

Minutes

Minutes of Area 6 Panel
14th September 2009
6.30pm – 8.30 pm
Kingston Court

PRESENT: Kate Bowley (acting Chair) KB Sandra Stone - SS
 Val Bemrose – VB Alan Hoban - AH
 Jenny Thompson (NCH) - JT Andrew Filer (NCH) - AF
 Ian Perry (NCH) - IP Cllr David Mellen - DM
 Scott Lee - SL Martin Thompson - MT

APOLOGIES: Alison Birch, Audrey Davies, Sheila Thwaites, Carol Tomkiss,
 Cynthia James

		Action
1	<p>Welcome and introductions & apologies</p> <p>KB the welcomed everyone to the meeting as acting Chair, and introductions were given by everyone attending.</p>	
2	<p>Minutes of last meeting / matters arising</p> <p>The issue of Kwiksave being used as a dumping ground was raised. DM advise that NCC keep cleaning up the area, but the site is owned by a private company.</p> <p>The first action point for JT could not be followed up as the panel member did not pass on the information. The second point will be organised during the planning phase for the 2009/10 environmental schemes.</p> <p>The minutes were agreed as an accurate record of the meeting.</p>	
3	<p>Secure Warm Modern update – Scott Lee</p> <p>SL presented this item and explained that Nationwide windows have 4020 windows to fit in the area, with doors being fitted afterwards. The exception to this is where there is a door and window unit, they will be done at the same time. The works are currently slightly ahead of schedule, and so have moved in to this area early. Only windows that are currently single-glazed will be replaced.</p>	

	<p>A display window was looked at showing the design which will be standard throughout the city where possible. The windows are secure by design, and have been tested by the Police. All ground floor windows will be fitted with locks. Higher floors will not have locks due to possible escape routes in case of fire. The windows are also fitted with hinges to allow cleaning of the outside, and also a restricted opening catch. K-Glass is also used which retains heat within the property for longer. Smart water is also offered to households by the operatives when the work is done.</p> <p>Previous materials removed from properties are also recycled and reused wherever possible.</p> <p>If any tenants require further assistance, the 'Helping hands' service is available. This scheme is NCHs promise to give extra help and support to vulnerable, elderly and disabled tenants while we are working in their home under the Secure Warm Modern programme. Any needs should be identified at the survey stage, with any issues shared with the liaison officer to ensure any extra requirements are met.</p> <p>The process will start with a letter and booklet being sent out highlighting what will happen, contact numbers, and what will happen on the day of installation. The tenant is then contacted the day before to confirm the appointment. Operatives will all carry identification, so if they do not have identification, do not allow them access to your property.</p> <p>KB asked whether leaseholders could opt in to the scheme. SL advised that each case would be looked at individually, and a quote would be done, using preferential NCH pricing.</p>	
<p>4</p>	<p>Estate and caretaking service – Ian Perry</p> <p>IP presented on this item and gave a recap of the service over the last 12 months.</p> <p>Tenant Service Inspectors (groups of tenants and leaseholders) are now in use for all high rise blocks to score the standard of each block. The initial target was to get each block to at least a 2* standard, which was reached in July 2009. The revised target is to now have 16 blocks across the city up to a 3* standard by April 2010. Handouts of this were given to delegates (enclosed).</p> <p>Scores through the Vision Management System are also improving across high-rise blocks. This system, along with the introduction of Tenant Service Inspectors is being looked at for low-rise properties shortly. A recent benchmarking exercise showed that Nottingham City Homes outscored Derby Homes (a 3* organisation) on their caretaking service.</p> <p>IP also handed out a breakdown of the work the caretakers do around the city. A separate NCC enforcement team has now been introduced which is looking at enviro-crime such as fly-tipping and graffiti. NCH caretakers are</p>	

	<p>now receiving further training on these issues.</p> <p><u>Weekend overtime working</u> In the recent Audit Commission inspection, it was highlighted that the caretaking service was not Value for Money. As a result of this the number of caretakers available has been reduced from 15 to 10 with no detrimental effect on the standards.</p> <p>IP recently presented future options of this to the Board of NCH, following which a pilot scheme is to be introduced to some high-rise blocks where the caretaker service is removed (applicable service charges will be amended accordingly). This pilot will start with Newark Crescent on 1st October. Emergency issues will still be covered by the caretaking service.</p> <p>The Audit Commission also highlighted that NCH offer a fuller service than any other ALMO or Housing Association, but with the terms and conditions of the caretakers, weekend overtime cannot be removed completely.</p> <p>KB raised a query over the star system used to grade the standards of estates and high-rise blocks. IP responded by advising the panel of two booklets that are available 'Estates pictorial guide' and 'Caretaking quality assurance manual' which give the Tenant Service Inspectors a pictorial guide on what estates and high-rise blocks should look like (copies are available on request).</p> <p>DM requested clarification on the caretaking service being removed from Newark Crescent. IP advised that all occupants will be receiving a letter shortly to clarify what will happen. KB suggested that what services the caretakers provide should be included in the letter, and advertised more widely.</p> <p>IP also added that any issues now raised by the caretakers, action is taken promptly, especially instances of anti-social behaviour. IP went on to clarify Streetscene (NCC) work closely with the caretaking team, with similar targets. Streetscene deal with issues outside the boundaries of the property, with the caretaking team dealing with issues inside and on the grounds of blocks.</p>	IP
5	<p>Environmental Schemes (Dales) – Jenny Thompson</p> <p>JT handed out copies of the suggested schemes that had been put forward so far (enclosed). Comments are required by 29th September so that they can be put forward to the Area Committee to decide.</p> <p>KB raised an issue with a block of land adjacent to Newark Crescent which often has drug paraphernalia left on it. JT will take this forward, but is probably too late to consult on for this year, so will include as a potential scheme for 2010/2011.</p> <p>DM raised three other issues:</p>	

	<ul style="list-style-type: none"> • Uneven pavement on Skipton Circus • ASB issues with an alleyway between Ashworth Close and Harrogate Road • ASB issues with a garage site on Durham Avenue <p>JT to take these forward</p> <p>KB added there were also ASB issues with a garage block on Newark Crescent (Nos 1 – 11). JT will take this forward also.</p>	
6	<p>Performance – Jenny Thompson</p> <p>Due to feedback from the panel, JT provided a summary of performance on the areas the panel had suggested (document enclosed). She added that the statistics for VICTRA were included in these figures, but was looking at getting these produced separately in the future.</p> <p>A discussion then took place around the TSIs and the streets the areas they covered when inspecting estates. JT confirmed this issue has been raised previously, and the TSIs are looking at changing the routes they follow. DM also raised the issue that several roads / streets covered have little NCH stock, and so NCC Ward Walks would pick up any issues to save NCH duplicating work.</p> <p>JT also advised that she was attending a meeting with Mark Sunderland (Streetscene Operational Team Leader for Area 6) and other key partners as some funds are available to help improve St Anns and Marmion, to get them back to 2* rated estates.</p>	
7	<p>Any other business</p> <p>KB asked whether a decision had been made about having recycling bins situated at Newark Crescent. DM will take forward.</p> <p>AF advised everyone of the National Tenant Voice holding open recruitment to the National tenant Council, allowing tenants and leaseholders to have a say about national policy (leaflet enclosed).</p>	
	<p>Date of Next Meeting</p> <p>Monday 9th November, 6.30pm at Kingston Court</p> <p>The main agenda item will be anti-social behaviour</p>	