

# COMMUNITY VOICE

## MINUTES OF MEETING

**Date:** 17<sup>th</sup> October, 2011

**Time:** 1pm

**Venue:** Baptist Church, Scunthorpe

**Present:** Janine Mee – Warley Road (Chair)  
Mary Southgate – Tenant Rep (Vice-Chair)  
Danny Moore – Market Hill (Treasurer)  
Alison Highlands – Geographical Rep, Ashby (Secretary)  
Terry Chatwin – Tenant Rep  
Ken Willey – Swinburn Road  
Edna Moore – Market Hill  
Pat Cowdell – Hillside  
Don Robertson – Hillside  
Ron Weller – South Killingholme  
Mo Weller – South Killingholme  
Maria Havercroft – BAME Rep, Ulceby  
Sue Brown – Geographical Rep, New Holland  
Richard Leach – RUG, Springbank, Brigg  
Steve Taylor – Swinburn Road  
Steve Dale – Crosby Park  
Tony Sanderson – Warley Road  
Vicky Fernandez – LGBT Rep  
Jo West – Barrow  
Simon Marsh – Sure Maintenance  
Patrick Coleman – Sure Maintenance  
Andy Orrey – NLH, Chief Executive  
Ian Mortimer – NLH, Resident Involvement Manager  
Wendy Britcliffe – NLH, Senior Resident Involvement Officer  
Steve Wardrope – NLH, Director of Corporate Services  
Debbie Evans – NLH, Contractor & Planning Officer  
Mike Eckersley – NLH, Head of I.T

**Apologies:** Mrs Gul, Elizabeth Gilmore.

### **1. Welcome & Introductions**

Janine welcomed everyone to the meeting and explained housekeeping items.

### **2. Previous Minutes from AGM 2010**

The minutes were approved by Terry Chatwin and seconded by Mary Southgate as a true record.

### **3. Chairs Report – Janine Mee**

Janine gave a report on what Community Voice members had been involved with during the year and this included various training days and group meetings.

Janine stated that the training sessions were really useful but the majority were not very well attended. Janine reminded everyone that the training was also open to committee members of their associations and not just the chairs.

Janine thanked the other CV Officers and Resident Involvement for all their help during the past year.

### **4. Treasurers Report – Danny Moore**

Danny handed out the budget report to everyone and also explained the details in the report.

Danny was congratulated by everyone for all the hard work he had put in for the last year.

### **5. Election Of Officers**

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

Chairperson - two nominations were received from Janine Mee and Ken Willey. A secret ballot was carried out and this resulted in Ken Willey being elected as Chair.

Vice-Chair - one nomination was received from Mary Southgate. The nomination was proposed by Alison Highlands and seconded by Edna Moore.

Treasurer - one nomination was received for Treasurer from Danny Moore. The nomination was proposed by Terry Chatwin and seconded by Mary Southgate. Danny wants to continue with this role but stated that he would like help in training someone to eventually take over from him in the future.

Secretary - one nomination was received for Secretary from Alison Highlands. The nomination was proposed by Edna Moore and seconded by Terry Chatwin.

Wendy confirmed the officer posts and closed the AGM. The meeting was then handed over to the chair.

## **COMMUNITY VOICE MEETING**

### **1. Accuracy of Previous Minutes and Update of Action Plan**

In item 8 of the minutes it stated that the annual grant given to Resident Associations should be used for expenses to cover the cost of venues. It was asked if this only applied to the Resident Association meetings. The reply was that it did only apply to their meetings.

The minutes were proposed by Mo Weller and seconded by Terry Chatwin as a true record.

#### **Update of Action Plan**

A reminder was given on the next set of dates for training as follows:

24<sup>th</sup> October – Organising a Community Event, 9.30am -12.30pm  
8<sup>th</sup> November – Role of Housing Officer (Part 2), 1.30pm - 3.30pm

Both the above training sessions will be held at Meridian House.

Update on the group structures for NLHs will be provided at future meetings. This is also included as an agenda item for the meeting today.

Letters have been sent out regarding the following meetings:

1<sup>st</sup> November – Performance Information Working Group  
8<sup>th</sup> November – Role of Housing Officer (Part 2)  
11<sup>th</sup> November – Resource Committee

The Resident Association Network group was held but unfortunately there was not a full quorum to hold a formal meeting. It was agreed to have an informal discussion and a further meeting would be arranged. Wendy stated that members of CV need to encourage their Associations to attend as it was CV members who requested these meetings take place.

#### **Discussion Items**

### **2. Gas Safety – Debbie Evans**

Debbie gave a presentation on the process regarding the annual gas safety checks.

Debbie introduced Simon Marsh and Patrick Coleman from Sure Maintenance who are now the new company which have been awarded the contract for gas safety for NLH.

Debbie then asked for any questions.

It was suggested that they make-up a pack of useful information to send out to CV members so that they could have them to show at their RA meetings or to residents in their area if there is not an association there.

Action Plan – To make-up information packs for members of CV.

It was asked if health visitors were made aware of the risks involved with a gas leak so that when they are doing their visits they could make their clients aware. Debbie replied that they were made aware of potential risks.

Patrick stated that although this is a new contract with NLH the company which is called Sure has been established for approx 33 years.

It was asked if they employed female engineers. The reply was that within the company female engineers are employed but not working on this contract. If there were any NLH residents who required a female engineer then something would be arranged.

Discussions took place on the company working with apprentices.

Ken stated that it was vital for identity cards to be shown at all times. It was confirmed that all staff have identity badges and wear overalls with the company logo on. The vans used also display the company information and logo.

