

Minutes



Minutes of Tenants and Leaseholders Congress
20th May 2009, 6pm – 8pm
Board Room

Jean England (Chair) – JE	Janet Storar - JS
Sheila Thwaites – ST	Maria Hemphill - MH
Kate Bowley – KBo	Jacinth Hall - JH
Tony Stubbings – TS	Ennis Peck – EP
Kevin Butt – KB	Robert Morrell – RM
Kath Biddle – KBi	Gill Moy (NCH) – GM
Helen Thompson – HT	Sue Taylor (NCH) – Sta
Alan Hoban – AH	Tricia Quinn (NCH) - TQ
Ina McCallum – IC	Dave Bennet-Bull – DBB
Greg Albiston (NCC) – GA	Andrew Filer (NCH) – AF
Rebecca Winch (NCH) - Minutes	

1	Apologies	
1.1	Alison Thorpe, Clive Thorpe, Cynthia James, Lynn Mitchell, Chris Langstaff, Amanda Schofield, Graham Ward, Mrs E Anderson, Ross Yousef	
2	Minutes from last meeting and Matters arising	Action
2.1	STa confirmed that the rent increase notification had been responded to and STa had contacted Clive Thorpe directly.	
2.2	ST queried garage rent. STa stated that this will remain the same. AF to bring clarification of garage rent to next meeting.	AF
2.3	GM stated that research was being carried out to investigate how we can help and support leaseholders and these best practices will be reported back to Leaseholder Forum. GM also highlighted that there had been an article in Inside Housing this week regarding improvement works on leaseholders properties, GM to make available to Leaseholder Forum.	GM
2.4	KB raised the Decent Homes Programme. KB stated that Bungalows and ground floor flats have had new windows but not new doors. KB asked when the doors will be replaced as only been told it will be sometime next year. JE will raise when she visits Harvey Road on 21 st May. TLC requested Mark Johnson to attend next TLC.	GM/JE
2.5	AF has received information back from MJ regarding arrival of Yorkshire Windows on an estate without prior notification and tenants being asked for names and telephone no's. Mark Johnson has confirmed the matter is in hand and the surveyor in question has been relieved from his position.	
2.6	EP had asked in last meeting that as part of the Performance Management Review that we benchmark our performance with more 3* star ALMOs – Constance Hall will be arranging this	

2.7	DBB had asked if Equality and Diversity training could be provided to TLC as Board and EMT have already had this – AS was to arrange. AF stated that AS is on leave but this will be raised with AS on her return.	AF/AS
2.8	STa confirmed that the Homelink website is being looked at and Martin Valentine from Communications Team is working with Sue Lomax who are looking at holding a customer focus group.	
2.9	JE stated that the bidding station in Bestwood is not working. GM has raised this and it is now meant to be working. STa to follow up.	STa
2.10	IM raised concern that voids are increasing in her area of Broxtowe. GM stated that Voids are currently pretty static in terms of numbers. STa to investigate	STa
2.11	EP raised question regarding voids and time lost in receiving the keys for properties. GM stated each stage of the void process has its own target times. The target to get the keys from the housing office to the Voids team is 1 day. Performance is much better and in most cases hits targets. STa stated that she is attending Voids Meeting at Harvey Road on 21 st May so can discuss where the blockages are. STa also discussed the Leans Systems Review which looks at stages from tenant handing in notice to new tenant getting keys and how many people have touched the key during the process.	STa
2.12	KBo raised concerns over a matter that had occurred recently whereby private company of electricians and also a number of NCH vans had assembled outside one property to undertake works as current tenant had passed away. Flat had also been left unlocked overnight and then new kitchen had been re-assembled in the hallway which had just been polished. GM stated that on occasions NCH do sub contract out electrical works dependant on number of jobs that have come in. GM to raise with Mark Johnson.	GM
2.13	KBi stated that she had been out on Tenant Inspection of void properties that morning with Steve Hale and Gary Whitaker. KBi advised that one property had gate missing, grass impossible to cut, top of wheelie bin was in middle of garden covering manhole, stair rail loose, new bathroom but no tiles on wall, radiator had been fitted but couldn't open closet door. STa advised that quality of Voids Lettable do not seem to be improving. Steve Hale and Gary Whitaker will be going out on Inspections on a more regular basis. GM stated that EMT also tasked Voids with final inspections to be signed off – officers will have to sign off all properties as being Ready To Let so there is some form of accountability.	
2.14	TS raised concern over properties where tenant passes away and that these properties should be fumigated. GM states that this is not done routinely as too expensive but would do if necessary for example when property is infested with fleas.	

