

Minutes



Minutes of Tenancy and Estate Management Forum Meeting held on Tuesday 18th May 2010

PRESENT:

Elizabeth Tiso - ET	Tenant	Phil England (Vice Chair) - PE	Tenant
Maria Hemphill – MH	Tenant	Kim De Vergori - KDV	NCH
Lilian Bird - LB	Tenant	Roy Lawson - RL	Tenant
Robert Morrell – RM	Tenant	Margaret Pugsley – MP	Tenant
Andrew Filer - AF (mins)	NCH	Jacynth Hall – JH	Tenant
Ann Gardner – AG	L'holder	Jean England - JE	Tenant
Cynthia James – CJ	Tenant	Sheila Thwaites	L'holder
Insp. K Priest – KP	Nottm Police		

1.0 Apologies / introductions

Apologies given for Ennis Peck, Janet Storar, Frank Griffiths, Dave Barnaby, John Riley, Kate Bowley and Kathy Mason.

PE opened the meeting and welcomed everybody.

2.0 Feedback from the chair

2.1 PE gave an update advising that an issue raised by David Barnaby about recycling had not been forgotten. This subject has been put on the forward plan to discuss at the September meeting.

2.2 PE advised that the £20 with Elgar on the back will soon no longer be legal tender.

2.3 PE advised that the Procurement Team who were up for a national 'Housing Heroes Award' from Inside Housing, were beaten finalists for the award of 'Procurement Team of the Year'.

3.0 Minutes and matters arising from previous minutes

3.1 Item 2.4

KDV informed the group all were able to attend the Allocations Customer Group, with any further volunteers welcome. ST advised the group had recently been reviewing the allocation policy and re-designing the HomeLink website. AG and MH are interested in attending the group. AF to send out meeting dates with the minutes and pass on details to Elaine Crofts of interested parties.

ACTION

AF

3.2 **Item 2.6**

AF advised Steve Stott has been invited to the next meeting to give an update and feedback on the bulk waste collection pilot. MP advised it has worked very well in the area she lives.

A discussion then took place on the star system and Tenant Services Inspectors.

3.3 **Item 6.2**

This item is on the agenda

3.4 **Item 7.3**

MP asked whether the initiative to invite people who have made multiple refusals to an interview has had any effect?

KDV advised it was still early days, but has not yet shown significant positive effect. Current focus is on people who have said 'wrong area' or 'not right facilities in the area' as it is a choice based lettings process and individuals have bid for those properties. Actions are also being taken if ASB is put down as a refusal area with Kathy Mason and partners looking at trying to resolve issues. KDV to bring further details of refusal reasons to a future meeting.

4.0 **Crime and anti-social behaviour (ASB)**

4.1 KP gave an informal presentation on the work the Police do. There are 7 beat teams across Nottingham, and he is in charge of the beat team based in Sneinton. The main aim is to make communities in Nottingham a better, safer area to live.

4.2 The Police have had lots of bad press due to a recent inspection given them a 'poor' rating when benchmarked against 7 similar forces. Nottingham had improved, but not as much as the other forces. The Inspectors left Nottingham with a clear action plan on what they needed to do to improve the services delivered.

4.3 KP wanted to emphasise that all types of crime are looked in to every day and collated, allowing a city-wide breakdown of types of crime, but also able to look at individual areas, neighbourhoods and beat areas as required. Specific issues can then be targeted, with the appropriate resources allocated where they were needed.

4.4 The target for response for a 999 call is 15 minutes in the city or 20 minutes if it is a rural area. Calls to Police stations have a target of a response within 60 minutes.

4.5 ASB covers numerous categories which include: hoax calls, rowdy nuisance and abandoned vehicles, and is usually a civil action rather than a crime. Civil powers are therefore being use such as fines to help resolve issues. Partnership working with other organisations such as NCH, and with residents helps to scrutinise work done and improve services.

4.6 To support the beat teams there are response teams who deal with initial incidents. The beat teams then deal with follow-ups and longer term solutions.

