

COMMUNITY VOICE

MINUTES OF MEETING

Date: 6th April 09

Time: 1pm

Venue: Meridian House, Normanby Road

Present: Ken Willey – Chair
Mary Southgate – Vice Chair
Danny Moore – Treasurer
Alison Highlands – Secretary
Brian Duff – Swinburne Road
Terry Chatwin – Hallcroft Close
Edna Kenyon – Market Hill
Tony Sanderson – Warley Road
Janine Mee – Warley Road
Jim Newcombe – Healy Road
Don Robertson – Hillside
Pat Cowdell – Hillside
Georgina Parkinson – Hi Crosby
Shazeda Haque – BME Tenant Representative
Audrey Birkenshaw – Astley Corner
Jane Duncan – Chief Executive
Steve Hepworth – Director of Housing
Wendy Britcliffe – Senior Resident Involvement Officer
Pete Stones – Assistant Director Regeneration & Development
Toni Mosley – Policy & Performance Manager
Lisa Fleming – PR & Communications Manager
Andrea Lomas – Senior Housing Manager
Mick Roberts – Senior Repairs Manager

1. Welcome & Apologies

Ken welcomed everyone to the meeting.

Apologies: Mr Killen, Karen Cowan, James Parker, Richard Leach, Mark Robinson, Chris Kirk, Linda Lavin and Mark Harland.

Ken read out a letter of thanks received from Roger Ayre regarding the kind wishes that were sent to him on the news of his forthcoming retirement.

2. Matters Arising/Action Plan

It was decided at the meeting that information in the TPAS document on housing jargon was to be used in updating the North Lincolnshire Homes glossary for the tenant's handbook. This will be passed onto the public relations team who are looking into updating other leaflets for the tenant's handbook.

Decision Items

3. Community Voice Sub-group Membership – Wendy Britcliffe

Wendy explained the number of vacancies there were for the sub groups and nominations that had been received. Wendy asked those people interested to think about other commitments they have with other groups and what benefits they can provide to the groups:

- Homes Improvement Panel (2 vacancies) – 6 nominations received
- Key News (1 vacancy) – 2 nominations received
- Lettings Panel (2 vacancies) – 3 nominations received

As there were more nominations than vacancies a secret ballot took place and the results were as follows: (The chair checked the votes made with Wendy)

- Homes Improvement Panel – Edna Kenyan & Janine Mee
- Key News – Shazeda Haque
- Lettings Panel – Mary Southgate & Alison Highlands

Dates for future meetings of the sub-groups are to be arranged.

4. Review Tenant Board Member Election Process – Steve Hepworth

Steve provided a brief report on the proposals for the Board member election process.

Steve asked for members of Community Voice to put names forward to form a sub-group to discuss the election process further. The following members volunteered to form a sub-group: Ken Willey, Danny Moore, Alison Highlands, Terry Chatwin, and Tony Sanderson & Georgina Parkinson. A date for the meeting is to be arranged.

5. Corporate Plan – Lisa Fleming

Lisa gave out a draft of the corporate plan. Lisa went through the draft document and asked for any questions.

It was decided that there had not been enough time to look and go through the document in detail as it had only been given out at the meeting so therefore a time scale of 1 week was suggested for any feedback. The contact details for Lisa are: - Telephone – 01724 298637 or E-Mail address – lisa.fleming@nlhomes.org.uk

Discussion Items

6. Repairs Review – Presentation by the Project Group

Andrea and Mick gave a joint presentation regarding the review of the repairs process. Mick then asked for any questions.

It was asked how long it would take to implement this new system. Andrea replied that at the moment they did not know as it was on-going and they had only been looking at it for a short while.

It was asked how much tenant involvement was used in this report. Mick replied that they had used the information from the calls they had received from the tenants regarding repairs.

It was asked how many multi-skilled workmen NLH had. Mick replied that they were all multi-skilled.

It was asked that if a workman did not have the appropriate tools for the repair but they were near a D.I.Y supplier could they go to it and buy the necessary tools for the job. Mick replied that it was being looked into to see if it could be viable.

It was asked if there was a log reference number set up for repairs that are reported so that customers could refer to it if they needed to call back so it would not be logged as a new repair. Steve replied that for repairs this system was already in use but for other enquiries it is being looked into as part of the new IT System.

7. Value for Money Plan – Steve Hepworth

Steve gave an update of the Value for Money Plan and explained that a report would be brought to the next meeting. Steve asked for any questions. There were none.

8. Improvement Programme – Pete Stones

Pete provided a brief report on the Improvement Programme. Pete was happy that the Homes Improvement Panel was now complete and meetings could now be arranged for the future. Pete asked for any questions.

It was asked about tenants having scaffolding put up for new roofs but was being told that due to legislation changes the scaffolding had been removed and no work would now be done. Pete replied that he was unaware that this had been done and it would be looked into. Pete explained that roofs will be replaced when they are beyond their useful life but that it was difficult to put exact timescales to this.

