

# Minutes

## Minutes of Tenancy and Estate Management Forum Meeting held on Tuesday 19<sup>th</sup> January 2010

### PRESENT:

Ennis Peck (Chair) - EP	Tenant	Phil England (Vice Chair) - PE	Tenant
Cynthia James - CJ	Tenant	Kim De Vergori - KDV	NCH
Lilian Bird - LB	Tenant	John Riley – JR	Tenant
David Barnaby – DB	Tenant	Maria Hemphill - MH	Tenant
Andrew Filer - AF (mins)	NCH	Elizabeth Tiso – ET	Tenant
Ann Gardner – AG	L'holder	Sheila Thwaites - ST	L'holder
Jean England - JE	Tenant	Jacinth Hall – JH	Tenant
Dave Bell			

### **ACTION**

#### **1.0 Apologies / introductions**

Apologies given for Alison Thorpe, Clive Thorpe, Nick Hemphill, Sue Taylor and Frank Griffiths.

EP opened the meeting and welcomed everybody. EP then passed on a message from Clive Thorpe to give an update on Alison Thorpe's condition. AF advised a card had been sent on behalf of the staff and tenants / leaseholders of Nottingham City Homes

#### **2.0 AGM process / constitution**

**2.1** EP and PE officially resigned their positions. AF gave an overview of the AGM process and took over the meeting.

**2.2** AF then discussed the Constitution and asked if anyone had any recommendations or amendments they would like to see. Any changes to be forwarded to AF who will draft a new version and bring to the next meeting for agreement.

#### **3.0 AGM ballot**

**3.1** AF advised that there had been one nomination for the position of Chair (EP), and one nomination for the position of Vice Chair (PE), and that a pen portrait had been sent out to everyone with the invitation for the meeting. As there had been only one nomination for each role, a show of hands was held for each nomination to have a 'second' from the Forum. Both EP and PE were re-elected.

#### **4.0 Welcome and introduction of the new Chair and Vice Chair**

**4.1** AF welcomed EP and PE back for another term.

**4.2** EP then resumed the position of Chair and gave an update on what the Forum has done over the last year. He recommended that some previous speakers were invited to a future meeting to give updates on the work that they have been doing. This to be discussed further in item 7 of the agenda.

**5.0** **Minutes from the last meeting and matters arising**

**5.1** **Item 7.3**

CJ asked for some information of this, as had been unaware of the situation. AF advised that the Audit Commission had recently done a recruitment campaign for Tenant Inspection Advisors who will work with the Audit Commission when they were inspecting housing providers. AF to forward the details to CJ.

AF

**5.2** **Item 2.8**

ST asked for clarification on this point. KDV to query this with Elaine Crofts and report back to ST and at the next meeting.

KDV

**5.3** **Item 2.2**

EP requested an update on this. CJ advised that this is in hand, and discussions had taken place with NCH and NCC to take this forward. CJ to report back at next meeting.

CJ

**5.4** **Item 2.4**

KDV gave an update advising this investigation cannot be progressed any further as the member of staff concerned has now left the company. Lessons have however been learnt, with closer monitoring of the parties involved and support in place.. The mutual exchange procedure has also being reviewed.

**5.5** **Item 2.6**

KDV advised that Paul Martin is happy to come to a future meeting. KDV has also had a meeting with Kathy Mason re the Anti-Social Behaviour Conference, about the possibility of support and prevention being the theme, which would include the Family Intervention Project. This item is to be progressed through the ASB Scrutiny Group.

**5.6** **Item 4.7**

AF advised all issues passed to Steve Stott have been resolved.

**5.7** **Item 5.5**

AF advised a response from Sue Taylor (Assistant Director of Housing Services) had been sent out following the previous meeting.

**5.8** **Item 4.8**

AG queried if there has been any feedback from this pilot. AF advised the bulk waste collection pilot was still ongoing, and so no further update can be given at this time.

**5.9** **Item 7.2**

AF advised that the forward plan was item 7 on the agenda.

## **6.0 Updates from Sub-groups and Tenant Service Inspectors**

### **6.1 Anti-social behaviour scrutiny group**

KDV advised that the meeting in December had to be cancelled, and so no update is available. For tonight's meeting. February meeting has been scheduled to ensure feedback at the TEM Forum meeting in March.

### Allocations customer focus group

ST advised no meeting has been held, so again no update can be given.

