</p> | | |

| | | | |
|-----------------|--|--|----------------------------------|
| | <p>the week and would like suggestions from residents for example sites that need clearing etc.</p> <p>Panel Member stated there was a problem on St Mathias Road. Drug users are using cupboards of flats to sleep and take drugs. Mark Sunderland (Street Scene) has had doors removed but they have moved on.</p> <p>Panel Member advised NCH should seal these cupboards when tenants are moved out. The area is in process of regeneration scheme and tenants are being moved out.</p> <p>Panel Member advised of holes in the road on Newark Crescent and parking was a big problem around the William Booth School.</p> <p>BH advised of consultation with traffic management a while ago to see what could be done but will invite them again to asses the situation again. Also would it be possible to get them to have a look during week of action.</p> <p>KF advised will have enforcement officers to crack down on it during week of action.</p> <p>Panel Member advised of railings that had been removed on Newark Crescent for work to be carried but had not been replaced.</p> <p>BH advised he will look into this.</p> | | <p>BH</p> <p>BH/KF</p> <p>BH</p> |
| | | | |
| <p>5</p> | <p>Rents – Wade Adams</p> <p>Wade Adams advised he was the Rents Operations Manager for third of the city. In the current climate give a lot of debt advice and work closely with St Ann’s advice centre. Provide 2/3 sessions per month where we can make referrals.</p> <p>WA stated our Financial Inclusion Officers make referrals to Credit Unions to get a loan at a relatively low rate of interest.</p> <p>WA advised they help with Housing Benefit and Council Tax to make sure it is paid. Help tenants who are vulnerable making referrals to Framework,</p> | | |

| | | | |
|---|--|--|----|
| | <p>Help the Aged and Age Concern etc. Tailor services to vulnerable tenants by providing extra support.</p> <p>WA advised are doing customer profiles to get to know our customers better i.e what there needs are. Provide free interpretation service.</p> <p>WA advised staff will spend more time in the areas and less in the office, are looking into getting hand held computers.</p> <p>BH at the moment provides Panel with key statistics on rent so that progress can be seen. Will continue providing this information.</p> <p>6 Repairs – Steve Hale</p> <p>SH advised he has recently joined NCH as Assistant Director. Background is in Construction.</p> <p>SH stated winning tender was massive but there is still a lot to do. Are championing hand held computers for responsive repairs teams.</p> <p>SH advised we have too many sub contractors working for us and the impact of this on tenants is that we lose control of the staff i.e politeness of operatives etc.</p> <p>SH explained E Procurement where bid online. Have used this to purchase kitchens and bathrooms.</p> <p>Panel member advised tenants have received letters stating properties are going to be surveyed before end of March. This is raising people's expectations that they will all receive new kitchens and bathrooms.</p> <p>SH to investigate with Tim Shirley.</p> | | |
| 7 | <p>Performance – Bill Hayward</p> <p>BH handed out performance report on St Ann's figures. BH explained figures on rents, correspondence and voids etc.</p> <p>BH asked Panel members what performance figures they wanted from the St Ann's Housing office?</p> | | SH |

| | | | |
|---|--|--|--|
| 8 | <p>Members happy with breakdown received which compares with similar office (Bestwood) and also City wide figures.</p> <p>Panel Member asked under managing tenancies why NCH does not check people's background before offering properties.</p> <p>BH stated there was some confusion. Used to have sensitive lets areas in the past, this was fine when we had powers to do police checks. However this no longer the case because data protection etc. We have never asked for referrals and also as a Social landlord have a responsibility to house people.</p> <p>BH handed out draft business plan for the housing office which can be changed. BH asked for members feedback at the next meeting.</p> <p>Date, Time and Venue for the next meeting</p> <p>Monday 2nd March 6.30pm at Kingston Court</p> | | |
|---|--|--|--|