It was asked what would happen if during a service being carried out the workman identified that a repair was required. The reply was that if the repair was a minor one then they would do this while carrying out the service. If more work was required then it would have to be passed onto the repairs department as the contract only covers services. A suggestion was made to include information from the company on the NLH web page. It was agreed to look at this in the future.

Terry stated that she had just recently had a gas service completed and was very satisfied with the workmen and the job they had done.

### **3. Broadband Project – Mike Eckersley**

Mike provided information on the project that has been running on a trial basis in the Westcliff area. Mike confirmed that in the beginning there had been some technical difficulties but these have been resolved and there has been some positive response received from users. The project is ongoing until the end of January and a decision will then be made on looking to roll this out to other tenants. Mike asked for any questions:

Would the project also cover the outlying villages as well as the town area. Mike replied that at the moment it is just the town area which is being covered.

It was highlighted that some of the members found the charts included in the information difficult to understand. Mike explained that the blue line represented action required and the black line represented the progress achieved.

A member asked if there had been an increase in the usage of the internet since starting the pilot. Mike confirmed there had been an increase and therefore this would hopefully make it cheaper than other service providers.

It was asked if anywhere else was using this scheme with their tenants. Mike stated that as far as he knew there is only one other social housing landlord providing this service in South Wales.

#### **4. Group Structures – Steve Wardrope**

Steve gave an update from the report on the group structures and the options available. A meeting had been held with the working group who are considering option 1. There will be a further meeting in November and a report produced which will be taken to the Board on the 7<sup>th</sup> of December for their decision on which structure will be adopted. Steve then asked for any questions:

A members asked what percentage of social housing did NLH have. Steve replied that the percentage was approx 88%.

Discussions took place on re-branding of NLH and the progress regarding this. Steve replied that NLH would not be looking at branding until a group structure has been decided on. We are hopefully looking to implement the structure by April/May 2012 therefore branding will be after this date.

#### **5. Revised Articles Of Association (Tenant Board Membership) – Steve Wardrope**

Steve provided information on the report which every member of CV had received. The report sets out proposed changes to the Company's Articles of Association for the Board to review and agree. The Company's Articles of Association were agreed prior to transfer and adopted in February 2007, since this date they have not been reviewed.

Over time there have been legislative changes made which have an impact on the Articles of Association and it is now necessary to review this document. Steve asked for any questions:

It was asked what would happen if more than one leaseholder was successful to be put forward for the election stage of the Board. Steve explained that once the changes are made in the new articles there will be a new constitution so therefore this would not happen. There would only be an opportunity for one leaseholder to be put forward. Before any changes are made to the constitution a general meeting would have to be arranged.

## **6. Community Voice Constitution – Ian Mortimer**

Ian reported that the new revised constitution for CV was approved by Operations Committee. There had only been some minor alterations made to the original constitution which were discussed with members at the review meeting. Ian asked for any questions:

It was asked if it could be brought up that where members of CV did not attend meetings without any reason that their annual grant be taken off them. Ian stated that it was agreed letters would be sent from CV to members who did not attend without giving prior apologies.

A vote was asked to adopt this new constitution and this was approved by the majority at the meeting.

## **7. Menu of Options Review – Ian Mortimer**

Ian gave an update on progress from the review then asked for any questions:

It was suggested that if a menu of options group achieved something then it would be a good idea to publicise it to show NLH residents that they can make a difference by being involved with NLH.

Members agreed that the way forward is to make sure any work done by a group of volunteers are provided with feedback so that they know they are being kept informed and feel involved.

Ian stated that only a small percentage (3.7%) of NLH residents are actively involved with NLH. The resident involvement team are working on different projects and ideas for getting more people involved.

### **Information Items**

## **8. Resident Involvement Report – Wendy Britcliffe**

Wendy provided a report on the involvement activity which had taken place since the last CV meeting.

The following meetings have taken place: Home Improvement Panel, Decoration Grant Scheme, Financial Inclusion, E-Mail Quick Response and the Resident Scrutiny Panel.

Tenant volunteers have been involved in the following training: Effective Signposting and Exploring Websites.

At the review meeting of the Tenant Inspectors it was decided that they would disband the open-doors/telephone checks and introduce a mystery shop initiative. There have also been some new members who want to join the Tenant Inspectors and they have been invited to attend the next meeting.

The Resident Association Network group met and due to a lack of numbers it was decided that in the future it would need to be advertised and promoted better by CV members and resident associations.

Wendy asked for any questions. There were none.

### **9. Tenant Conference – Wendy Britcliffe**

Wendy gave a brief report on the Tenant Conference for 2012 and provided information on ideas for the theme. A planning group is to be formed to progress with arrangements and 2 volunteers from CV are required. The following CV members volunteered to be involved, Mary Southgate and Maria Havercroft.

The first meeting will be held on 24<sup>th</sup> of October at 2pm.

### **10. Reminder of Leaseholder & Board Observers – Ken Willey**

Ken reminded everyone about the above meetings and if anyone is interested in being an observer they are to contact resident involvement.

Leaseholder Meeting – 19<sup>th</sup> October at 4pm – Mary Southgate would like to attend.

Board Meeting – 7<sup>th</sup> December at 5pm.

### **11. Any Other Business**

The gas draw took place and the number 53 was chosen by the Chair.

It was suggested that all future meetings of CV be held on a Monday. These were originally changed to encourage more members to attend but the attendance had not improved. A vote was taken and everyone agreed that future meetings be held on a Monday.

Wendy stated that recently two associations had folded and there were two printers available for other associations to use. If any associations are interested they need to contact resident involvement.

South Killingholme were interested in one for their secretary.

### **12. Date of Next Meeting**

The next meeting will be held on Monday 7<sup>th</sup> November, 1pm-4pm at the Baptist Church.