

Minutes

Minutes of Tenancy and Estate Management Forum Meeting held on Tuesday 11th August 2009, 5.30pm

PRESENT:

Ennis Peck (Chair) - EP	Tenant	Phil England (Vice Chair) - PE	Tenant
Peter Gibson - PG	Tenant	Kim De Vergori - KDV	NCH
Lilian Bird - LB	Tenant	Bernadette Lawley - BL	NCH
Jackie Brown - JB	Tenant	Maria Hemphill - MH	Tenant
Claudette Hyatt (mins)	NCH	Frank Griffiths - FG	Tenant
John Riley - JR	Tenant	Sheila Thwaites - ST	Tenant
Jean England - JE			

ACTION

1.0 Apologies/Introductions

Susan Taylor, Alison Thorpe, Nick Hemphill, Ann Gardner, Andrew Filer.

All attendees formally introduced themselves.

2.0 Minutes and matters arising from previous meeting

2.1 The minutes were agreed as a true record of the meeting. The only exception being a request from the Chair for an amendment for Andrew Filer to note - "Tenant Licensing Centre".

2.2 Item 2.3 - Hounds Gate CCTV Cameras
KDV confirmed that this was still ongoing as part of the Accommodation Strategy.

2.3 Item 2.4 - Voids
BL reported that they were still not achieving 100% post-inspection.

2.4 Item 2.15 - Allocations Customer Focus Group
ST queried the reason for this item being raised at the last meeting. KDV reported there was a query asking whether it was an open forum for anyone to attend. It was merely reassurance that anyone was welcomed to attend.

2.5 Swine Flu
KDV reported that Ian Rabett, Head of Health & Safety had been concentrating on this. KDV will liaise further with IR.

KDV

2.6 Item 2.7- Rent Cards

JB queried why this item had been previously raised. KDV advised that NCC's address were printed at the bottom of the rent cards. KDV confirmed that as NCC are the Landlord this was a legal requirement.

2.7 Item 2.19 Get Involved Week

JB provided an update to the group following the event at the Forest Ground, which was also attended by PE. JB reported that the attendance was not as good as they had expected but overall, it was a good turn out despite the rain. JB felt that the lack of attendance was probably as a result of no leaflets being produced to publicise the event and suggested that this should be considered for the future. In addition, JB also felt that there was no representation from the BME Forum and believed that members from the forum should be invited to be a part of this event. JB also requested that a leaflet be produced to publicise the BME Forum. KDV confirmed to the group that she would take the concerns raised back to Carol Donnelly's, team.

KDV

2.8 Item 2.17 - Plea for NCH News Articles

Concerns were raised again as articles for NCH News was still not being received.

2.9 Item 3.1 Hackney Carriages

KDV confirmed that she had sent an email to Jim Mortell, Team Leader at NCC Taxi Licensing and was now awaiting a response. She had been on holiday and therefore had not had an opportunity to chase this up sooner.

PG brought to the attention of the group, a further two incidents that had occurred where taxis were still continuing to park on double yellow lines. PE suggested that PG should take details of the offending vehicles as supporting evidence for future reference. KDV confirmed that she would follow up the email for a response.

KDV

Please note that the following response was subsequently received from Mr Mortell on 11th August, who advised the following:

"Illegal parking is something that is dealt with by our Parking Services who I know are looking at ways of dealing with this issue. With regard to 'U' turns, particularly if they are seen to be dangerous then they would be best dealt with by the Police as they have the ability to issue fixed penalty notices or prosecute via the Courts if they feel it is appropriate to do so.

If drivers do get points on their DVLA licence then it is possible that their suitability to hold a Taxi Drivers licence will be reviewed.

I do have Officers patrolling in the City area and they will talk to drivers reference illegal parking and other issues, but we do not

have the ability to issue fixed penalty notices.

If you do obtain details of times/locations where parking issues are of concern, then please let me know and I will pass these on to Parking Services for their attention”.

2.10 Item 7.2 Estate Inspection Programme - Website Update

KDV informed the group that this was an ongoing Work In Progress KDV had previously spoken to Clare Pilling, the PR and Communications Officer.

KDV

2.11 Item 8.2 Mutual Exchange Publicised in Nottingham Evening Post

KDV reported that investigations into this matter were still ongoing as some of the individuals involved, were not at work. KDV confirmed that as soon as the outcome was known, this would be fed back to the group.

KDV

2.12 Tenant Service Inspectors

ST raised concern regarding how the scoring was being assessed and would raise this at a forthcoming Area Panel meeting. KDV reassured ST that she had received an email from Phil Saunders and they were looking at changing the streets that were initially assessed to broaden the assessment process.

KDV

KDV confirmed that she had also met with Phil Saunders to discuss Tenant Estate Inspections and a process similar to that of the Vision Management Survey. Rectification process was to be put in place later in the year. Other members of the group involved in the inspections reassured of their proactive approach neutrality of the process.

