

Minutes

**Minutes of Sheltered Housing and Telecare Users
Forum held on
27TH July 2009 @ 2 pm, The Boardroom
Hounds Gate**

Present: Present: Lynn Mitchell - Chair, Bill Garside - Vice Chair, K Bruce – Todd Ct, M Bailey – Todd Ct, G Burrows – Orchard Ct, F Watts – Simone Gdns, B Kent - Simone Gdns, P Wheatherall – Willowbrook Ct, , A Parkinson – Kersall Ct, D Hayes – Kersall Ct, Ambrose – Naburn Ct, T Hill – Selhurst Ct, J Foster – Keverne Cl, C Broom – Kingston Ct, Barry Taylor – Kingston Court, N Croxford – Gabor Ct, O Attenborough – Benedict Ct, K Bradbury - Winchester Ct.

NCH: Diane Burrup Supported Housing Manager, Dawn Vernon – SHPM, Lisa Richardson – SHPM, Ian Perry - Estates and Caretaking Service Manager, Carole Donnelly – Tenant and Leaseholder Team.

Apologies: Frank Griffiths – Garfield Ct, Val Cleeves – Winchester Ct,

	Action
<p>1.0 Welcome Introductions and Apologies</p> <p>1.1 Chair welcomed forum members to meeting. Apologies received as detailed above and introductions of attendees made.</p>	
<p>2.0 Minutes of Last Meeting and Matters Arising</p> <p>2.1 Page 1 – Carl Cassidy was not present at the meeting.</p> <p>2.2 Page 2 – LM Commented that Karen Merriman who attended the last meeting from Trading Standards, gave a good and informative presentation and she had received positive feedback to say that those present had enjoyed it.</p>	

2.3 CD - Confirmed that the survey had now been completed and returned, Lyn Mitchell drew the winner of the £25 Victoria Centre gift voucher, reference number 43, voucher to be sent in the post to the winner. The figures showed that 55% of those questionnaires returned wanted the meetings to be bi-monthly, which was agreed. To be looked at again after Christmas.

2.4 Page 5 (Q) AA – should read that the front door opens inwards, AA expressed her concerns that should she fall down the stairs, the platform at the bottom is a small surface this would mean that she would then be blocking the door and preventing emergency services from gaining access

2.5 LR – said that Chris Thelen had said that changes to the front doors, can be requested as and when the window programme commences work in that area. Richard Worrall to be contacted to assess to see if it can be done before the programme starts due to health and safety risk.

LiR

2.6 Page 6 – BT said that he had a good news story which he had written to the office about the work that had been done by probation. He was not satisfied that the positive comments had not been passed back to probation.

2.7 Page 7 – The trees also had not yet been cut back at Orchard Ct.

LiR

A) LR replied it is along waiting list to have work done on trees, but will speak to Renate to confirm that the request had been put through.

2.8 DG Just also wanted to mention that following what he was saying at the last meeting, there is now a Scheme Manager in place at Kersall Court

DB stated that we were recruiting at the point of the last meeting and that one of the vacancies was for Kersall Court.

2.10 LR sated that Environmental Health will still be monitoring the situation with the rats at Naburn Court.

DB added that an officer will keep re-visiting to reset the traps until they are satisfied that the situation is under control.

3.0 Ian Perry - Estates and Caretaking Services Manager

3.1 Ian Perry introduced himself as the manager for The Estates and Caretaking Service provided in all highrise block of flats, he explained how he has been round to Kingston Ct, to speak to the tenants about the service, and the meeting at Win/Wood has just been re-arranged for 14th August at 11.30am.

3.2 Out of the vision amangement that had been done on the service it appeared that most people were not happy with the weekend sevice which Ian explaind was only an emergency service that is provided.

3.3 The board were informed that the Caretaker for the Winchester and Woodthorpe Court would be retiring in a couple of weeks, and that another caretaker had been identified. IP will be taking the new member of staff hopefully to the meeting to meet the tenants so that they are aware who that person was for when they started there permenantly.

3.4 IP explained how the goalposts are constantly moved inorder to improve the service and to make continual improvements for example 16 our of 21 blocks will need to have a 3 star sataus by December 2009. There would also need to be an agreed cleaning schdule which Ian wants to discuss in the future with the baord as it is important to get the view and opinions of the tenants as to what they would like doing and to also include any timescales.