- 4.7** RL advised of an incident where he was told the Police ‘do not attend house alarms any more’ due to lots of faulty alarms. He added that NCH are not checking house alarms when the gas servicing is done, as per the service standard. AF to get clarification on this from property services and feedback to the group. AF
 KP continued that the control room need to make an assessment of each call, and if it is not deemed urgent, an investigation will still take place, but not necessarily within 24 hours. He added there was no way information could be analysed to see if they were NCH properties as the computer systems do not show who owns each property.
- 4.8** LB enquired whether there had been a change in policy for serious attacks, as she has heard that all evidence is sent to forensics. KP advised if it was a serious assault which is potentially life threatening, a scene of crime is sealed off to ensure the integrity of any forensic evidence. If it is a mobile phone, it would be immediately turned off and sent away to be examined.
- 4.9** RM advised of an incident outside the Meadows Partnership Office where someone called the Police station and there was no staff on hand to respond, they had to send someone from Lenton. KP informed the group the Meadows station is currently being refurbished, so the officers are based at Clifton or the Riverside. If an immediate response is required KP advises to contact 999 rather than an individual station.
- 4.10** JE asked whether as a trained Community Crime Fighter, should she be notified of issues in her area? KP said he was unsure. He personally gives sanitised details to TRA’s and Councillors in his area. KP will find out the official line and feed back. KP
 KP asked what information JE would like?
 JE advised she would like to know burglary areas and what action is being taken. KP replied that he could respond about other areas, but the communication in his area is good, so recommends JE to speak directly to the beat manager in her area, and escalate issues if they are not resolved at that level.
 CJ added that Police need to be careful who they give information to, in case of potential recrimination.
- 4.11** CJ asked how courts can support the Police more?
 KP replied that magistrates should be key people who represent the City of Nottingham, and judge people on the evidence given for that particular crime. If CJ feels the wrong people are magistrates he recommends speaking to line manager and escalate if necessary internally.
- 4.12** MP advised of a good news story in her area and asked KP to pass on thanks to the relevant officers. KP to do this. KP
- 4.13** ST also commended the Police on the work done around Sneinton and advised there is a good relationship with the residents.

- 4.14** PE thanked KP for attending.
KDV asked if the Police have a compliment team?
KP advised any comments or compliments should be directed through the local police station, and that he was based in Sneinton.

5.0 **Operation Aplysia**

- 5.1** KDV gave a handout showing sanitised information of the results so far from Operation Aplysia.

- 5.2** Some of the properties identified were NCH properties, so NCH worked closely with the Police to investigate any potential breaches of tenancy and follow through for possession where evidence of Class A Drugs found.

- 5.3** NCH are recharging any tenant where a warrant was issued where the front doors needed to be broken in to for access. NCH are also recharging some private landlords, who were unavailable at the time, to secure the properties after the warrant was issued. KP added this was due to the Police having a duty of care to ensure properties are secure after a warrant is executed.

- 5.4** Previous operations have had issues with areas looking untidy with properties being secured afterwards, and so this time a team of caretakers were part of the operations to tidy areas afterwards and clear any rubbish.

- 5.5** KDV wanted to add her thanks to KP who was the lead officer for the Police, and advised she would bring further information to future meetings.

- 5.6** ST passed on her thanks again as a lot of work was done in Sneinton, and people seem to feel a lot safer now certain issues have been dealt with.
KP added it was the result of 9 months gathering information and evidence, but now need to ensure other people do not take over the mantle of those that have been dealt with. Surveys will be carried out in the next few months to gauge the feelings of residents.

- 5.7** CJ asked whether some of this information could be promoted more, such as in Housing Offices.
KDV advised she is shortly having a meeting with the Marketing Team to develop a media plan. KDV to include KP in this meeting.

KP left the meeting

6.0 **Tenancy and estate management modernisation**

- 6.1** KDV advised that this is still an ongoing process, and consultation was still ongoing with trade unions and employees

- 6.2** The implementation plan was agreed by Board in March 2010, with the home rent collection service and some payment desks closing across the city.

