

# COMMUNITY VOICE

## MINUTES OF MEETING

**Date:** 7<sup>th</sup> November, 2011

**Time:** 1pm

**Venue:** Baptist Church, Scunthorpe

**Present:** Ken Willey – Swinburn Rd (Chair)  
Mary Southgate – Tenant Rep (Vice-Chair)  
Danny Moore – Market Hill (Treasurer)  
Alison Highlands – Geographical Rep, Ashby (Secretary)  
Terry Chatwin – Tenant Rep  
Edna Moore – Market Hill  
Ron Weller – South Killingholme  
Maria Havercroft – BAME Rep, Ulceby  
Steve Dale – Crosby Park  
Maureen Grindley – Victoria Drive, Barton  
Tony Sanderson – Warley Rd  
Pat Cowdell – Hillside  
Barbara Cross – Epworth  
Jayne Burley – Epworth  
Ian Mortimer – NLH, Resident Involvement Manager  
Wendy Britcliffe – NLH, Senior Resident Involvement Officer

### 1. Welcome, Apologies & Housekeeping

Ken welcomed everyone to the meeting and explained housekeeping items.

Ken welcomed a new member to the group Maureen Grindley from Victoria Drive resident association and brief introductions were given.

Apologies were received from: Mo Weller, Richard Leach, Janine Mee, Don Robertson, Steve Taylor and Jo West.

### 2. Accuracy of Previous Minutes & Update of Action Plan

The minutes were proposed by Steve and seconded by Ron as a true record.

#### Update of Action Plan

Wendy provided an update from the Action Plan and reminded members of the next training sessions which are due to take place:

8<sup>th</sup> November – Role of Housing Officer (Part 2), 1.30-3.30  
10<sup>th</sup> November – Getting Down to Business (Part 1), 1pm-4pm  
23<sup>rd</sup> November – Getting Down to Business (Part 2), 1pm-4pm

The item on Allocations and discussing waiting lists will be deferred until the next meeting in December. An agenda item will be included for this.

Progress on the Group Structures will be reported on at future meetings.

The Gas Safety information packs will be made-up and sent directly to CV members by Debbie Evans.

### **3. Reminder of Enquiry Log – Ken Willey**

Ken reminded everyone about the enquiry log and stated that if you have put an item in then you should check for any updates at the next meeting.

### **Discussion Items**

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

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

At the Repairs panel meeting it was suggested that a mystery shop be carried out on all NLH staff and the contractors to make sure they have their identity badges and wear them when visiting properties.

The following meetings have taken place: Resident Scrutiny Panel, Leaseholder Panel, Performance Information working group and the Repairs Panel.

Ron stated that the Decoration Grant Panel had also taken place and gave a brief update of what took place. The panel are looking at 3 new proposals which includes: Paint packs, ordering items using a catalogue and the voucher scheme. Nothing has been decided yet but progress on this will be provided at future meetings. The panel are also looking at ways to stop the fraudulent use of vouchers.

A new training programme has been developed and will start in the New Year. Leaflets advertising the programme will be included in the Key news and this includes details of the sessions and booking arrangements.

Wendy stated that there had been a good response for the post of Resident Involvement Officer and interviews have taken place. When more information is available on the recruitment Wendy will inform CV members.

A Christmas Buffet Lunch is being organised as a thank you to all the active tenant volunteers. Invitations will be sent out when details have been confirmed.

**Action Plan** – Resident Involvement will send out invitations to all active volunteers.

## **5. Future CV Documentation Distribution – Ian Mortimer**

Ian explained that we need to consider other ways for distributing paperwork for CV which will provide a Value for Money service. A suggestion was put forward for information to be sent electronically to members who have computers & printers who could then print them out to bring to the meeting. Arrangements would be made for members who do not have use of computers etc. to receive them through the post. If this is adopted then there would be no spare copies brought to future meetings, therefore it would be the responsibility of each individual member to bring the relevant paperwork.

Ian then asked for any questions:

Ken stated that although Resident Associations have computers & printers other members of CV might not so Resident Involvement would have to make sure that those members still received them through the post. Ian confirmed that this would happen.

Terry asked that although she did not attend the resident association meetings would she be able to use the computer & printer that are in the communal room. Ian stated that this could be used and Terry could also print out the CV information to display on the communal room notice board.

Wendy informed members that at the moment all Chairs & Secretaries of Resident Associations receive a copy of the paperwork for CV meetings and by changing the distribution method it would reduce the costs used in postage.

Ian stated that letters would be sent out to all CV members for their views on this. Everyone at the meeting agreed that this is a good idea as it was value for money. Ian replied that if this idea is adopted then this would start following the December meeting.

