

Minutes

Minutes of Area 8 meeting held on 29th April 2009 @ The Lenton Centre, Lenton

Present: Robert Morrell (Tenant), M Smith-Guest (Tenant), Sue O'Connor (NCH), Tony Wealthall (Tenant), Jan Whaley (Tenant), Patricia Rowe (Tenant), Maria Keane (NCH) Dorothy Holmes (NCC) Mario Reccia (NCH), Tim Shirley (NCH), Phil Bignall (Tenant), Mark Lawson (NCH), Zahoor Mir (NCC) Councillor Trimble (NCC)

Apologies:

Councillor Mclean (NCC) Liz Needham (Tenant), Chris Langstaff (NCH)

	Action
<p><u>1.0</u> Welcome, Introductions Vice Chair Robert Morrell agreed to chair the meeting in the absence of the Chair, Liz Needham, and began by asking everyone to introduce themselves. It was also reported that the meeting had been moved from the previous week due to it clashing with the Dunkirk and Lenton forum.</p>	
<p><u>2.0</u> Minutes of Last Meeting The minutes were accepted as a true record</p>	
<p><u>3.0</u> Matters Arising</p> <p>Page 2 - 4.0 With regard to the Allocations Policy, the Panel requested that someone from the Allocations team to come to the next meeting. MK reported that Sue Lomax will be attending the next meeting in June with regard to the proposed amendments to the Allocations policy.</p> <p>Page 3 – 6.0 MK had brought to copies of the A – Z for the Chair and Vice Chair.</p> <p>Page 3 – 7.0 The bins at Penn Avenue have now been emptied but ha still not been cleaned. DH to look into this.</p>	<p>MK</p> <p>DH</p>
<p><u>4.0</u> Review of Housing Services M ark Lawson</p>	

Performance Management Team

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 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 that 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 as 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.

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.

It was asked as to why NCH had spent the money modernising the Lenton office only to close it after 2 years?

This was because the office did not meet the requirements of the Disability Discrimination Act.

Another option to closure was suggested by a tenant who said that was if they need to reduce the size of the Lenton Office lease the remainder of the space to other

All to
note

agencies.

It was then asked what would be the cost of keeping the office open?

The lease of the building costs £32,000 a year and then there is the cost of 3 staff.

The board is insistent that the Tenants and Leaseholders are consulted before any final decision is made concerning the closure of offices so it is not yet confirmed that Lenton is closing.

5.0 Decent Homes Update Tim Shirley – Asset Management Team

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;

Secure;

Window and door replacements were highlighted with Secure by Design Specification including the use of Smartwater helping to reduce crime.

Warm;

Providing effective heating and insulation to properties where required thereby assisting to reduce fuel bills.

Modern;

Making internal improvements to kitchens and bathrooms including electrics where the survey revealed the need.

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 following works will be required.

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

All to note

- **11,200 roofing**

TS then read out proposed programme of Decent Homes work in Area 8;

Dunkirk and Lenton

Windows and Doors (Secure) - 2008/2009

Heating (Warm) – 2010/2011

Internals (Modern) – 2012/2013

Bridge

Windows and Doors (Secure) - 2010/2011

Heating (Warm) – 2009/2011

Internals (Modern) – 2011/2012

All to
note

**6.0 Proposed Environmental works for Area 8 2009/10
Tim Shirley**

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 4 years. Based on the Stock Condition Survey completed in 2008 the NCH environmental programme across Area 8 for 2009 to 2013 will be allocated **£1,764,125** by NCH and **£661,000** from the NCC Area Capital Fund 2 year programme, this is then broken down into funds allocated for specific years in the areas;

All to
note

Dunkirk & Lenton which rates 20 (out of 20) in the priority scale will be allocated;

£46,000 for 2009/10 + NCC ACF - £189,500

£15,850 for 2010/11 + NCC ACF - £64,500

£00,000 for 2011/12

£00,000 for 2012/13

Bridge rates 4 on the scale of priority has not been allocated any funds by NCH until 2011/12 due to the Private Finance Initiative bid in the Meadows it has been decided to wait and see what is going to happen. So over the next 4 years the following funding has been allocated;

PFI for 2009/10 + NCC ACF - £141,000

PFI for 2010/11 + NCC ACF - £141,000

£ 450,000 for 2011/12

£1,252,275 for 2012/13

The Environmental Schemes will be prioritised in

the following way;

Schemes that:-

- 1) Improve Security of tenants and Leaseholders**
- 2) Improve the Environment for Tenants and Leaseholders**
- 3) Improve Spaces for Tenants and Leaseholders**

So far the following schemes have been highlighted in Bridge Ward;

- 1) Hope Close, The Meadows** – demolish wall and make good
- 2) 1-4 Eugene Gardens, The Meadows** – erect concrete bollards to prevent parking on grassed area.
- 3) Hethbeth Court** – complete wooden fencing around complex
- 4) Cartergate – City Centre** improve operation of electronic barrier adjacent to 1 Cartergate and replace existing metal gates for slam locks.

Maria Keane will collect information on possible schemes and then sit down with the panel to choose those to put forward. As Dunkirk and Lenton is covered by the Mary Potter Centre any proposals will need to be put to Steve Pepper but the same procedure of consulting with the Area panel will take place. 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.

MK

7.0 Neighbourhood Management Issues/Update Dorothy Holmes

- The CCTV in Penn Avenue has not been cancelled it will be part of a bigger security plan which will involve not just CCTV but new locks extra lighting and other measures which will be happening by June.
- There has been a clean up on Abbey Bridge which involved local residents, students and street scene, DH asked if there are any other areas that need this?
- There will be a walk about on **Penn Avenue** on the **22nd May between 9.00 a.m. and 10.30 a.m.**

- Walkabout dates for Bridge ward will be made available.
- The Draft plan for the transformation of the Meadows will be submitted to the next Area Committee meeting and there will be other consultations happening.

DH

DH then gave her apologies and left the meeting.

8.0 Local Issues and Concerns

- Regarding the Meadows transformation the PFI decision is imminent.
- At Lenton High-rise issues still remain with the locks which have been continuously reported since 2006 and the ceiling tiles which still have not been attended to.
- Also behind the flats at Lenton needs landscaping as the water company have had to dig it up 3 times in the last year due to leaks and it is now an eyesore.
- At Penn Avenue a drain in the communal yard is blocked as smells terrible, residents have been told that it will be too expensive to dig up and that the waste pipe which feeds it will be diverted.

TS

TS

9.0 Performance/Office of the month – Maria Keane

The frontline service is inspected every week by Tenant Inspectors who Mystery Shop. The general perception of the Lenton Office is that it is tidy, leaflets and the free phone is working.

Performance levels do include sickness levels and the offices are also mystery shopped by phone and measured on how long it takes someone to answer and their level of knowledge. All the ratings are then put together for each individual office and compared this produces a winner who then gets a certificate.

All to note

10.00 Any other Business

There was a comment from a tenant that they knew that the Lenton Office was going to close as all the leaflets began to disappear. MK responded that the only reason leaflets had been reduced was due to lack of space.

11.00 Date and Time of the next meeting

Wednesday 24th June 2009

6.00 p.m. to 8.00 p.m.

at Mayfield Court, The Meadows

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