

NCH AREA 7 PANEL; 18 August 2009

MINUTES OF MEETING

Attendees

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

Elected members; Councillor David Oldham

NCC staff; Norman Walker (Neighbourhood Management)

NCH staff; Steve Pepper (Area Housing Manager), Carole Donnelly (Tenant
& Leaseholder Involvement Manager) Sue O'Connor (Tenant and
Leaseholder Involvement Officer), Martin Bates

Apologies; Councillor Cullen, Rosanne Hill, Councillor Morley, Gill Moy,
Anne Brown, Elaine Graham, Dawn Simpson

Agenda item no.		Action
1	Welcome Introductions and Apologies	
2	Minutes of last meeting Item 10 on the minutes was brought to the attention of the panel.	
3.	Matters arising Item 3. Can the panel see evidence of the consultation with Tenants over the decent homes programme. SP stated that he had some information to be raised under agenda item 4.	

	<p>work is to commence and what work is to be done where.</p> <p>Point 3)</p> <p>The doors are made of glass reinforced plastic (GRP) and that a choice of styles and colours was available.</p> <p>Point 4)</p> <p>It was commented that the system is working and whoever chose the contractors and the tenants were involved in the process have done a good job for the tenants. It was also commented that all the old windows are being recycled.</p> <p>Point 5)</p> <p>There was discussion over the response given by SWARM to the comment that; <i>'some tenants would want all the work being done at once'</i></p> <p>JG raised the point that one of the reasons is that This has been raised is that people are frightened that the money will run out before they get any work done. SP responded that this was unlikely to happen and as everything has been costed and also with the streaming of works it means that everyone will get something done in the unlikely event that this did happen.</p> <p>Also the issue of the amount of contractors employed if they were in one are at the same time it would become unworkable and that the streaming work is the best method and is also the most cost effective.</p> <p>BS asked about the problems that could arise with finance if there were a change of government.</p> <p>JR stated that the money is ring fenced it was also stated that by the time that any new government got the necessary legislation through the works could be finished.</p> <p>It was agreed that Tenants need reassurance.</p> <p>DBB stated that the Board and TLC should be approached to produce a statement to reassure tenants and also put a statement in the newsletter.</p> <p>CD added that there needs to be a clear timetable to clarify and reassure the tenants.</p>	<p>All to note</p>
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	<p>gates and fencing on the estate with the rest of the money that is left.</p> <p>SP to forward scheme details for ratification at next available Area7 Committee meeting.</p>	<p>SP</p>
6.	<p>Housing Service Delivery/Accommodation Update</p> <p>SP reported that there is a proposal to look at reducing the opening times of the Bilborough and Lenton Housing Offices rather than closing them down. This would mean Bilborough would be open on Monday, Wednesday and Friday with Lenton opening on Tuesdays and Thursdays.</p> <p>It was suggested that Bilborough should be open on Thursdays to cater for the market and pension day.</p>	<p>All to note</p>
7.	<p>Area Panel Forward Planning</p> <p>SP reported that this followed on from the Chairs comments at the previous meeting, and will be looked at during the next Chairs meeting.</p> <p>DBB stated that the TLC terms of reference are being reviewed by Tim Morton Associates and the recommendations will be put to TLC and the Board. The TLC will be looking at their role and what they should be responsible for, changes may be coming at TLC level and also for Area Panels.</p>	<p>All to note</p>
8.	<p>Performance Report</p> <p>Query was raised on what the basis was for the figures as although a tenant called the Repairs Call Centre and the phone was answered within the allotted time they were then left on hold for 10 minutes.</p> <p>JG commented that the figure of 54% for the standard of properties to be let does not truly reflect the high standard of the properties.</p> <p>SP commented that the refusal rates do not reflect the state of the property but due to not enough information on the property before the person bids and when they do find out the details they decide it is not in the part of an area, or that the rooms are not big enough etc. This is due to the data protection act as the property number cannot be advertised.</p> <p>VS asked if room sizes can be included on the Homelink advert the same as estate agents do. The response was that not exact sizes but SP to look into if the advert specifies if bedroom are double or single or a box room as SOC stated that this</p>	<p>SP</p> <p>All to note</p> <p>SP</p>

<p>9.</p> <p>10.</p>	<p>information is included on the Derby Homefinder.</p> <p>It was commented that rent arrears targets are not being met and that this is possibly due to the time of year and the recession.</p> <p>The term "Manual Offers" was queried, SP stated that in exceptional circumstances it is necessary to manually allocate properties outside Homelink due to a person/family's need for urgent housing being such that it cannot be met via the bidding system.</p> <p>Any Other Business</p> <p>VS requested that someone from Traffic Management be invited to a future meeting to answer some queries.</p> <p>There has been trouble getting through on the Waste management number.</p> <p>DBB then informed the Panel that he had applied for a vacant position as a tenant representative on the Board. He had been given the news verbally that he had been accepted but as yet had received no written confirmation. When DBB does receive confirmation he will have to stand down as Chair of Area Panel 7 and there would need to be a new chair elected.</p> <p>Cllr O thanked DBB for his service and SP thanked him for his support and hard work during his time as Chair of the Panel.</p> <p>Venue, time & date of next meeting</p> <p>Tuesday 13th October 2009 11am to 1pm at the Harrow Road Community Centre Wollaton</p>	<p>All to note</p> <p>SP</p> <p>All to note</p>
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