

Minutes

Minutes of Area 8 meeting held on 20th January 2010 @ The Lenton Centre

Present: Liz Needham (Chair) – LN, Robert Morrell (Vice Chair) - RM, Tony Wealthall – TW, Patricia Roe – PR, Jan Whaley – JW, Maria Keane (NCH) – MK, Dorothy Holmes (NCC) – DH, Ian Perry (NCH) – IP, Andrew Filer (NCH) - AF

Apologies: Sue O'Connor (NCH), Jim Hartshorn, Chris Langstaff (NCH), Cllr MacLennan

<u>1.0</u>	<p>Welcome, Introductions</p> <p>LN welcomes everyone to the meeting.</p> <p>DH apologised to the Panel that she needed to leave early as had another meeting to go to.</p>	Actions
<u>2.0</u>	<p>Minutes of Last Meeting</p> <p>The minutes were accepted as a true record</p>	
<u>3.0</u>	<p>Matters Arising</p>	
<u>3.1</u>	<p>Item 6</p> <p>RM again raised concern as many bins in his area were not replaced, in particular the recycling waste bins.</p> <p>MK asked the Panel if anyone had seen any improvement, as it had been raised before, and bins were now supposed to be replaced and locked away where necessary.</p> <p>JW added that bins in her area were locked away, but this caused an issue of it being difficult to get to them.</p> <p>TW asked whether there could be a rota to have bins cleaned as ones in his area were starting to smell and could perhaps attract vermin. IP will follow this up.</p> <p>DH advised that as Street Scene had joined forces with Waste Management (to become City Services) there had been a few teething problems, but will discuss these issues with MK and Beth Morely and report back at the next meeting.</p>	IP DH / MK
<u>4.0</u>	<p>Neighbourhood Management update – Dorothy Holmes</p>	
<u>4.1</u>	<p>DH gave a short update on what Neighbourhood Management are currently working on:</p> <ul style="list-style-type: none"> ○ Working on the Public Finance Initiative (PFI) around the Meadows area. ○ Working closely with City Services re issues mentioned in 	

	<p>Item 3.</p> <ul style="list-style-type: none"> ○ Working with the Dunkirk and Lenton partnership at areas where improvements can be made using the Area Capital Fund. They are also looking at the possibility of renting the current Housing Office to use for housing drop-in surgeries and other meetings as the Lenton Centre is often over-subscribed. 	
<p><u>4.2</u></p>	<p>A general discussion then took place with regard to the marketing and promotion of these surgeries as the consensus from the Panel were that they were not aware of them. It was advised community notice boards were being costed and planning permission sought to help this. MK will liaise with Steve Pepper to ensure the surgeries are marketed better.</p> <p>For information a surgery is held at the Meadows On-Stop Shop every Thursday afternoon. There is also the following surgeries held at The Lenton Centre:</p> <ul style="list-style-type: none"> ○ Mondays, 9.30 – 12.30 – Tenancy & estate issues ○ Tuesdays, 9.30 – 12.30 – Tenancy & estate issues ○ Wednesdays, 9.30 – 12.30 – Debt advice (booking required) ○ Thursdays, 9.30 – 12.30 – Rents & benefits advice 	<p>MK</p>
<p><u>4.3</u></p>	<p>LN asked for confirmation on timescales for the work being done in the Meadows. DH advised it is estimated work will start in 2012 as funding and consultation is required initially. Any repairs that are therefore required to properties in this area will need to be completed in the usual way via the Repairs Call Centre, as the decent Homes work is likely to be put off until a decision has been made on the PFI scheme. RM advised that Decent Homes and asbestos surveys were currently being carried out in that area.</p>	<p>All to Note</p>
<p><u>5.0</u></p>	<p>Caretaking service – Ian Perry</p>	
<p><u>5.1</u></p>	<p>IP handed out a summary document showing the most recent assessment of the high-rise blocks across the city. It shows the assessment made by the Tenant Service Inspectors (TSI - tenants and leaseholders from across the city) who look at the quality and services provided by NCH. They started doing this in December 2008 with the aim of getting all high-rise blocks to at least a 2* standard. A pictorial guide was devised by the TSI team to help them assess consistently across the city. The outcome of these assessments allows IP to target resources where they are needed most. Due to this, IP is looking at reducing the visits to consistent 3* blocks, and increasing the visits made to the lower standard blocks. These assessments are also being looked at to role out to low-rise blocks also.</p>	
<p><u>5.2</u></p>	<p>These TSI assessments are backed up by using the Vision Management Survey (VMS) which gets service users to rate the services they receive from the caretakers. This is done in all high-rise blocks, and again is being looked at to roll out to low-rise</p>	

blocks. VMS surveys are sent out to a random selection of service users in the blocks rather than to everyone. This system helps tenants and leaseholders to feedback any issues and raises any concerns, and gets a prompt response as any mark of 3 or below on a particular issue raised will get a personal contact to help resolve it.

5.3

IP also manages the mobile caretaking team which go round the city clearing graffiti and fly-tipping. IP gave another handout showing the breakdown of the work they do. IP is also looking at this data to be able to identify the unit cost for doing the different types of work; this will help to benchmark the service with other providers. Another pictorial guide was devised with the TSIs to help assess the standard of estate also. IP continued that NCH are currently benchmarking services with Derby Homes, and are looking at expanding this group to include Sheffield Homes, St Leger Homes and Rotherham to give a better picture. IP has also had several meetings with Steve Stott (Public Realm Enforcement Team manager) to ensure they work closely together.