It was asked if it was true that payments to the contractors had been delayed by NLH. Pete replied that there had been no unwanted delays made to contractor payments but it depended on when the contractor put forward the documentation as to when they were paid.

It was asked why work on some streets in an area had been done but nearby properties were in a different year. Steve replied that work on properties was being carried out on a priority basis as agreed at the tenant conference event. All the properties would have the necessary work completed within the 5 year program.

It was asked if the Improvement Programme included internal doors as one tenant had been told they would have these and others were informed these were not included in the programme. This will cause problems with those who had not received them. Pete replied that they were unaware about any internal doors being in the programme and asked for details of the individual property.

It was asked about the demolition of garages which was included on the action plan. Steve replied that there had been no decision made on this at the moment and that more work is needed into the feasibility of garage sites.

It was asked when there would be further consultation carried out with the tenants regarding garages. The reply was that full consultations would take place after further feasibility work has been carried out.

It was asked about empty garages which are available for rent but were not being used. Steve replied that enquiries should be made to the housing officer if someone is interested in renting a garage.

It was asked about a garage that was being used by someone but they were not paying any rent for it. This had been reported before but although workmen attended to board up the garage it was still being used. This information will be passed to the housing manager for the area.

It was asked whether garages which had been boarded up could be repaired and rented out to tenants who have asked for garage space. Steve replied that it would have to be looked into to see if it was viable to repair them for future use.

It was stated that in one area where garages had been demolished residents were pleased because this had provided them with more space for parking and had cut down on youths gathering and causing problems.

It was decided that as this topic was a huge discussion item it would be brought to a future meeting and there would be a report about this topic in the next 3 months.

9. Performance Information – Toni Mosley

Toni provided an update on the Performance Information then asked for any questions.

It was asked if there were still going to be rent collectors as in some areas they were still being used. Steve replied that they were trying to get tenants to use other methods of payment which included direct debit, standing order or the swipe card.

Toni gave out a report which was the outcome of the workshop which was attended by members of Community Voice.

It was decided that the balance score card report would be sent out to members of Community Voice before the meetings so that if there were any problems they could be brought up at the meeting.

10. Tenant Inspectors Group – Ken Willey

It was decided that these meetings would now take place every 2 months instead of monthly.

11. Any Other Business

A discussion took place on who is responsible for making the taxi bookings for attending community voice meetings. Confirmation to be provided at the next meeting.

It was asked who was liable for a carpet which had been damaged by the contractors doing the refurbishments. Steve replied that the contractor was liable but a complaint should be made to NLH if the contractor does not resolve it.

It was asked if permission was needed to put up a fence between a tenants property and access to a group of garages. Steve replied that they should have asked before putting it up as it may cause problems regarding entering or leaving the area and that if details were provided he would ask the housing officer for the area to look into it.

Wendy asked members at the meeting to encourage tenants to enter the gardening competition. Entry forms are available from the customer access points, website or resident involvement.

The date of the TPAS conference is the 31st July – 2nd August. Letters are to be sent out to all Community Voice members for anyone who is interested in going to put forward their names.

There are 2 meetings coming up for which there are places for observers to attend, the meetings are as follows:

Resource Committee, which will be on the 29th of April at 5.30pm. There are 3 places. The following will attend – Ken Willey, Danny Moore & Tony Sanderson.

Board Meeting, which will be on the 6th of May at 5.30pm. There are 6 places. The following will attend – Janine Mee, Tony Sanderson, Shazeda Haque, Danny Moore, Ken Willey & Brian Duff.

It was decided that these names would change for future meetings and that they would be decided on at future Community Voice meetings.

It was agreed that in the future the chair would just ask the meeting to approve the accuracy of the minutes (as community voice members should have read them prior to the meeting,

advising Tanya by phone of any amendments required) and that the chair would then go straight onto the action plan.

It was asked if Community Voice would be happy to allow a deputy member from the Sheltered Housing Panel to attend the meetings if the current two representatives were unable to attend. Community Voice members agreed that it would be alright and the issue will be raised at the next Sheltered Panel meeting.

It was asked about properties which had been missed out on the Improvement Programme. The reply was that no property would be missed out as it was a rolling programme for North Lincolnshire Homes and therefore it would not be stopping after 5 years but continuing on.

It was asked about changes of usage to bathrooms where there was a bath but the tenant needed a shower and if it could be done in the Improvement programme. The reply was that at the moment any request for such changes would still have to go through the Aids and Adaptations process.

11. Date of Next Meeting

Date: 11th May 09

Venue: Scunthorpe Baptist Church, Ashby Road

Time: 1pm – 4.30pm

The Chair thanked everyone for attending and closed the meeting.

Please Note: Can you make sure you bring all paper work to the meeting including the minutes.