

NCH AREA 7 PANEL; 21 April 2009

MINUTES OF MEETING

Attendees

Panel members; Dave Bennett Bull (Tenant), Bill Smith (LARA), Jenny Grant (Tenant), John Riley (Tenant), Anne Brown (LARA),

Elected members; Councillor Eileen Morley, Councillor David Oldham

NCC staff; Norman Walker (Neighbourhood Management)

NCH staff; Gill Moy (Director of Housing), Mark Lawson (Performance Improvement Manager), Tim Shirley (Asset Management), Steve Pepper (Area Housing Manager), Mark Thornton (Financial Inclusion Officer), Sue O'Connor (Tenant and Leaseholder Involvement Officer), Ejaz Asghar (Housing Manager)

Apologies; Councillor Cullen, Val Schneider, Rosanne Hill

Agenda item no.		Action
1	The Chair requested that extra sets of minutes be brought to future meetings. JR asked if future meetings are arranged so that they do not clash with other meetings at Hounds Gate.	SO
2	Minutes of last meeting and Approved and seconded.	
3	Matters arising None raised	
4	Rent Increase 2009/2010 SP gave an update on the situation with the proposed rent increase, notification has been sent out to tenants that it has been set in line with the Government recommendations of 5% which is the lowest it could be	

<p>6.</p>	<p>arrears they will be contacted within 2 to 3 weeks and also offered assistance to resolve the issues. Due to intervention by the team arrears were £³/₄ million less in 2008/09 financial year than the previous year and this was against a back drop of fewer evictions. There has been a bid made to Supporting people to increase the number of FIO's as at present there are only 3. Another aspect is that with they are looking at training Scheme Managers to do some basic financial inclusion work as some have already have had some training through the Pension Service. MT concluded by informing the Panel about the Money Matters road show which is to take place at the Council House on Wednesday 29th April between 10.00 a.m. and 4.00 p.m.</p> <p>Decent Homes/Secure Warm & Modern 09/10</p> <p>Tim Shirley introduced himself and gave an update on the Decent Homes programme. Prior to April 2008 it was decided to look again at how the programme was run and what was learnt from Keepmoat in Clifton and looked at better ways or working. There was consultation with tenants and it was found that instead of taking the whole house approach that they preferred the works to be streamed and this led to the Secure, Warm and Modern Programme;</p> <p>Secure; Window and door replacements were highlighted with Secure by Design Specification including the use of Smartwater helping to reduce crime.</p> <p>Warm; Providing effective heating and insulation to properties where required thereby assisting to reduce fuel bills.</p> <p>Modern; Making internal improvements to kitchens and bathrooms including electrics where the survey revealed the need.</p> <p>All NCH homes will receive a full stock condition survey by the end of 2010 this will be the first time this has been done and the results will be entered into a database for future reference. Not all homes will receive all or any work and based on the information presently available NCH estimate that of the 29,200 NCH homes they manage the</p>	<p>All to note</p>
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following works will be required.

- **17,000 kitchens**
- **12,700 bathrooms**
- **15,300 windows**
- **19,700, heating**
- **8,600 electrical**
- **11,200 roofing**

The question was asked as to how it works with the labour if the programme is staggered?

As part of the procurement process to appoint partners the customers were involved. Nationwide and Yorkshire windows were appointed for the Secure programme, although windows in Aspley were completed by in house operatives. Contractors for the Warm programme are VPH and SPI and for the Modern programme Keepmoat are still working.

Also if a tenant does not agree with the results of the stock condition survey do they have the right to appeal?

Every tenant has a right to appeal if they do not agree and the details of how to do so are on page 22 of the leaflet that is being sent to every household. Initially a NCH team goes out to photograph the property then these are put through the company complaints procedure, it is usually resolved very quickly.

Another question was asked was that at the rear of one property they have 2 wooden double glazed windows which have the beading on the outside are these safe?

TS responded that they will not be replacing existing Double Glazed windows and that the glass is actually sealed inside the unit and therefore it cannot be removed by taking off the beading. He added that the beading should not be on the outside of the window and that he would speak to the tenant.

TS

Another tenant voiced their concern that they had witnessed windows being measured across the road even though the programme is being run by area so will they come back to replace them. The worry was that they had previously had their windows measured but no one ever returned.

