

# Minutes



**Minutes of Tenants and Leaseholders Congress**  
**22<sup>nd</sup> July 2009, 6pm – 8pm**  
**Board Room**

Jean England (Chair) – JE  
 Sheila Thwaites – ST  
 Jacinth Hall – JH  
 Kevin Butt – KB  
 Linford Stevens - LS  
 Roy Lawson - RL  
 Ina McCallum – IC  
 Clive Thorpe – CT  
 Helen Thomson - HT  
 Jackie Brown – JB

Alison Thorpe – AT  
 Maria Hemphill - MH  
 Tony Stubbings – TS  
 Robert Morrell – RM  
 Alan Hoban – AH  
 Sue Stevenson - SS  
 Janet Storar - JS  
 Cynthia James – CJ  
 Jill Dickens - JD

**NCN**

Gary Whitaker (NCH) - GW  
 Carole Donnelly (NCH) – CD  
 Chris Langstaff (NCH) - CL  
 Sue Taylor (NCH) – Sta  
 Amanda Schofield (NCH) - AS

Darrel Smith(NCH) – DS  
 Emma Simpson (NCH) – (Minutes)  
 Alison Mapp (NCH) - AM  
 Paul Rowe (NCH)- PR  
 Julie Crook NCH (JC)

<b>1</b>	<b>Apologies</b>	
1.1	Lynn Mitchell, Ennis Peck, Dave Bennett-Bull, Gill Moy, Kath Biddle, Cynthia James, Kate Bowley, Sue Taylor	
<b>2&amp;3</b>	<b>Minutes from last meeting and Matters arising</b>	<b>Action</b>
2.1	<p><b>JR</b> queried for a clearer date for when doors being replaced. <b>CD</b> Read a response from Tim Shirley which noted: “The windows programme as you know commenced last year in Aspley and we committed the entire available budget prior to the inspection on homes in this area.</p> <p>We then achieved 2 stars which released additional funding which allowed us to complete further trail areas by using Yorkshire and Nationwide. Unfortunately we did not have funding for doors at that point.</p> <p>This year Nationwide are installing replacement doors where required in the Aspley area to follow the window programme as they are the contractor we are using for door supply.</p> <p>The door programme is in effect is a separate programme being completed by Nationwide and we will endeavour where we are able to complete door replacement at the same time, but this will not be in all cases.”</p>	
2.2	<b>MH</b> mentioned Homelink website is getting worse and you can't even get onto the site anymore. <b>STa</b> confirmed they have set up a focus group to deal with improving the site	<b>STa</b>
2.3	<b>MH</b> Mentioned a house has been vacant for 5/6 years but is privately owned is there anything the council can do regarding this. <b>CL</b> requested the address after the meeting and advised the Council could look at compulsory purchase.	<b>STa</b>

2.4	<b>STa</b> gave an update on void properties in the Broxtowe area, noted that had had an increase in burglaries in the area which has led to the properties being grided STA also advised gridded properties aren't always void can be other issue that requires us to secure the property.	
2.5	<b>JD</b> concerned with Anti-social behaviour in the Wigman Road Flats. <b>CT</b> Chasing at Area Panel	<b>CT</b>
2.6	<b>TS</b> asked for any suggestions to help with the elderly for collecting rent. <b>Sta</b> advised they are holding surgeries in the Local Housing offices to give advice and are setting up a focus group also.	<b>STa</b>
2.7	From the last meeting with regards to the star rating STa has sent out letters to explain the ratings  <b>ST</b> Advised some star ratings are too high and need to expand the inspection area to give a more accurate rating for the area  <b>CL</b> advised to subdivide St Anns and Sneinton	<b>STa</b>
2.8	<b>JE</b> advised StreetScene have appeared and did a joint inspection on Crabtree since the last meeting.	
	Minutes Signed off and agreed	
<b>4</b>	<b>Void Performance</b>	
4.1	(DS presented a paper on the void standard to the TLC copy attached to minutes)	
4.2	<b>DS</b> – NCH want to drive standards up and will agree the new lettable standard with the TLC and NCC and that he is responsible to deliver these standards consistently. Going out on a weekly basis with the TSI's to make sure standards are met	<b>DS</b>
4.3	<b>AT</b> -Staff and Workforce are trained to know what the lettable standards are and she would like sub contractors to have training. As they say lettable standard is too high and they can't afford to do it to that standard, as prices are being driven down, due to credit crunch. <b>DS</b> the subcontractors know what standard NCH expect and which they have tendered to do. Lettable standard to be reviewed and signed of by TLC.	<b>DS</b>
4.6	<b>TS</b> a post void repair is a standard repair and should go through the normal faults phone line	
4.7	<b>AT</b> what is being done with tenants before the property is void? <b>STa</b> we are going to see the property before it's void so we can get the property completed more quickly, we also advised the tenant about leaving the property clean and tidy as per their tenancy agreement. Also ensuring this is carried out for people requiring transfer.	
4.8	<b>KB</b> wanted to know if contractors could be more proactive when at a property to report or complete other faults back to NCH? <b>GW</b> – yes they are called “while you're here” jobs and they can do them and put them on system if a standard repair	
4.9	<b>JB</b> What is the Criteria/ Policy on tenants who decide to	

