

HOME IMPROVEMENT PANEL

Date: 7 September 2010

Time: 9.30 am

Venue: Meridian House

Present: Terry Chatwin, Colin Boyce, Herbert Ward, Ken Willey, Janine Mee, Janet Crannage-Adam, Edna Kenyan, Neil Webster, Karen Cowan

1. Minutes of Previous Meeting

Approved as a true record.

Action – KC to include Terms of Reference (TOR) with distribution of September minutes to all members for consideration prior to discussion at next meeting.

Action – KC to schedule in diary dates for next four quarterly meetings.

2. Local Service Standards

Draft local services standards will be put forward to Board for approval.

Action – KC to distribute the Local Offer for Home Services document to panel members when Board approval has been gained.

3. Non Traditional Properties

- Work is underway to the Wimpey No Fine properties in the Warley Rd area of Scunthorpe. The work is being undertaken by the contractor Henry Boot.
- Henry Boot have erected site cabins etc. in the vicinity of Holgate Rd. This contractor is an example of good practice in its very professional site management operation.
- An enhanced IRS Arial system is to be installed at the flats. This type of system will allow tenants to access Sky plus (and similar type) services.
- Heating systems have been replaced with condensing boilers and chimney stacks being sealed off and chimneys removed.

- Communal entrances will be refurbished to include emergency lighting, ventilation in stair wells, decoration, floor covering etc.
- Once works to the blocks are completed, a programme of environmental improvements will be carried out (footways, fencing, car parking etc.).
- Other works underway include –
 - BISF properties
 - Trent View House
 - Maisonettes at Market Hill
- Next month pilot projects will commence on a pair of Reemar properties and a pair of Aluminium bungalows. The pilots will help to identify the scope of works required and the costs entailed for these types of properties. Following the works, two further pilots will commence on the Wimpey houses in Warley Rd.

4. Communal Entrance & Flat Block Refurbishment

- Project commences October 2010.
- Core works to communal entrances include doors, lighting, decoration and furnishing (flooring).
- Due to tenant feedback re the weight of the steel communal doors, these will now only be used in locations that are assessed as being in high risk areas; in all other areas a lighter aluminium structure door will be used instead.
- Leaseholders that will be affected by major communal works have been written to and advised of firm cost estimates.

5. Environmental Works

- The environmental work stream has been a learning curve for NLH. Although the actual works undertaken have been well received by residents, the scope (amount) of works has been criticised. For example, we may have put up some fencing to the front of some properties on an estate but it may be that residents would have also liked fencing to go along the side in certain instances.

- Neil reported that a paper would be submitted to Board about the issue of the scope of environmental works, outlining cost and time implications should the scope be increased. This will allow Board to take a decision as to the way forward for future environmental work programmes.
- The panel was asked to consider whether existing clothes lines should be changed to rotary lines. This would reduce the amount of pathways required in rear gardens, with a change to a small concrete area where the rotary line would be positioned. Once fitted the rotary line would become the tenants' responsibility. Panel members unanimously agreed to this proposal.

6. Any Other Business

- It was suggested that NLH notify panel members to locations where works have commenced, this will allow them to visit should they wish to do so.
Action – NW to alert members each time works commence at a different location.
- Key performance indicators for planned works will need to be re looked at, as Anglian work is now complete, Bullock have changed to external rather than internal works and Henry Boot has been employed for works on non traditional properties.
Action – NW to include as agenda item for next meeting.
- Janine raised the question as to whether the front external doors at Trent St would be replaced or repaired. Neil advised that the doors would be repaired as they are wooden and the properties are in a conservation area.
- It was reported that telephone wires are still hanging down at S.Killingholme and at Cherry Grove in Ashby due to previous works undertaken by Anglian.
Action – NW to instruct BT Openreach to return to complete jobs.
- Colin made the suggestion that the NLH tenant liaison officer (TLO) should go out and introduce herself to tenants where we are starting a new stream of work. This will then allow the tenant to made contact with the NLH TLO should he/she have problems with the contractors TLO.
Action – NW to advise Pauline East.
- Terry advised that she had attended a Mears conference in Leeds where she had highlighted best practice – identification badges with Braille at the bottom of the badge.
Action – NW to authorise use at NLH.

- Discussions took place around the need for improved communications with tenants on the way forward for garage sites, not only for Haxey but for all NLH estates.
Action – NW to ensure progress reports are provided to tenants re decisions on garages.
- Terry raised the question as to whether a tenant can choose to have an electric shower installed rather than a mains shower (background - where property has a combination boiler, NLH would usually fit a mains shower that runs via the bath taps).
Action – Terry to supply Neil with the address of the tenant concerned so that investigations can take place and a decision made.
- Feedback from the Caistor Rd residents association at Barton highlighted the need for contractors to supply and fit turf rather than grass seed when making good green areas that site cabins have been situated on.
Action – NW to instruct contractors to the use of turf wherever possible.

7. Date of Future Meetings

- 9.30 am, Tuesday, 7th December at Meridian House.
- 9.30 am, Tuesday, 8th March 2011 at Meridian House
- 9.30 am, Tuesday, 7th June 2011 at Meridian House
- 9.30 am, Tuesday, 6th September 2011 at Meridian House