

Minutes

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



Present: Lynn Mitchell - Chair, Bill Garside - Vice Chair,
K Bruce – Todd Ct, R Short – Todd Ct, G Burrows – Orchard Ct,
F Watts – Simone Gdns, B Kent - Simone Gdns,
P Weatherall – Willowbrook Ct, D Hayes – Kersall Ct,
A Ambrose – Naburn Ct, T Hill – Selhurst Ct, B Taylor – Kingston Ct, C
Johnson –Bullace Road, S Tyson –The Cornfields,
M Wheelhouse – Townsend Ct, M Mutton – Masson Ct
R Haywood – Downing Gdns

NCH: Diane Burrup Supported Housing Manager, Sam King SHPM
Dawn Vernon SHPM, Tim Prentice Marketing Team,
Sue O'Connor Tenant and Leaseholder Team, Tricia Quinn
Performance Review Manager

Apologies: Val Cleeves – Winchester Ct, A Parkinson – Kersall Ct
C Broom – Kingston Ct

1.0 Welcome Introductions and Apologies

- 1.1 Chair welcomed forum members to meeting.
Apologies received as detailed above and
introductions of attendees made.
- 1.2 Apologies given by the chair for the change in date
and the last minute invites.

2.0 Minutes of Last Meeting and Matters Arising

- 2.1 S Tyson's apologies not recorded.

Action

2.2 Page 2 – It was noted that the name of the winners of the vouchers was not recorded and several phone calls were received about this. The reason was that the questionnaire was undertaken anonymously.

2.3. AA confirmed that she had received a letter from Richard Worrell stating that her door could not be reversed due to H&S reasons. AA not happy with this. She has been advised to complete a 3Cs form.

2.4 Page 4 – It was confirmed that money held in tenant fund accounts is not the responsibility of NCH but is controlled by the tenants. Also any account containing more than £3,000 requires a special licence.

2.5. DV confirmed that there is now a bin for the disposal of yellow bags at Kersall Court. It was suggested that all scheme managers be made aware of how to obtain one

SK/DV

2.6 All swine flu items have been delivered to the complexes.

2.7 Page 5 – The new code of conduct has been written. Copies were distributed for members to look at. They will be included with the next meeting info for people to read and sign

DV

2.8 The no dog posters have now been distributed. RH stated that it was not on display at Duchess Gardens. DV to investigate.

DH asked whether no dogs included the paper delivery people as one was brought into Kersall Court. DV stated that she had spoken to this person and explained that the dog cannot be brought into the building whilst he is doing his paper round.

2.9. BT reported that the carpets had been cleaned at Kingston Court but unfortunately someone had urinated on them.

2.10. Page 6 Benedict Court. We are still waiting on a definite decision from NCH and NCC as to whether Benedict is being allocated

LiR

2.11. Page 7 LiR to chase up Gabor lights.

2.12. All NCH properties currently with single glazing will have it replaced with double glazed units. Orchard Court will be done shortly after Christmas and the whole contract completed by March 2011.

3.0 2010/2013 Business Plan – Tricia Quinn

3.1 Tricia introduced herself and explained that she has been tasked with writing the 3 year business plan with NCC aiming to achieve 3 stars whilst reducing costs.

3.2 As part of this she is consulting with service users to see what needs delivering over the next 3 years.

3.3 Tricia gave out copies of the summery and background

3.4 Unfortunately there is a deadline of the draft going to board by the end of November so there's not time to go away and think about it.

3.5 Issues raised where

- ASB
- Why do we seem to fill sheltered housing at any cost without looking at suitability of applicant which can lead to more ASB/tenancy issues
- Length of void time
- Why does NCH not seem to manage it's budgets better. It always seems to run out of money for repairs/environmental projects before the summer
- Could we tap into lottery funding to improve the environments
- If repairs were done properly first time it would

save time and money but we seem to cut corners which in the long term doesn't save money

- Should we decorate sheltered properties prior to letting
- Sheltered Housing image needs to be updated and revamped.
- Can the scheme manager show the tenant how to use the heating system be part of the induction procedure

3.6 Tricia thanked the members for their input

4.0 Carl Cassidy-Contract and Performance Officer

4.1 Carl Cassidy was not present at the meeting and no apologies have been received.

5.0 Tim Prentice – Marketing Team Assistant

5.1 Order of agenda altered because of non attendance by Carl Cassidy to allow Tim to leave at the break

5.2 Tim expressed his concerns that at the last meeting he attended the idea of forming a newsletter sub group was raised but no hard interest had been expressed.

5.3 David Hayes, Sylvia Barry and Geoff Burrows volunteered to be on the sub committee

5.4 On 16/11 there is a training course with Claire Reeves on writing newsletters. Unfortunately the limited places have been allocated but it may be possible to arrange another one for the forum members or we could get some notes from this session

6.0 Performance

6.1 Diane Burrup gave an overview of the current performance figures

7.0 Good News Stories

7.1 Cornfields- The decent Homes work is excellent but it would have been better had appointment dates and times given to residents

7.2 Lathkill Close has had new boilers installed and the tradespeople were very sensitive to the needs of the vulnerable tenants.

7.3 DB explained that at the staff conference Chris Langstaff had given the staff Christmas Eve off as a thank you for their hard work over the year.

8.0 AOB

8.1 A tenant at Crossfield requires a keysafe. Referred to Scheme Manager

8.2 It was reported that a gate at Duchess gardens has been padlocked at the request of residents. DV confirmed that these properties are not part of the sheltered housing complex.

9.0 Date and Time of Next Meeting

9.1 Sue O'Connor to book the Board Room for the next six months preferably Monday or Tuesday. Members to be notified at a later date