	do their own home improvement <b>GW</b> Confirm there is a process; tenants need to get a formal approval and then after the improvements NCH go to the property and complete a survey to make sure the improvements are up to standard; the scheme is called "Right to improve".	
4.10	<b>RL</b> can we speed up the process to do the gardens before the tenant moves in <b>GW</b> Confirmed the garden/s must be completed before the property is signed off and this is now in process	
<b>5</b>	<b>Confidentiality Paper</b>	
5.1	Chair read out a paper on confidentiality and other members had copies and report noted	
5.2	<b>AM</b> discussed the confidentiality clause which all members needed to sign to say they agreed to these terms <b>AT</b> asked if all forums will get this <b>AM</b> yes they will After reading through the document it was discussed that the wording should be revised and to also include new people within the forums to sign it. The revised version will be brought to the next meeting. <b>RL</b> if meetings are confidential what can we talk about <b>AM</b> clarified that it is not the whole meeting which is confidential but just certain aspects. That this is just to make people aware of confidentiality on certain matters <b>KB</b> – unsure of what is confidential in minutes and what is not asked if confidential items can be put in green <b>CL</b> –we will make the confidential matters easier to identify by putting them on green paper or highlighting them in green <b>CT</b> mentioned that the procurement should be above board and would rather have an open book policy. Will bring back this matter at the next meeting	<b>CD</b>
5.3	It was decided that the code of conduct will also be revised and brought back to the next meeting	<b>CD</b>
<b>6</b>	<b>Tenant Board member election process</b>	
6.1	<b>JS</b> left the TLC meeting at this point. A confidential paper was brought to the meeting to discuss the 2 options available for the 2 nominations received for Tenant Board membership. A further letter from our Solicitors (Trowers) was also circulated which confirmed the TLC could make a decision not to go out to ballot and elect the 2 candidates to serve on the board as tenant board members. <b>CT</b> concerned not enough options as doesn't want to make a decision then later find out that the process followed has been incorrect <b>AM</b> confirmed the options chosen are all legal and within the governance code. A full discussion on the process followed with a question and answer session. <b>ST</b> concerned the role of a board member hadn't been explained enough <b>AM</b> noted that we are reviewing the way we approach board member recruitment; building the process into tenant involvement events to encourage more people to	

	<p>put themselves forward.</p> <p><b>CD</b> noted that the board is open to all and would like to see a more diverse range of people to help improve the board and to try not make the board so daunting.</p> <p><b>CL</b> Is investigating way we can make the Board more diverse and will be looking at a number of areas to ensure we have a more reflective board. <b>CL</b> would like to establish a working party together to review tenant/leaseholder board membership. <b>CD</b> noted the names of willing volunteers.</p> <p><b>ST</b> Can you can sit as an observer in board meeting as tenants and leaseholders don't know they can attend this. <b>CL</b> confirmed you can.</p> <p><b>CT</b> would like candidates for the board to have an interview with the TLC members not just the board.</p> <p><b>JB</b> can we be proactive in the board member recruitment process</p> <p><b>CL</b> only have 3-6 months until need to start process. You need to start brainstorming ideas <b>CD</b> has names of who would like to lead this. Also invite newer members to talk to forums for diversity of the meeting.</p>	
6.4	<b>CL</b> Board Meeting on 23 <sup>rd</sup> July all welcome to attend	
6.5	<p>A vote by a show of hands was undertaken and passed unanimously 17 – 0 to support the tenant board member election process and not go out to full ballot. Option B on the paper.</p> <p><b>AM</b> to move this forward via Governance.</p>	<b>AM</b>
<b>7</b>	<b>TLC Away Day</b>	
7.1	<p><b>CD</b> confirmed the away day will be on Tuesday 25<sup>th</sup> August, with the morning session looking at the role of the TLC and key issues including the HRA review ad the afternoon session dedicated to the Tenant Service Authority (TSA) and the National Tenant Voice (NTV) Venue will be the Board Room at Hounds Gate.</p> <p><b>PR</b> Feedback from TLC and Board away day was that their day was productive and found it more strategic and spoke about how they can work together closer and to make the meetings better</p> <p>Within this away members would like to discuss:</p> <ul style="list-style-type: none"> <li>• Decision making process to be more structured</li> <li>• Have outcomes at the end of the day</li> </ul> <p><b>AS</b> NCH was awarded 2 stars for changes from government policy. Will talk to you on day about these policies. There is going to be an event in September for TLC's to learn about the changes in policies to help engage more in the future. Discuss what NCH wants to do for the future and speak about more strategic issues on away days.</p> <p><b>Documents Issued at meeting no time for a Decision – Letter enclosed with minutes</b></p>	<p><b>CD</b></p> <p><b>AS</b></p>
<b>8</b>	<b>Items for Next Meeting</b>	
8.1	Please forward to CD by 14 <sup>th</sup> August	

<b>9</b>	<b>Date of Next Meeting 26<sup>th</sup> August 2009</b>	<b>CD</b>
<b>10</b>	<b>AOB</b>	
10.1	No items were discussed due to running over time.	

Meeting ended 8.15pm

Signed: ..... CHAIR

Name: .....

Signed: ..... VICE CHAIR

Name: .....