

COMMUNITY VOICE

ANNUAL GENERAL MEETING

MINUTES OF MEETING HELD ON 14th September, 2009

Time: 1.00pm

Venue: Baptist Church, Scunthorpe

Present: Ken Willey – Chair
Mary Southgate – Vice Chair
Danny Moore – Treasurer
Alison Highlands – Secretary
Brian Duff – Swinburne Road
Ann Harland – Lodgemoor
Mark Harland – Lodgemoor
Jim Newcombe – Healey Road
Pat Devine – Leaseholder
Terry Chatwin – Hallcroft
Alex Killen – Sheltered Housing
Shazeda Haque – BME Rep
Derek Clifford – Lilywood
Rosalie Clifford – Lilywood
Janine Mee – Warley Road
Tony Sanderson – Warley Road
Don Robertson – Hillside
Pat Cowdell – Hillside
Edna Kenyan – Market Hill
Wendy Britcliffe – Senior RI Officer
Karen Cowan – RI Manager
Steve Hepworth – Director of Housing
Andy Orrey – Director of Finance
Mick Roberts – Maintenance Manager

Apologies: Ron Weller, Mrs Gul, Sandra Day, Audrey Birkenshaw

1. Welcome & Introductions

Ken welcomed everyone to the meeting.

Ronnie Wilson requested to attend the Community Voice meeting as an observer. The chair accepted the invitation and was introduced to everyone.

2. Previous Minutes from AGM 2008

It was stated in the minutes that the Board were not sending their minutes to Community Voice and as yet there has been no change in this. It was decided that as some members of Community Voice were also members of the Board that they could bring the minutes with them to future Community Voice meetings for anyone wishing to look through them.

Page 5. It was stated that a group of 6 Community Voice members were recruited to sit on a Handy-van sub-group and as 2 of the members were no longer involved should we recruit anyone else for this group. The reply was that as the group was only set up to initiate the service and now that this has been done we no longer need this sub-group to hold meetings.

The minutes were approved as a true record with the above amendments.

3. Chairs Report – Ken Willey

Ken read out his report which stated that Community Voice members had been busy as there has been an increase in the amount of activity we have been involved in.

We have continued to build on our working relationship with officers from NLH and have influenced changes to policies and service delivery for the betterment of our tenants.

A Community Voice log-book was introduced which allows members to report on individual issues. This means that the actual meetings aren't bogged down with members personal repair issues.

Ken thanked Tanya (resident involvement admin assistant) for providing members with the paperwork for meetings.

Ken stated that before he handed over to Danny for the Treasurers report he would like to thank everyone for their support which has been given while he has been Chair and also to pass on thanks to the other officers for their hard work in supporting Community Voice.

4. Treasurers Report – Danny Moore

Danny gave his report and stated that if anyone wanted to look at the books they could do so.

Richard stated that there was £190.27 still left from when we had Forum meetings which had come from the sale of raffle tickets. It was asked if the money could be put into the Community Voice Christmas fund. It was put to a vote and accepted that the money would go into the fund.

5. Election of Officers

The officers stood down from their positions and the meeting was handed over to Karen who carried out the elections as follows:

Two nominations were received for Chair:

- Ken Willey
- Janine Mee

A secret ballot was carried out and this resulted in Janine Mee being elected as Chair.

One nomination was received for Treasurer:

- Danny Moore who was proposed by Alison Highlands and seconded by Edna Kenyan.

One nomination was received for Secretary:

- Alison Highlands who was proposed by Terry Chatwin and seconded by Pat Devine.

Two nominations were received for Vice-Chair:

- Mary Southgate
- Shazeda Haque

A secret ballot was carried out and this resulted in Mary Southgate being elected as Vice-Chair.

A G M Closes.

COMMUNITY VOICE MEETING

1. Accuracy of Previous Minutes & Update of Action Plan

Review of standards for communal areas - the list for communal areas is to be finalised and this will be included as an agenda item for the next meeting.

Two vacancies on the Key News sub group - the progress on this is that letters have been sent out to residents who had filled in a menu of options.

Trial of weekly rent payments by direct-debit. Steve stated that there were still problems with setting this up and it would be brought to the next meeting. A rep from community voice had agreed to trial this but wanted his payments to be taken out on a different day. To be followed up with finance.

Charges for vermin control - Steve has done some research on this and has found out that NLC do have a hardship fund so that residents who are on benefits would receive 1 free visit. A vote was asked for Steve to do more work on this subject and the vote was unanimous that Steve would do this and bring any information back to a future meeting.

Equality & Diversity information - Karen stated that the figures had been checked and were correct. This item would be put on the agenda for Karen to give a full report on the diversity representation of Community Voice at the next meeting.

The minutes were approved as a true record.

A vote was taken for the Community Voice Constitution to be put forward to the Operations Group of the Board with the amendments. The result was that the majority of Community Voice agreed that this could be done, therefore the proposal was carried.

Discussion Items

2. Performance Information/Scorecard – Steve Hepworth

Steve provided an update on the Scorecard then asked for any questions.

It was asked what the percentage was of lost revenue. The reply was at the moment it was roughly 1.7%. It was asked what we were doing about this as it seemed rather high. Steve replied that plans were being put in place and once it was sorted out it would be brought back to Community Voice.

It was asked about the problems in the rent performance category. Steve replied that although it seemed high we are among the top 10 of social landlords so therefore although it seems high we are not doing badly but obviously we could do better.

It was asked why we were at a stand still with the repairs. Steve replied that we have been having problems while doing the review of the repairs so hopefully this should be sorted out soon.

It was asked why the turnover of tenancies was under target. Steve replied that this was being looked into at the moment.

Information Items

3. Gas Servicing Policy & Procedure – Mick Roberts

Mick explained the information included in the policy. As the document was only handed out at the meeting, any feedback on the document is required by the end of the week. Mick then asked for any questions.

It was asked if the policy was up to date. The reply was that yes it was.

It was asked why CO detectors were not put into sheltered dwellings free of charge. The reply was that at the moment it was due to the costs but could be looked into.

Pat stated that the gas service that she received had been excellent.

It was stated that on the Scorecard gas services should read 100% but due to a backlog and also some tenants refusing these services the percentage was only 99.82%.

It was asked how many ASB cases had gone to the final process. The reply was that there are 4 cases at the moment in the final process.

4. Sheltered Housing Panel Update – Alex Killen

Alex provided an update from the recent meeting held of the Sheltered Housing Panel then asked for any questions.

It was asked if the charges for pull cords would be made higher as some tenants would not want them. The reply was that NLH were phasing out the pull cords for the pendant alarms so therefore only tenants wanting these would be charged.

Discussions took place on the work of the caretakers as some areas are getting 2 caretakers every 10 days and some do not receive any. It was suggested that a sub-group be set up to look at the problems.

A suggestion was made that where adaptations were required in a property they should be carried out when the improvement works are being done.

5. Resident Involvement Activity Report – Wendy Britcliffe

Wendy provided a report on the activities carried out during the month of August and then asked for any questions.

It was asked why the TSA event had been cancelled. Wendy replied that Community Voice members have already fed through their priorities, i.e. at the Humber Tenants Forward, at TSA National Events and via the website. Therefore a further event was no longer required.

Terry stated that there was a machine that any resident could borrow which checked the useage of electricity in their property.

Discussions took place on the monitoring forms for grass cutting and feedback from these. It was stated that any feedback regarding Ground Maintenance would go to the Tenant Inspectors meetings before coming to Community Voice.

Andy Orrey stated that he was happy that he was able to attend Community Voice meetings as they were very informative. He then asked for any questions.

It was asked what the vision of NLH is for the year 2012. Andy replied that NLH were not looking that far ahead but addressing any problems as they arose and at the moment we are only looking ahead to the next 3 months.

It was asked what the visions were for the next 4 years. The reply was that the first 2 years is about looking to see what services we need and the next 2 years will be to look at how to divert money to improve the services and how the money is spent.

Travel arrangements for Community Voice was discussed and a suggestion made to provide an incentive to drivers who pick up members of Community Voice for the meetings.

Individual members of Community Voice were having problems with their mileage as there was a discrepancy regarding this. Wendy stated that the problems with mileage would be sorted.

6. Any Other Business

Edna handed out a list of entertainment dates for the Christmas party and asked Community Voice members to look at these and choose a date. It was suggested that a decision be made at the next meeting.

Alison stated that in Scotland the Council gave out financial incentives for tenants who would be willing to move into smaller accommodation. Steve replied that this could be looked into.

It was stated that the Tenant Inspectors walkabout in the Crosby area had not been carried out as no one turned up. Could this be rearranged? This will be looked into.

It was asked why the Council paid £15million pound to clean up certain areas as was reported in the Scunthorpe Evening Telegraph. The reply was that the Telegraph had put out the wrong information.

Mark stated that on the 3rd of October he is doing a charity walk across the Humber Bridge and also on the 24th October Lodgemoor are having a fete and if any Residents Association wanted to hold a stall at the event they need to inform Mark.

The original date for the Cultural Awareness training had to be cancelled and resident involvement are waiting for Apna Sahara to confirm a further date. Letters will be sent out.

Over the next few weeks individual meetings regarding service charges is to be arranged.

Steve confirmed that NLH have shortlisted properties suitable for the main customer access building. A proposal has been put forward and negotiations are taking place. Community Voice will be provided with an update once further information is available.

It was stated that a contractor had arrived at a member's property without the proper ID. Members were reminded to make sure that anyone working on properties must display the proper ID.

The treasurer asked that a meeting of the Finance Group be arranged. Wendy to arrange for this to be organised.

It was asked if there was a limit to the amount of dogs a tenant could have in their property. The reply was that there is no limit but if it was necessary then individual cases would be looked at.

7. Date of Next Meetings

Date: Monday 12th October 09
Time: 1.00pm
Venue: Baptist Church, Scunthorpe

Date: Monday 9th November 09
Time: 1.00pm
Venue: Baptist Church, Scunthorpe

Date: Monday 7th December 09
Time: 1.00pm
Venue: Baptist Church, Scunthorpe