TS replied that in order to keep the programme on

<p>7.</p>	<p><i>track where there have not been any Stock Condition Survey's it has been decided that they can go ahead with measuring the windows so the contractors can pick them up and get on with the work.</i></p> <p>Information was given out stating the following times scales for the Decent homes programme in area 7;</p> <p>Wollaton East and Lenton Abbey <i>Windows and Doors (Secure) - 2009/2010</i> <i>Heating (Warm) – 2010/2011</i> <i>Internals (Modern) – 2011/2012</i></p> <p>Wollaton West <i>Windows (Secure)- 2009/2010</i> <i>Doors (Secure)- 2009/2010</i> <i>Heating (Warm) – 2009/2010</i> <i>Internals (Modern) – 2012/2013</i></p> <p>Environmental Schemes</p> <p>TS went on to explain how 5% of the £243 million for decent homes is for environmental schemes across the city, this amounts to £17 million for the next 4years.</p> <p>Based on the Stock Condition Survey completed in 2008 the NCH environmental programme across Area 7 for 2009 to 2013 will be allocated £303,510 by NCH and £386,000 from the NCC Area Capital Fund 2 year programme.this is then broken down into funds allocated for specific years in the areas;</p> <p>Wollaton East and Lenton Abbey which rates 19 (out of 20) in the priority scale will be allocated;</p> <p>£46,000 for 2009/10 + NCC ACF - £64,500 £46,000 for 2010/11 + NCC ACF - £64,500 £35,080 for 2011/12 £00,000 for 2012/13</p> <p>Wollaton West rates 17 on the scale of priority will be allocated the following;</p> <p>£46,000 for 2009/10 + NCC ACF - £128,500 £46,000 for 2010/11 + NCC ACF - £128,500 £46,000 for 2011/12 £38,430 for 2012/13</p> <p>The Environmental Schemes will be prioritised in the following way;</p>	<p>All to note</p> <p>All to note</p>
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	<p>Schemes that:-</p> <ol style="list-style-type: none"> 1) Improve Security of tenants and Leaseholders 2) Improve the Environment for Tenants and Leaseholders 3) Improve Spaces for Tenants and Leaseholders <p>So far the following schemes have been highlighted in Wollaton and Lenton Abbey;</p> <ol style="list-style-type: none"> 1) Gating of alleyways in Lenton Abbey 2) Upgrade Wollaton Vale Garage site <p>Steve Pepper will collect information on possible schemes and then sit down with the panel to choose those to put forward. TS will then take the suggestions away and cost them before bringing them back to Area Panel for final selection and then these will be passed to Area Committee for final approval.</p> <p>CDP Lenton Abbey Week of Action 11 May 2009</p> <p>Although the Crime and Drugs Partnership has been active in Nottingham for about 2 years so far they have not held a week of action in Lenton Abbey so this will be the first which they will lead on. There will be a fun day on 13th May and the CDP will market everything. Those involved will be the Police, Community Protection, Neighbourhood management and the Housing Offices, the caretaking services have already been committed to the WOA along with street scene. NCH will be focusing on more problematic tenants. Due to the city boundary ½ of Lenton Abbey falls in the Broxtowe area and representatives have been to the meetings about the WOA and it is hoped that this will lead to joint working.</p> <p>Review of Housing Service Delivery/Accommodation</p> <p>The financial implication of funding 9 Housing offices has been looked at with a review of the footfall at Lenton Bilborough and Southglade being carried out in December 2008. This showed that the three offices are being used less and less as 8 out of 10 people contact NCH by phone. In comparison to paying the rent by Direct Debit which costs 16p per transaction it cost s around £7 per transaction at the above housing Offices. At the Lenton office in December 83% went in to make a payment of some sort but 50% of these people did not live in the area and would not mind going to another office. If these offices were to close</p>	<p>SP</p> <p>All to note</p>
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	<p>there would be free phones at libraries, housing surgeries would be held in the area and rent can already be paid in 7 different ways it has already been proven that it is 10 times cheaper to pay rent at a pay point than at the Bilborough office and 13 times cheaper to pay at a pay point than at the Lenton office. The review is about how NCH provides its housing services and how tenants access those services. Consultation has already gone out to all those who live in the areas around the offices.</p> <p>NCH want to modernise the service and create a centralised call centre where with one phone call clients will be able to access any aspect of their housing service. This will give value for money along with the face to face contact with housing officers offering more home visits. To do this staff need better hand held technology that will give them access to a clients details without having to go back to the office or make a phone call before they can resolve any issues. This means NCH has to look at where and why money is being spent and for example Southglade housing office was very expensive to run as it cost £8 per transaction to collect the rent over the counter.</p> <p>If the offices do close it will be up to the City Council to make use of them and there has already been some interest in the Bilborough office. The final decision on the closure of Lenton and Bilborough Offices is not final as all consultation including that with the area panels has to go back to the board for the final decision to be made.</p> <p>Any Other Business</p> <p>Councillor Oldham asked for the dates, times and venues for future meetings to be emailed to him. The Chair voiced his concern of the lack of Housing Patch managers in certain areas. SP reported that the recruitment of more HPM's is underway with the closing date having by.</p> <p>The Chair asked for the terms of reference for the area panel to be sent out with the minutes and that everyone to look at them and bring their comments on how they can impact on the services in the area within the terms of reference.</p> <p>Venue, time & date of next meeting</p> <p>Tuesday 16th June 2009 11am to 1pm at the Harrow Road Community Centre Wollaton</p>	<p>All to note</p> <p>SO</p> <p>SO</p>
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