

# **COMMUNITY VOICE**

## **MINUTES OF MEETING**

Date: 11<sup>th</sup> May 2009

Time: 1pm

Venue: Meridian House, Normanby Road

Present: Ken Willey – Chair  
Mary Southgate – Vice Chair  
Danny Moore – Treasurer  
Brian Duff – Swinburne Road  
Terry Chatwin – Hallcroft Close  
Edna Kenyon – Market Hill  
Tony Sanderson – Warley Road  
Janine Mee – Warley Road  
Don Robertson – Hillside  
Pat Cowdell – Hillside  
Georgina Parkinson – Hi Crosby  
Linda Lavin – Hi Crosby  
Audrey Birkenshaw – Astley Corner  
Mark Harland – Lodegmoor  
Chris Kirk – Lodgemoor  
Alex Killen – Sheltered Panel Rep  
Derek Clifford – Lilywood  
Rosalie Clifford – Lilywood  
Steve Dale – Crosby Park  
Steve Hepworth – Director of Housing  
Steve Evans – Head of Housing Services  
Karen Cowan – Resident Involvement Manager  
Wendy Britcliffe – Senior Resident Involvement Officer

### **1. Welcome & Apologies**

Ken welcomed everyone to the meeting.

Apologies: Sarah Stevenson, Shazeda Haque, Alison Highlands, Richard Leach, Pete Stones, Mrs Gul, GND reps, Jane Duncan, Holly McGlone, Pat Devine.

### **2. Matters Arising/Action Plan**

Karen confirmed that all issues highlighted in the action plan have been completed and relevant agenda items included for this meeting.

Ken confirmed that Richard Leach is still responsible for booking taxis for community voice meetings. Richard would like people to contact him well in advance of the meetings so that he is given enough time to organise the bookings.

The minutes were approved as a true record.

### Decision Items

#### **3. Proposals to develop Tenant Reward Scheme – Steve Hepworth**

Steve provided a report on the reward scheme and asked that community voice nominate representatives to form a working group to progress with the scheme. A number of names will also be taken from those people who have completed the menu of options and included in the working group. The following volunteers put their names forward: Edna Kenyon, Terry Chatwin, Mary Southgate, Alex Killen, Don Robinson, Danny Moore, Georgina Parkinson and Linda Lavin.

#### **4. TPAS Conference – Ken Willey**

Letters have been sent out to community voice members asking for names of people interested in attending the TPAS Conference. Those who have shown an interest include: Tony Sanderson, Shazeda Haque, Shirley McDonald, Terry Chatwin and Brian Duff. James Parker also expressed interest from the floor. There are only 4 places available so names were drawn out as follows: Tony Sanderson, Terry Chatwin, Shazeda Haque and James Parker.

#### **5. Draft Equality & Diversity Policy – Karen Cowan**

Karen provided a report and a draft copy of the policy. Karen asked for feedback on the policy by 22<sup>nd</sup> May and for members to agree on the way that consultation should be carried out. The meeting agreed that consultation should be targeted at all of the current resident involvement structures and all special interest group contacts. The document should also be posted on the NLH website asking for feedback.

#### **6. Proposals on Allocations Policy – Steve Evans**

A report was provided and Steve explained that a review of the existing allocations system and involvement with the Choice Based Letting scheme was due to take place.

Nominations from Community Voice had been agreed to take part in a review group and included Mary Southgate and Alison Highlands. Updates will be provided at the next meeting.

#### **7. CIH Conference Harrogate Tuesday 16 June – Karen Cowan**

Karen provided a report and advised the meeting that there is an opportunity for community voice members to attend the Chartered Institute of Housing conference at Harrogate. Letters have been sent out and a list of names collated by Resident Involvement. Names were also taken at the meeting to include: Janine Mee, Tony Sanderson, James Parker, Ken Willey, Alex Killen, Edna Kenyon, Danny Moore, Brian Duff, Steve Dale, Georgina Parkinson, Linda Lavin, Joan Foster, Terry Chatwin, Linda Muscroft, Lynn Dannatt, Mrs Drury, Mrs Stones (Lilywood).

A letter will be sent out confirming details to those attending.

## Discussion Items

### **8. Performance Information / Scorecard – Steve Evans**

Steve provided information on the scorecard for March and explained the targets set for individual objectives. The following questions were raised from the information given:

Who sets the targets? – these are set internally by the NLH Board.  
Benchmarking is carried out by comparing with other Housing Associations.

Karen confirmed that when targets are reviewed in the future, that stakeholders will be involved in setting the revised targets.

It was noted that the staff profile and gender for females is a higher percentage.

Regulation & Risk (objective - deliver promises to tenants for improvements), the percentage figure was queried on the actual and the target set for 2008-2009. Suggestions were that this should be given an amber/green light instead of a green as this gives the wrong impression. Karen suggested this objective be discussed at the next meeting as part of a spotlight report.

Organisational Development & Capacity Building (objective – staff profile representation / disability), the percentage figure for the target set was queried. Steve H confirmed that the target needs changing to reflect the working age population and NLH needs to work towards achieving the figure, making sure there are no barriers in preventing people from applying for vacancies.

Staff sickness absence figures were raised and Steve H confirmed that this had improved slightly from previous years.

Where have figures come from for the Ethnicity percentage? – Steve H explained these have been taken from the percentage of tenants from a BME background.

It was agreed to produce a spotlight report on the Customers at the Heart of our Business objective – percentage of tenants satisfied with their landlord.

Steve H stated that this will be included on future agenda's for meetings.

## **9. Value for Money Plan – Steve Hepworth**

Handouts were provided and Steve explained that in the absence of Holly he would go through the information. Holly is responsible for the following:

- Procurement activities – for procuring services through the tender process
- Internal work provided by NLH and identifying value for money savings
- Reviewing how efficiently and effective work can be done

Staff are also involved in providing ideas for saving money and Steve suggested that community voice members could look at ideas for the future. This could be included as an agenda item. Ken stated that he will look at this when discussing the agenda with Karen.

Discussions took place on workmen having to travel back to one location to pick up supplies and refuel their vehicles. It would be less time consuming if they had other locations they could use. This has been looked at through the review of the repairs service.

Letters have recently been sent out to individual tenants regarding a system fault with some new boilers. Steve H confirmed that the manufacturers are paying for this and there would be no cost to NLH.

A suggestion was made that ideas for saving money be included in the community voice query log. A separate section will be included for this.

If cost saving suggestions are provided from community voice members would there be some form of reward for these? Everyone thought this was a good idea and Steve H agreed to take this to the management team.

Karen proposed that the website could also be used to encourage tenants to provide Value for Money suggestions.

## **10. Improvement Programme – Karen Cowan**

Karen provided a progress report as follows:

- Looking into leasehold blocks and different packages of work
- Environmental works are to be identified
- New roofing works to be carried out on condition of roofs
- Quality checks carried out
- Mears conference at Harrogate – 6 tenant reps attended
- Open day at Keadby for Air Source Heat Pump – 27 tenants attended
- Scheme Panel meetings held at Martins Close
- Open Day arranged at Caistor Road in May
- Lilywood Area – replacement windows currently being fitted

- Chatterton Cres –request made to Anglian for fitting of patio doors in the communal lounge

Karen stated that an issue had been reported at the previous meeting on replacement of internal doors in flats at Lockwood Court. She confirmed that these are not included as part of the Improvement Programme and should be reported through the repairs process.

Customer satisfaction for April includes (target set at 92% satisfaction):

99% satisfaction with Anglian windows

93% Bullocks – target slipped due to issues on plastering works

97% Mears

Discussed format for providing future updates to community voice on improvement works and it was agreed that a report will be sent out prior to the meetings with any issues raised under the Any Other Business agenda item.

A query was raised regarding the non traditional blocks at the Warley Rd area. New tenants moving in have had replacement windows fitted and other tenants in the area are not happy that this work has been carried out for new tenants but not for existing tenants. Karen confirmed this has been done under the void process and suggested this be included as an agenda item for discussion at the Homes Improvement Panel meeting. Steve H confirmed work will be done on other properties but the timescale has yet to be decided.

It was reported that a tenant on St Lawrence's Rd has been notified about off road parking. Steve H confirmed no off road parking has been provided in the area as this will be considered as part of the environmental work process.

Barnes Crescent – communal doors have been fitted but Tomlinson Ave and Lockwood Court are still waiting for theirs. Parking issue on Barnes Crescent were raised and individual tenants are causing problems with members of the resident association. Karen explained that all communal doors will be replaced as part of the ongoing improvement programme.

The rep from Martins Close asked why the communal kitchen/toilet and laundry room was not down for refurbishment as part of the improvement programme. Karen agreed to check the programme and to have feedback for the next scheme panel meeting.

## **11. Service Charges Proposals – Steve Hepworth**

Steve H explained the tenant service charges for communal heating systems. This does not include the alarms or support office service. The last increase was made in 2007 in line with inflation. There are several issues that the Board will need to consider but no written proposals have been produced at present.

Maisonettes at Market Hill have heating supplied from the boiler house but the tenants living in 3 bed roomed properties are paying the same charges as the

flats with 2 beds. Steve H is aware of this. He suggested an agenda item be included for the next meeting and update provided.

## **12. Customer Access Review – Steve Hepworth**

A report was provided and Steve explained the main points on the outcomes from the customer access review. The Board have agreed these which include:

- Main phone number to be promoted to customers to replace various numbers that are currently in use

Members of community voice were asked for views on whether the main number should be a free phone or local rate number. Everyone agreed that a local rate number would be more suitable.

- Location of new main Customer Office – located in town centre or shopping area

Discussions took place and the meeting agreed that the location should be in the town centre so that it was easily accessible to all via a bus route.

Steve explained that further consultation with tenants will be carried out.

It was suggested that consideration be given not only to the location for offices but for some services to be available out of normal office hours.

## **13. Resident Involvement Strategy Feedback – Karen Cowan**

A report was provided and Karen confirmed that feedback from the strategy has been received. Arrangements have been made to meet with a working group from community voice to look through all the comments received.

This meeting will be held on 1<sup>st</sup> June from 10.00am to 12.00noon. The following people put their names forward for attending: Mark Harland, Ken Willey, Terry Chatwin, Georgina Parkinson, Linda Lavin, Don Robinson, Pat Cowdell and Danny Moore.

### Information Items

## **14. Resources Committee – Ken Willey**

Ken explained that a meeting had taken place to discuss the community voice accounts. These have been checked by the finance section and Danny was thanked for all his hard work in keeping them up to date. The budget for the new financial has been discussed.

## 15. Any Other Business

Ken confirmed that a meeting had been held of the Tenant Board Member Selection Group. The following people will be involved on the interview panel: Terry Chatwin, Danny Moore, Brian Duff and Mary Southgate.

Ken explained that Roni Wilson (Board Member) has asked if she can attend community voice meetings as an observer. Ken reminded members that there are invites for up to 6 community voice members to attend the Board meetings as observers and felt that there should be the same procedure in place for community voice. Everyone agreed and confirmation of board attendance to community voice as observers is to be given prior to the meetings through the resident involvement team. Those names will then be confirmed with the Chair.

A request was made that new members of community voice are provided with a copy of the code of conduct and constitution (Georgina Parkinson, Linda Lavin, James Parker, Mr & Mrs Clifford).

Steve H gave out copies of the Handyvan Scheme leaflets.

Mary asked if there was any further information on the garage review. Steve H stated that no decision had been made.

Ken asked if there had been any further progress regarding Durham House. Steve H reported that a development panel meeting is to be arranged to consider the issue.

Questions were asked regarding the cost involved for removing the trees and planting of a new hedge at the front of Meridian House. Concerns were raised about the effect on birds and Steve confirmed that a professional firm had been engaged to carry out the work.

Martins Close – residents are concerned about the condition of the roads/paths and guttering near the sheltered complex. This is dangerous to tenants living in the area. Karen confirmed that areas which are NLH responsibility will be looked at through the environmental works process and that tenants will be involved in this. However, if there are individual health and safety issues that are a danger to tenants then these should be reported through the call centre. Steve H stated that consultation will be carried out with tenants to identify environmental works and prioritise these. Karen will include environmental works as an agenda item for the next meeting.

Alex asked about the TV License concessions – these vary for individual tenants. Steve H stated that it would depend on when the tenancy started for individual tenants to be eligible for receiving concessions. Action point for Ian Bridge to provide a written report on the TV licence concessionary rules for the next meeting. Steve H will obtain more information and this will be an agenda item for the next meeting.

Digital Aerials (communal) – will NLH's be providing these? Steve H reported that all sites with communal aerials will need to be looked at and to establish if NLH should continue to provide aerials for some tenants and if so then how tenants would pay for this service.

Karen stated that there is now be a vacancy on the Diversity Working Group due to Chris leaving the area. It was agreed that letters would be written to community voice members asking for interested individuals to put their names forward. If more than one name is received then a name will be drawn out at the next meeting.

Karen asked for 2 reps to be involved with the Disabled Adaptation working group and stated that ideally those involved should be someone who has recently experienced adaptation works to their homes. Terry Chatwin and Ken Willey both agreed to be part of this group.

## **16. Date of Future Meetings**

The next meeting will be held on:

15<sup>th</sup> June at 1.00pm to 4.30pm  
Baptist Church, Scunthorpe

13<sup>th</sup> July at 1.00pm to 4.30pm  
Baptist Church, Scunthorpe

14<sup>th</sup> Sept (AGM followed by CV meeting) 1.00pm to 4.30pm  
Baptist Church, Scunthorpe