2.15	GM confirmed that issue relating to Wigman Road has been chased.	
2.16	DBB raised point over outstanding actions from last meeting for those unable to attend meeting today and that he hoped these had been actioned.	
2.17	STa and GM to ask Mark Johnson to attend next TLC meeting on 23 rd July.	GM/STa
3	Office closure consultation	
3.1	GM discussed office closure consultation which has now ended. 10,000 letters were sent to people affected by potential office closures. Received in region of 600 responses, 5.7% of those consulted. Majority of those who responded did not want the closures, which was not surprising, however need to consider numbers who didn't respond. Concerns have been raised over where rent can be paid. GM responded that we need to promote most cost effective payment methods. GM stated that cost of delivering services is expensive and significant amount of savings can be made. GM gave example of Southglade and costs of £8 per transaction to collect rent.	
3.2	TS queried what will be done for the elderly with regards to collecting rent. GM stated that collecting cash in offices can create problems for staff and customers with regards to safety. TS suggested showing individuals how to set up and use direct debits. GM stated that we will be holding surgeries and getting extra kiosks installed into libraries.	
3.3	JH stated that some tenants do not want to pay by Direct Debit as worried there may be extra bank charges involved. GM explained there was no cost to tenants paying by Direct Debit and that bank charges would only be incurred if there was not enough money in the tenants bank account. GM highlighted that information had already been provided to those affected with options on how to pay their rent.	
3.4	EP raised concern that Housing Patch Managers can only see a few people per day so something needs to be put in place to make us more accessible. GM highlighted surgeries that will be held along with home visits to make NCH approachable and accessible.	
4	Company Performance 08/09	
4.1	TQ, Performance Review Manager at NCH, introduced herself and gave a presentation on how NCH performed in 08/09, how we are going to manage performance in the future and also asked TLC how they would like performance information to be presented in the future.	
4.2	TQ presented figures on: <ul style="list-style-type: none"> • Repairs Service • Rent collections • Tenant Inspections • Letting and Tenancy Management 	

	<ul style="list-style-type: none"> Customer Care and Satisfaction 	
4.3	ST advised that there was confusion over star ratings for neighbourhoods and asked what criteria are used to assess neighbourhoods and what are guides on what a 3 star neighbourhood looks like. TQ and STa to arrange for Phil Saunders to attend next meeting to explain.	TQ/STa
4.4	IM asked how often visits take place. TQ explained that they happen every 3 months and next visit is due in June.	
4.5	JS highlighted that the inspection is based on 1 day and the majority vote on the number of people who go out on the inspection. JS suggested re-inspecting 1 week later to see if results were still the same	
4.6	ST advised that Streetscene were also due to attend inspections but this has not happened. GM advised that both herself and Kim De Vergori had recently met with Streetscene and Kim De Vergori and Chris Bailey, from Streetscene, have had a meeting regarding setting up a new way of working whereby standards need to be set. GM suggested bringing Streetscene to a future TLC meeting.	GM
4.7	DBB thanked TQ for her precise and to the point presentation. EP advised that would also like to know where we are not doing so well.	
5	Getting Involved Week	
5.1	AF distributed handout regarding Getting Involved Week. This will be happening last week of July. NCH will be involved in Nottingham Pride, the Riverside Festival, an event in Market Square. AF asked if anyone had any ideas for their areas then to bring this up at Area Panels.	
5.2	AF also highlighted an art competition to be held in primary schools whereby 12 winners will be chosen and the pictures will be used for an NCH 2010 calendar.	
6	TLC and Board meetings	
6.1	JE announced there will be no TLC meeting in June as there will be a TLC and Board meeting instead on 24 th June. Times on TLC meeting dates should read 8.00pm finish time and not 8.30pm as stated on meeting dates list	
6.2	STa asked members of TLC what they wanted to achieve from the TLC and Board meeting and if they wanted Board to attend full meeting.	
6.3	KB stated that meeting should be used to swap information. JS advised that she attends TLC to give any information from Board but the next Board meeting is not until tomorrow. DBB highlighted that TLC and Board need to work together.	
6.4	STa advised that any items for TLC and Board should be put forward. STa also advised that TLC can attend Board meetings if	

	they wish.	
6.5	GM asked members of TLC if they wanted to continue with any discussions without officers present, but members declined. GM also highlighted that TLC need to start raising issues for agendas for future meetings.	
6.6	RM advised that TLC and Board meeting on 24 th June clashes with Area 8 Panel therefore RM gives apologies for TLC and Board meeting.	
7	Board Recruitment	
7.1	AF stated that we are looking for tenant/leaseholder Board members. News for NCH included advert for what we're looking for – keen to get people involved.	
7.2	GM advised in order to qualify you are required by law: <ul style="list-style-type: none"> • Not to be suffering from mental illness • Cannot be in breach of tenancy conditions • Cannot be in rent arrears • Cannot be an undischarged bankrupt <p>JS advised that candidates needed to find 10 other tenants/leaseholders to sponsor you</p>	
8	Items for next meeting	
8.1	GM advised that any items to be raised at July's meeting should be communicated through AF.	
9	Dates of next meeting	
9.1	Meeting dates handed out. TLC and Board meeting will be held on 24 th June at 6.00pm, next TLC meeting to be held 22 nd July at 6.00pm.	
10	Any other business	
10.1	IM stated that surveys are being carried out in properties and outcomes will be passed to JE and AF.	
10.2	AF handed out suggestion sheet	
10.3	AF discussed National Tenant Voice and setting up a national project group – handout given. Currently no event taking place in Nottingham, AF looking into this.	
10.4	JS stated that Area Panel 5 were having a fun day with NCC and NCH to include tree planting ceremony JS stated that the committee had put up the money for fruit trees and NCH had put up money for the food.	
10.5	AF asked if members of TLC wanted a file or folder to keep TLC papers in. All decided that a ring binder would be better. GM stated that Lever Arch file would be more beneficial as bigger. AF to order.	AF

Meeting ended 8.10pm

Signed: CHAIR

Name:

Signed: VICE CHAIR

Name: