

Minutes

**Minutes of AREA 6 Panel meeting held on
2nd March 2009 6.30pm – 8.30 pm @ Kingston Court**

PRESENT:

Sheila Thwaites
 Cynthia James
 Kate Bowley
 Sadie Peachment
 Sandra Stone
 Audrey Davies
 Ann Gibbens
 Marina Lafond
 Natalie Lafond
 Jacinth Hall
 Carol Brown
 Bill Hayward (Area Housing Manager NCH)
 Tim Shirley (Asset Data Manager NCH)
 Darrell Smith (Project Manager NCH)
 Afzaal Nawaz (Tenant & Resident Officer NCH)

APOLOGIES:

Val Bemrose
 Graham Ward
 Chris Langstaff (Chief Executive NCH)
 Steve Hale (Assistant Director NCH)

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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		

	<p>BH advised of the walk round Newark Crescent and also the special meeting. Will another meeting in a few months.</p> <p>BH advised of Sneinton Week of Action where housing surgeries were held but were not well attended. The Your Choice Your Voice event was well attended.</p> <p>BH advised the cupboards on Stonebridge had been brought up at the Tenants & Residents meeting. DS advised this had now been done.</p>		
<p>4</p>	<p>Decent Homes – Tim Shirley</p> <p>TS distributed handout of presentation to Panel members. TS advised £243 million needed to complete decent homes work as identified by the 10% stock condition survey.</p> <p>TS: Every tenant will get a stock condition survey by 2010. Not everyone will get will everything for example from the survey we think we need 17,000 new kitchens and bathrooms but we have 29,000 properties.</p> <p>TS: In addition to providing windows will offer smart watering.</p> <p>TS: Customers were involved on selecting partners. There will be procurement exercise this for kitchens and bathrooms.</p> <p>Panel member asked a tenant has been told they have asbestos in the property and will be replacing kitchen and bathroom. Will work be carried out while tenant is in the property because tenant is elderly?</p> <p>TS advised will send in asbestos team in before work is carried out.</p> <p>Panel member asked if asbestos needed removing and as a leaseholder will they have to pay?</p> <p>TS: Will be writing to leaseholders and will get someone to give leaseholders advice on where the asbestos could be.</p> <p>Panel member asked will people who look after their</p>		

<p>kitchens be penalised.</p> <p>TS stated we may make that decision if kitchen is looked after but is older than the age we expect then we will replace.</p> <p>Panel member asked will they get double glazed windows if currently part double glazed and already had work done by Mears on kitchen?</p> <p>TS advised if any single glazed windows then these will be replaced with double glazed windows.</p> <p>Panel member advised the tiles used by Mears were not that good quality. Are the ones used in the future going to be better?</p> <p>TS advised with floor tiles were looking at safety but am concerned about the wall tiles.</p> <p>Panel member asked will Main Met heating be continued in St Ann's and also a Panel member advised their Main Met heating system was not working properly.</p> <p>TS advised have a long term contract so will continue.</p> <p>DS advised will get someone to check members system.</p> <p>BH also advised historically not good at recharging for damage but are getting better at keeping records etc. There is a set standard when people move or exchange properties. We need to publicise the action taken against people.</p> <p>TS advised Area Panels will be asked to put forward programmes for environmental schemes once they are agreed will go to Area Committee for their information. The three categories environmental schemes will be judged on are:</p> <ul style="list-style-type: none"> • Improve security • Improve environment • Improve spaces <p>There was a discussion about having barrier entrance at Newark Crescent.</p> <p>BH advised can not gate because it is a public</p>		<p>DS</p>
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	highway.		
5	<p>Repairs – Darrell Smith</p> <p>DS re iterated the importance of hand held computers but they have to be right ones for Nottingham City Homes. Are looking at forming a Better Working Group. Steve Hale will advise on further progress.</p> <p>DS advised third of work is taken by contractors and we would like to reduce this to control our work better. Someone is looking into this.</p> <p>DS stated E Procurement system (Auction) saved the company millions on kitchens. This process will be used to purchase other repair items.</p>		
6	<p>Plans for 09/10</p> <p>Panel members were asked individually list their top ten priorities for housing and then split into two groups to come up with their top three. The top three priorities decided by Panel members were:</p> <ol style="list-style-type: none"> 1. Clean / Improved Estates / Gardens 2. Secure Homes & Surrounds / Safety 3. Parking <p>Other priorities included:</p> <ul style="list-style-type: none"> • ASB • Lettings • Repairs • Environmental Schemes • Caretaking / gardening 		
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 advised rent collection was slightly better. January is a difficult month to collect historically. Re-lets have come down dramatically I St Ann's.</p>		

8	<p>St Ann's and Bestwood good for correspondence figures. St Ann's figures better than Bestwood on rent collection.</p> <p>BH advised there was now five two star estates and three two star estates.</p> <p>BH stated over 18 month period trend is getting better but want Panel members to still challenge performance.</p> <p>BH advised will bring information on type of complaints received at the housing office.</p> <p>Panel member stated they would like no number of Lettable voids not just percentage.</p> <p>Date, Time and Venue for the next meeting</p> <p>Monday 11th May 6.30pm at Kingston Court</p>		<p>BH</p> <p>BH</p>