3.5 Ian then asked of anyone had any questions.

Q – What would be the largest amount of money that a Sheltered Scheme could have in the savings funds, as they had been told the the balance was to high and that they needed to spend some of the money, where is it wirtten down as to what is the maximim allowed and whos money was it does it belong to the tenants or Nottingham City Homes.

DB – The Money certainly dosent belong to Nottingham City Homes, we have no delaing with the tenants funds as there should be a Treasurer inplace where there is a social fund inplace. There is no limit however it is over £3000 then a special licence is required.

3.6 IP – explained that his team also carried out work on the Estates aswell, and is happy to take any issues back to Carl Cassidy in his absence.

Q) There has been a problem with bags that are being left in the bin rooms at the the complexes, the bags are used to disposal of items used for tenants who are incontinat. these are being left in the bin rooms and during the summer months being left in a warm room they are starting to smell. Is this something that Ians' team deal with. On the day that collection is due these bags can be piled up.

A) – The number of collections can be increased in accordance to how many is appropriate to the complex, so if the is a high number of bags left, the frequency needs to be adjusted to two collections per week.

Q) - Is there anymore information about Swine Flu to be put in the Shelterd Schemes as there doesn't appear to be any?

A) – The Governement should have sent a leaflet to every houshold in the country, there will be more literature coming out around next Wednesday, with

LiR

IP

information on informing what a Scheme Manager should do if they have suspicions that someone has Swine Flu. Ian's team are also currently delivering items to all the Housing Offices and Sheltered Schemes.

To be chased up as it appears that none of the items have been delivered to any of the schemes as yet.

3.6 Comment to be passed onto Carl regarding the garden maintenance, as when a tenant goes out and the front garden has been done, if the gardeners are unable to gain entry to the back garden these are then just left, is there any way that the tenants can be informed before the gardeners attend so that they can ensure that they are at home. Ian to pass information onto Carl.

IP

4.0 Any Other Business

4.1 **Dog Poster** – DB passed around an example of the signage that will be used in the Sheltered Schemes that states “No Dogs Allowed in common rooms, Assistance Dogs Only”. Forum were asked if they were happy with the wording, this was agreed, LiR said that these can now be printed to go into every sheltered Scheme.

LiR

4.2 **Code of Conduct** – The code of conduct was handed out to everyone present, DB read through the points. It was agreed that apart from a few alterations to wording this was fine, to be sent out with minutes for each member to sign and agree to.

LiR

5.0 Good New Stories

5.1 IP - Informed the board that the Caretaking Services had successfully managed to professionally clean all the carpets in the high-rise Blocks this was another issue that was raised out of the Vision Management Surveys.

5.2 DV explained about the work being carried out at

Snape Nook Court by Probation Services, they had completed the raised flower beds this has transformed the complex and looks very professional, Dawn to make the photos available for the next meeting.

5.3 BG – informed the forum that the key-safes were now being fitted at Winchester and Woodthorpe Courts he was pleased that this was being done and would be an advantage if a tenants loses their flat keys as they would be able to use the spare key to let them back into their properties.

5.4 CB - Now that Welland Court closed down, all the suited locks have been taken off the front doors, could these not have been used in another scheme as these must have cost allot of money?

A) DB - Leicester Housing Association have taken over the building, now it belongs to them so they have removed all the locks.

7.0 A.O.B

7.1 OA – Asked what the future of Benedict Court was, she said that there are 17 voids in the complex and one 4 bedroom house. She was aware that they had been taken off the decommission list and would be advertised for the next few months, however to date there had been no advert in the Evening Post. OA knew that there were at least 6 people that were interested in moving into the complex?

Lyn to contact Bernadette Lawley to see if she can get any clarification.

LM

7.2 OA also mentioned that number 7 Benedict was being used as storage, and also that another property was still full of belongings even though the lady had passed away a number of months ago.

LiR to look into the storage at number 7, as she was not aware that this had happened.

DB confirmed that due to the sensitive nature of the case and issues with the property, it is being dealt with

LiR

by our legal section and we were aware of the situation.

LiR

7.3 The lighting in the corridors at Gabor Court are still not working, outside numbers 5 and 6. LiR to contact Lee Hall.

7.4 Will Orchard Ct be getting double glazing under the Decent Homes project as the tenants are being told different things?

LiR

DV left the room to call Tim Shirley.

7.5 BT – when will the IT be sorted at Kingston Ct?

DB – Sam has met with It this morning at Kingston Court, so should be sorted as soon as possible.

8.0 Date of next meeting

Monday 28th September 2009 at 2pm, Hounds Gate (Boardroom)