6.0

Local Issues and Concerns

6.1

JW raised the issue of regular fly-tipping on Penn Avenue, which then causes anti-social behaviour. IP replied that he will raise this issue with Steve Stott, and added that work is being done to educate people of the correct procedures for bulk waste. Incidents of ASB also need to be reported to the helpline, so they can be investigated by the Police.

6.2

LN commented on the state that students leave outside the properties in Lenton at the end of each year. She advised that there is a student liaison worker who attends Area Committee. DH to take forward.

DH

6.3

RM again raised issues from his area including:

- Problems of litter bins being left out after collections
- Problems of the incorrect items being put in bins so they are not collected – Could potentially put a sticker on each bin advising of what goes in it?
- Would recommend a periodic bulk waste collection

MK advised a bulk waste collection is currently being piloted, so could possibly be rolled out city-wide shortly. Issues with litter bins will be dealt with through DH.

DH

6.4

TW asked when the new carpets would be fitted at Lenton Court, and what was happening with the ceilings and the communal aerial. MK replied that there is no update as yet on the carpeting and she would liaise with Steve Pepper and report back to the next meeting. IP added that the ceiling work is part of the fire safety works being done. MK to contact Graydon Peacock with regard to the aerial and report back at next meeting.

MK

MK

<u>6.5</u>	IP advised a pilot where weekend overtime for caretakers is reduced in some blocks is soon coming to an end, so would like to come to a future meeting with the findings. The Panel agreed.	All to note
<u>6.6</u>	IP gave copies of a recent front page article from The Evening Post with regard to two incidents where rubbish was thrown from a high-rise window. Injunctions were swiftly served on the individuals with potential eviction procedures taken if they breach them. This shows how NCH take these issues seriously, and will take prompt action.	
<u>6.7</u>	TW raised an issue of a problem with the vent bricks at Lenton Court causing a bad draft. MK to discuss with Steve Pepper and report back.	MK
<u>6.8</u>	PR commented that there is a large amount of moss covering the communal yard at Penn Avenue. IP advised this is a common problem which City Services have a programme for dealing with.	
<u>6.9</u>	PR also raised a problem of a congregation of people by a raised area outside no 26 Penn Avenue, which causes a nuisance. MK advised she would refer back to Radford and Hyson Green Housing Office to take forward to the next Police Tasking meeting.	MK
<u>6.10</u>	PR then asked when the new doors would be fitted, as they have had new windows and the doors should have been done soon after. MK to contact the Decent Homes section for an update and report back.	MK
<u>7.0</u>	Tenant Involvement update	
<u>7.1</u>	<p>AF advised that the Tenant and Leaseholder Resource Centre had now been officially opened by the Lord Mayor of Nottingham, and was available for any tenants and leaseholders to come and use. An article was in the January issue of NCH News and leaflets will soon be available in the Housing Offices and around the community.</p> <p>AF informed the Panel that the final plans were now being drawn up for the next Annual Conference on Saturday 20th March. A planning meeting is being held on Wednesday 3rd February at 2pm at Hounds Gate with everyone welcome</p> <p>AF also gave advance warning of the new Getting Involved Month that is being planned for September and requested a slot on a future agenda item to discuss further. The Panel agreed to this.</p>	
<u>8.0</u>	Performance	
<u>8.1</u>	MK advised that there were now only 352 voids across the city which is the lowest figure ever. This has led to garages becoming a high priority, as there are large numbers empty, which results in	

8.2

approximately £100,000 in lost revenue.
There are over 900 garages across the Meadows and Clifton, and checks are currently being made to ensure they are all fit for purpose. A report will then be made to look at the number that are void, how many are ready-to-let, how many are used as storage, and how many could potentially be decommissioned. MK will bring this report to a future meeting.

MK

PR advised that garages on Hungerton Street have recently been renovated, but the area is still an eyesore. MK will find out and feedback at the next meeting.

MK

RM commented that he has often seen signs up that there are garages available for rent, but asked whether non-tenants are able to rent them? MK replied that this outlines the need to market garages better. They are available to non-tenants, but they are required to pay VAT on top of the rent making the weekly rent approximately £7.80 as opposed to £6.80 for tenants.

All to note

.0

Accommodation review update

9.1

There is currently consultation going on to look at the possibility of stopping rent collection at all Housing Offices with effect from April 2010, except Bulwell, Mary Potter and Clifton. As Lenton is now only open Tuesdays and Fridays there has been a reduction in rent payments made by 20%, which has not had an effect on the total rent collection, so these tenants have managed other ways to make their payments.

9.2

As mentioned earlier NCH are looking at moving out of the Lenton Office permanently, with the office possibly being used by the Dunkirk & Lenton Partnership, and would then be used to hold surgeries as at the Meadows One-Stop Shop.

10.0

Any Other Business

10.1

PR raised the point that there is not always time on the agenda to raise all their issues. AF advised that the Area Panel should not be used for personal issues, and so suggested holding a surgery before each meeting, with Patch Managers, Rent Account Managers, and the Repairs team being present to take away any personal problems. The Panel agreed to trial at the next meeting.

MK

10.2

LN also asked whether the Panel could make a visit to the Repairs Call Centre. MK will coordinate this. 10am on any day except Thursday was recommended.

MK

Next meeting

**Date and Time of the next meeting:
Wednesday 10 March 2010 6.00 pm to 8.00 pm
Mayfield Court, The Meadows**