**Action Plan** – Send letters out for views from CV members.

## **6. Community Voice Forward Agenda 2012 – Wendy Britcliffe/Ken Willey**

Wendy explained that previously the Chair has been involved in planning the forward agenda items for CV meetings. There have been several important issues from NLH that need reporting at CV and these have been included in a forward plan. The forward plan will continue to be updated and Ken stated that if a member of CV has an important item to be included then they need to contact Ken 14 days in advance of the meeting. Any small items can be brought up in under any other business.

Ken stated that it has been decided that the CV Officers would be more proactive with the meetings and discussions have taken place on involving the secretary in arranging future training and activities for CV. Ken asked that members of CV notify the Secretary of any suggestions they may have.

The first idea is to have training on first-aid so that at least one member of each Resident Association would be a qualified first-aider.

Wendy stated that the training is available for all CV members and the committee members from each Resident Association.

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Ken informed everyone that Brian Duff who has been an active volunteer is now experiencing health problems. It was agreed that a card be sent to him with best wishes from CV members. Edna offered to arrange this.

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## **7. Resident Scrutiny Panel Survey – Ian Mortimer**

Ian stated that the scrutiny panel have now produced a survey which is about getting your voice heard. The survey has been sent out to a number of NLH tenants for their views. Ian handed out copies of the survey at the meeting and asked members to complete these. The information from these will be included with the feedback from those sent out.

## **8. Christmas Plans – Ken Willey**

Ken stated that 30 places have been provisionally booked for this year's party and CV members are asked to contact Edna Moore as soon as possible if they are interested in attending. A £5 deposit is required which will be refunded on the night. The event will be on the 3<sup>rd</sup> December at the Coked Hat. Wendy confirmed that letters have been sent out to members which include all the details.

## **9. Reminder of Board Observers/Leaseholder Panel – Ken Willey**

Ken reminded everyone of the opportunity to attend the above meetings as observers.

Board Meeting – 7<sup>th</sup> December, 2011 at 5pm

The following people put their names forward for attending as observers: Ken Willey, Mary Southgate & Edna Moore.

Leaseholder Panel – Date to be arranged.

## 10. Any Other Business

Pat raised the issue regarding the local lettings policy at Somerby Road area and a discussion which took place at a recent NATs meeting about removing the policy. Pat and other residents in the area do not agree to this as they feel this has not been in place long enough. The area is now much better and they would like this to continue.

**Action Plan** - Wendy agreed to check on this and feedback direct to Pat.

Mary stated that when she phoned the repairs line early on Wednesday morning the phone was ringing for a while and then the line went dead. Mary asked if there was a reason for this.

**Action Plan** - Wendy agreed to look into this.

Ken stated that now when you want to get in touch with your housing officer your calls are being directed through to the call centre and that you can only leave a message for someone to get back to you. Ken asked if this was a new system in place and if so tenants should be informed.

**Action Plan** - Wendy agreed to look into this.

Terry stated that the committee of the Hallcroft Residents Association are mainly home-owners and wanted to know if this was allowed. Wendy explained that they do try and encourage tenants to be on the committee of an association but in some cases when tenants are not interested private owners will come forward to be elected as committee members. There have been some changes to Hallcroft committee and this will need to be looked at.

Ron stated that their housing officer has been dealing with issues on the estate without these complaints being reported by tenants. Ron asked if this is allowed. Ian replied that this was a good thing as the housing officer is using her initiative in keeping a check on the area. Wendy agreed with Ian and explained that housing officers do not wait for complaints to be reported before they can deal with issues within their housing management patch. This was part of their role and it was good to see the housing officer taking responsibility for dealing with issues.

Wendy reported that there was now a vacancy on the CV membership for one Leaseholder Representative. This will need promoting at future meetings and at the Leaseholder Panel.

**Action Plan** – Leaseholder vacancy

The gas draw took place and the number 133 was chosen by the Chair.

Ken stated that we now have a volunteer for training as the treasurer to help assist Danny and this was Mo Weller. A vote was taken and everyone agreed that this was a good idea. Ian explained that once Danny retired then the formal election process would need to be take place and Mo could nominate herself for the role.

Ian stated that there is a schedule of web based seminars to be held which are facilitated by TPAS. Further information on these will be sent out to CV members.

## **11. Date of Next Meeting**

The next meeting will be held on Tuesday 13<sup>th</sup> December, 12 noon at the Baptist Church, Scunthorpe. A buffet lunch will be provided at this meeting, if anyone has any special requirements please let us know.

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CV Officers Contact Details:

Ken Willey – Chair [Kenneth.willey@ntlworld.com](mailto:Kenneth.willey@ntlworld.com)

Mary Southgate – Vice-Chair

Alison Highlands – Secretary [Jeanette.highlands@ntlworld.com](mailto:Jeanette.highlands@ntlworld.com)

Danny Moore – Treasurer