KDV

- 6.3** Information is now going out to all affected staff, but it is likely due to current vacancies and posts held by agency staff, that there will be minimised displacement of staff.
- 6.4** On **2nd July** the **home collection service** and **Lenton office** are closing, on **9th July** the **Bilborough office** will close, on **16th July** the **payment desk at St Anns office** will close, on **23rd July** the **payment desk at Bestwood office** will close, and on **30th July** the **payment desk at Aspley office** will close. Personal visits have now been made to all residents affected by the stopping of the home rent collection service and information will go out to all residents affected by the other changes.
- 6.5** Payment desks will continue at Clifton Cornerstone, Mary Potter Centre and at Bulwell office. NCH will also be moving in to the new LIFT projects in St Anns and Bulwell, where payment desks will be included.
- 6.6** KDV is also planning an away day for Housing Patch Managers, so that more definition and clarity can be given to their roles. Consultation will also be held with partners.
- 6.7** The accommodation strategy is also being reviewed with the option of moving out of Hounds Gate, being considered due to floor loadings and the potential of office sharing with partner organisations around the city. KDV spoke about the Customer Contact centre which will mean the Patch Managers are out on 'patch' more and home visiting rather than being office based.
- 6.8** CJ commented on staffing issues at St Anns. KDV replied that these were temporary whilst this review was taking place. The issues will be resolved ASAP.
- 6.9** RL advised surgeries are held in the local community centre with NCH, the Police and Councillors. These work very well, and give people options, rather than having to go to the Housing Office.
- 6.10** CJ asked whether agency staff would be let go before permanent staff were made redundant. KDV replied that all permanent staff would be redeployed where possible first. If there were any remaining posts, these would go through the normal recruitment process, allowing any agency staff the option to apply for a permanent role.
- 6.11** PE advised there are still issues with rent collection as people still like paying by cash. KDV advised this option is still possible at PayPoints, more work is being done to advertise these more, and paying at these points also help support local businesses. PE commented that it could be a potential data protection issue with shop keepers having information on what rent they pay. KDV replied she was unsure of the process as to how much personal data could be seen by the counter staff when transactions are made.. JH advised the

KDV

barcode the shop scan is on the front of the book, so they have no need to look inside it.

7.0 Constitution

7.1 AF advised no further comments were received since the last meeting, so will send out the amended version with the minutes for final comments. This can then be signed off at the next meeting.

8.0 Performance update

8.1 KDV apologised that she had forgotten to bring this information. AF to send details out with minutes, and KDV will be available if anyone has any questions or comments.

AF
KDV

9.0 Sub-group updates

9.1 AF gave a handout (enclosed) showing 'you said, we did' examples from the Tenant Rent Panel over the last few meetings.

9.2 AF advised that the last ASB Scrutiny Group was the AGM where MP was voted in as Chair and Sue Stevenson was voted as Vice Chair. The group also went through the end of year information and statistics.

9.3 The Allocations Customer Group was already discussed at the start of the meeting.

10.0 Any other business

10.1 RL commented on sub-standard 'slurry' is being used to re-surface pathways around St Anns, and also recent tarmacing now has weeds growing through it, as the contractors did not weed kill the area first. AF advised that RL had brought this issue up at the Area Panel and that Tim Shirley was dealing with it. RL said he had received no feedback from Tim Shirley. AF to action. CJ added that she had a conversation with Cllr Jon Collins who had said 'slurry' was not being used anymore. CJ advised RL to speak to Cllr Collins about this.

AF

10.2 CJ handed round leaflets for 'Home zone' where grants area available for improved insulation, new boilers etc. for city residents.

10.3 CJ advised information on repairs was not given at the last Area 6 Panel. AF to get Afzaal Nawaz to follow up.

AF

10.4 LB commented that she thought all areas should have a bulk waste collection at least once a year. AF advised Steve Stott was coming to the next meeting to discuss these issues.

10.5 RL commented that feedback is not always given at the end of pilot schemes across the city. AF advised that NCH would endeavour to do this, but would need to know what information the Forum wanted.

The next meeting will be held on:

Tuesday 20th July, 5.30 – 7.30pm, Boardroom, Hounds Gate.

The main discussion point will be NCC City Services and bulk waste collections.