3.0 **Matters arising - Discussed as separate Agenda item see 5.1**

4.0 **Nottingham Family Intervention Project**

4.1 Representatives from Nottingham Family Intervention Project, were invited to do a presentation to the Group. Paul Martin the Manager and Veronica Fairley the Deputy Manager did a 40 minute presentation which was accompanied by a handout.

The project's aim is to support and challenge families to increase their motivation to change their behaviour. This new approach considers the needs of whole families and balances these needs with the needs of the community. This will ensure that the destructive behaviour which is often passed from generation to generation, blighting not only these families but entire communities, is effectively tackled for the first time.

The primary objective of the Project is to stop the anti-social behaviour of families and restore safety to their homes and to the wider community.

In order to achieve this, the project tackles the causes of poor behaviour which may involve issues such as drug and alcohol misuse, poor health (physical and mental), domestic violence, non-school attendance, unemployment and debt.

As a result of these, the project also delivers other objectives such as preventing homelessness, enabling families to sustain tenancies and helping achieve the five *Every Child Matters* outcome for children and young people.

There are three distinct models of intervention which can be applied:

1. Intensive outreach programme to families in their own homes - Families are visited by project workers within their own home who provide/refer to structured individual and family sessions to work with the family on a range of issues identified as causing their anti-social behaviour.
2. Intensive outreach programme to families in dispersed accommodation - Families are moved into a non-secure tenancy, usually in an area away from where the anti-social behaviour has been committed. Project workers visit and provide/refer to structured individual family sessions. If the family complies with interventions and behaviour improves sufficiently then the tenancy can be made secure.
3. Intensive support programme in supervised accommodation - Families in this type of provision receive 24-hour support and supervision from staff in accommodation (core block) provided by the project. Families are likely to be involved in many structured sessions complemented by daily unstructured observation. If the family complies with interventions and behaviour improves sufficiently, then they will be able to move into one of the above.

The group were extremely impressed by the presentation and the work being undertaken by the Project, and thanked Paul and Veronica for their contribution to the meeting. Due to the limited time they had available, the group were keen to invite Paul and Veronica to return to a future meeting to do a further presentation, which they accepted. It was agreed that KDV would liaise with Paul to arrange this. See handouts attached.

KDV

5.0 ASB Accreditation

5.1 KDV provided an update to the group in relation to this.

KDV reported that they were pushing to have the Housemark Assessment team on site in October, however the TSA/SLCNG had requested this take place in August resulting in a very tight

timeframe for the Self-Assessment and Submission. She gave credit to Kathy Mason who had inputted a lot of her own time outside of work into the Assessment. KDV provided details of the scheduled dates for the on site assessment and outlined the format that the process would take. She informed the group that the consultants had selected the service users and had chosen 10-15 tenants at random. KDV confirmed that NCH had not been involved in the selection process.

5.2 House Mark

KDV reported that Housemark were looking to launch the Accreditation Scheme at their conference at the end of October. There were 4 organisations in the pilot scheme.

Ennis Peck informed the group that he and Sue Stevenson were tenant assessors for other organisations involved in the Pilot Scheme.

6.0 Lettable Standard

BL provided a presentation to the group, accompanied by handouts which covered the following areas:

1. Quality of Void Properties.
2. Lettable Standard.
3. Lettable Standard Checklist.

BL explained that it was important that we were clear about costs and expectations.

The current challenges included:

- Emphasis on training, quality and consistency
- Overlap between Decant Homes and Void budgets
- Decant Homes Budget
- Costs of void properties
- Benchmarking

BL to ascertain the percentage of contractors and report back to the group. Contractors were used in respect of fire damage as this is a specialist area.

BL

LB stated that as a Company, we needed to be clear under what circumstances we will be carrying out repairs.

BL stressed the importance of ensuring that properties were consistent and the standards of quality remained the same.

LB raised a query in respect of a tenant and the types of doors that were considered replaceable in a property. LB to provide BL with details of the address that this matter relates to for further

BL

investigation. BL to investigate and provide clarification to the group at the next meeting.

6.1 Decoration

In terms of decoration, it was reported that NCH carried out the most decorating in voids. They were more extensive and expensive in comparison to other ALMOs.

7.0 Any other business

7.1 Older Persons Road Show

BL informed the group that the road show would be taking place on Monday 7th September from 10.00am-3.00pm at the Council House, Board Room, to promote sheltered accommodation. A number of agencies would be attending and a variety of stands would be available. BL encouraged members from the group to attend.

7.2 Allocation Customer Focus Group

BL asked for volunteers from the TEM group to join. The focus group would be looking at areas which included, review of the Allocations Policy, a re-launch of the Choice Based Lettings IT, sub regional development and the Housing Services Centre development, such as, wider housing options. Volunteers were asked to contact Berni or Sheila.

BL/Sheila

7.3 PG reported on a light that was being left on continuously for 24 hours a day outside 1 Furze Gardens. KDV to pass the enquiry onto the Repairs Call Centre.

KDV

8.0 Date of Next Meeting:

Time: 5.30pm, 17th November 2009, Location: Boardroom, 14 Hounds Gate.