### Tenant rents panel

JR advised no real update can be given as NCH are still awaiting confirmation of rent increase information from central government and NCC.

### Tenant Service Inspectors (TSI)

PE advised that the TSIs still find issues with some void properties, but are becoming fewer. The streets that are used for estate assessments have also recently been reviewed.

KDV asked PE to give her details of any particular properties that had problems so she could discuss with Richard Holland.

### **6.2 A discussion was then had on TSI estate ratings being given that were not justified.**

ST advised that she was not happy with the rating given to Sneinton. AF to contact Louise Painter to find out which streets are covered and to report back to ST and at the next meeting. TSI members present clarified the inspections they had carried out in the Sneinton area and talked through the ratings awarded. KDV suggested that Phil Saunders be invited to a future meeting to discuss the processes and role of TSI.

AF

DB also felt that the Edwards Lane Estate was unjustly given a 3\* rating. AF to report back.

AF

### **6.3 CJ then raised the point that if areas are given a higher assessment than they should have, they will not be given priority over future funding and regeneration, with possibly less financial assistance available for environmental improvement schemes.**

KDV recommended that Tim Shirley was invited to a future meeting alongside Louise Painter to discuss the Environmental Improvement scheme. The Forum agreed.

### **6.4 PE raised the point that the TSIs doing estate assessments overlaps the Housing Patch Managers (HPM) doing estate inspections. KDV advised that this is deemed good practice by the Audit Commission as it gives a neutrality to the star ratings as it is done by tenants and leaseholders independently of officers. PE added that the TSIs then perhaps need to ensure they are being clear on what they are looking for and are consistent across the city.**

<u>6.5</u>	Feedback from assessments was then discussed. KDV advised a full report from the TSIs was given to HPMS, with feedback then given to Louise Painter. A gap could be that this information is then not shared at Area Panel meetings. JE added that often information is passed to NCH officers, around criminal matters, with no feedback being given on progress. KDV to take this forward, but need to be wary that the Data Protection Act is not breached.	KDV
<u>7.0</u>	<b>Forward plan and guest speakers</b>	
<u>7.1</u>	AF gave a handout with suggestion of future meeting dates going with the same formula used as previously, using the 3 <sup>rd</sup> Tuesday of the month on a bi-monthly basis. This was agreed by the Forum.	
<u>7.2</u>	AF advised that a few suggestions had been sent in to him for future agenda items and guest speakers. Several others were then discussed by the Forum. These are included on the meeting timetable enclosed.	
<u>8.0</u>	<b>Any other business</b>	
<u>8.1</u>	AF handed round some flyers asking if anyone was interested in going on a visit to Sheffield with the Procurement Team to look at how NCH looks to buy products and services. JR was interested. AF passed his name on to Carole Donnelly and Pete Smith.	
<u>8.2</u>	KDV wanted the Forum to note that the number of voids currently in the city is now at it lowest ever point, down to 352.	
<u>8.3</u>	KDV advised the Forum of recent good work where two tenants had been given injunctions for throwing rubbish out of their high-rise windows causing concern about the safety of the public and caretakers. A CCTV camera has been bought and used successfully to collect evidence and secure the injunctions. The camera will continue to be used throughout the city to catch people doing this in the future. If these injunctions are breached it could lead to possible committal or eviction action. Swift action was taken in these cases, and this will be publicised as a deterrent for anyone else doing this.	
<u>8.4</u>	CJ raised a problem she has found in her area, where someone wanted to downsize their property and had identified someone to exchange with but was told they would need to go on to the HomeLink register. KDV advised this was not the case as the Home Swapper Mutual Exchange scheme is in place. This has also been reviewed in the recent Allocation Policy review. KDV will contact Sue Lomax for an update and report back to CJ at the next meeting.	KDV
<u>8.5</u>	PE queried whether growing drugs was dealt with in the same way as dealing drugs. KDV advised that there is a clause in the tenancy agreement advising that this is a breach of tenancy for either issue. Enforcement Action would therefore be taken, taking in to account any vulnerability issues. Information is shared between NCH and the Police, but due to processes involved it can result in a delay in the enforcement action taking place as the person needs to have	

been “charged” with the offence and the court process can often be a long process.

**The next meeting will be held on:**

**Tuesday 16<sup>th</sup> March,**

**5.30 – 7.30pm,**

**Boardroom,**

**Hounds Gate.**

**The main discussion point will be Tenant Service Inspectors and the Environmental Improvement Scheme.**