



Sheltered Housing Panel Minutes

27th January 2009
Broadlands House, Bottesford

Attending:

Wendy Britcliffe (NLH)
Ian Bridge (NLH)
John Healy (NLH)
Malcolm Dunderdale – Chair (Greenfields)
Mrs M Howe's (Day Close)
Mrs R Wilkinson (Day Close)
Ron Hurrell (Martins Close)
Alex Killen (Martins Close)
Meg Chafer (Wells Court)
Mr H Cox (Wold Court)
Mrs D Garbutt (Wells Court)
Mary Southgate (School Close)
Terry Chatwin (Hallcroft Close)
Mr G Denton (Manor Gardens)
Mrs J Hall (Manor Gardens)
Dorothy Franks (Chatterton Crescent)
Norah Morley Koyich (St Peters Close)
Mr Bunting (Pryme Road)
Mrs Smithson (Healey Road)
Ms Ireland (Broadlands House)

Apologies:

Mrs Goodhand, Mrs Lindsey, Mr Davies.

1. Welcome & Introductions

Wendy welcomed everyone to the meeting and explained that although Malcolm had been elected at the previous meeting as Chair for the sheltered panel he would be observing at this meeting to learn more on chairing meetings. Wendy would act as Chair for this meeting and take minutes.

2. Minutes of previous Meeting & Matters Arising

Wendy explained that all matters arising had been included in the action plan. Responses to some issues raised had been given direct to the individual reps. Issues to be reported back at the panel meeting were as follows:

- Horsefair Paddock – Ian gave an update on the review of cleaning in the sheltered schemes and the potential changes regarding service charges.
- Manor Gardens – John referred the removal of the sign from the dwelling to repairs team. Due to the length of time taken for the sign to be moved and demolition of dwelling the representative from the scheme confirmed she made arrangements to move the sign herself.
- Martins Close – the letter sent out to tenants regarding annual service of gas boilers was not clear and this was to be looked into. Follow up with Roger.
- Day Close – sign to be erected on front of the street was referred to repairs. John to follow up.
Request for slabs to be laid leading up to washing line. Referred to Pat Byrne to be included on list for potential minor environmental works.
- Hallcroft – no visits from Support Officer. John confirmed visits are now being made. The representative stated that these have not been regular and the Support Officer has informed tenants she is due to leave. John to follow up.

The minutes were approved as a true record.

3. Nominations for Community Voice Representation

Wendy explained that the Community Voice have reviewed their constitution and made changes to the membership. Two representatives from Sheltered Panel are invited to attend these meetings and Wendy asked for nominations. Wendy reminded members that previously Terry and Mary have been attending as Sheltered Panel reps. It was agreed that Mary would continue to attend and as Terry is now a member of an association there was one place available. Mr Killen was nominated as a rep from Sheltered Panel and this was approved.

4. North Lincolnshire Homes (Update)

Wendy provided members with information about the Tenant Services Authority (TSA) who are the new regulators for homes owned by housing associations. The Tenant Services Authority are drawing up a brand new set of standards for all social landlords. These standards will be used to monitor how landlords do in achieving them.

The Tenant Services Authority are consulting with tenants across the Country to help set these standards. A questionnaire is available for tenants to complete and Wendy handed copies out. These are to be completed in black ink and returned direct to the Tenant Services Authority in the freepost envelope provided. (The closing date for returning the questionnaires is 11th March 2009).

Wendy explained that information on this will be included in the next edition of Key News which will include a contact number and website for tenants to obtain copies of the questionnaire.

Ian provided an update on the service review in particular relating to the delay in tendering for the service. The rounds that the Support Officers cover will be changing in some areas. The implementation date for this is due to start from 9th February and letters informing tenants will be sent out. Ian confirmed that consultation has been carried out with the Support Officers and they are in the process of making sure that information is updated in the log books.

Terry asked if Hallcroft would be having a consultation from the recent sessions organised by the Council. Terry did try phoning the person who had sent the letters out but was unsuccessful. John will pass on details to the Officer dealing with this.

A question was asked if North Lincolnshire Homes would be recruiting more support officers. John confirmed that there is enough staff at the moment to cover the areas. The tender process would need to be complete before any further recruitments could be

considered.

Ian went on to inform the panel of the fire audits that are being carried out in the sheltered schemes which involves checking corridors/stairways, equipment, procedures and alarms.

Discussions took place regarding the Support Officer visits and payment for people who do not require support.

The service is property based and designation determines the charge as well as the level of service provision.

Issues were raised regarding Manor Gardens and the general appearance of the area. They are concerned about the loss of the Support Officer and feel that no one is listening to the tenants. Consultation had taken place regarding plans for the site which included the garages.

Ian agreed to visit the area and discuss the issues further.

Terry confirmed that several tenants living in Hallcroft area have the same issue of not requiring visits from the Support Officers. The general feeling is that tenants should be consulted more on the support and changes to be made. Ian did state that the service provision is not being changed it is the personnel, in some cases, who provide the support who are being changed therefore there is no statutory requirement to consult. The changes are necessary to ensure that the service people expect can be delivered.

5. Scheme Issues (Representatives)

- Goxhill – have no issues to raise at present.
- Broadlands House – the tenant from flat no.18 reported at previous meeting they have no insulation. A visit has been made to the property but no further arrangements made for the insulation to be carried out. This will be followed up.
- Chatterton – the corridors still require cleaning. John confirmed that these will be cleaned once the improvement works have been completed.
- Manor Gardens – the demolition of the building has been completed and the area grassed. Tenants are concerned that the area of land will be used for football by youngsters.

Tenants have received letters regarding the demolition of garages. Individuals have tried contacting the Housing Officer but no response given. Ian will look into this.

- St Peters Court – no cleaning has been carried out. Ian explained the current procedure for cleaning and explained that the Support Officer had done some of this work. My Home contractors are to be instructed to carry out cleaning. The representative asked about the cupboard under stairs and what this can be used for. Ian confirmed that the fire audit which is currently being carried will help to identify what can be stored .
- Pryme Rd – issue regarding condition of paths and double gates not opening properly has been reported before. Paths will be looked at as part of the environmental improvements. Ian reminded panel representatives that all general repair issues must be reported direct through the call centre and not raised at these meetings. Discussed availability of garages as a tenant has been waiting sometime for a reply from the Housing Officer. Ian suggested a contact list for the Housing Officers be provided with the minutes.

Suggestions were made that at future panel meetings a Manager or Officer be invited to attend from the Improvement Team or Repairs Team to provide an update and answer queries.

- Healey Road – no issues to be reported
- Hallcroft – tenants have received letters regarding the garage demolitions which has raised concerns. The panel representative felt this should be discussed at Community Voice as they feel no proper consultation has been carried out. No.5 Mowbray Close – a workman has visited the property to check the wet insulation that was previously reported. No further action has been taken.
- Epworth – no issues to be reported
- Wells Court – the pull cord system is still a problem. Individual tenants have experienced problems with locking themselves out. If the Support Officer is not available they cannot access the master keys. It was suggested that a different type of lock be fitted. Ian will speak to Trading Standards and raise this at

a meeting with Adult Services to look into other initiatives that may be available.

- Wold Court – no issues to be reported
- Martins Close – referred to the 5 year plan and renewing bathrooms. When this work is carried out would showers over baths be fitted for people who cannot get into a bath? Or will there be other alternatives available? John explained that tenants who require adaptations need to be registered with the Occupational Therapist at North Lincolnshire Council. Normal baths would be provided for those tenants not registered. Several people stated that the new baths that have been fitted in properties are too high for elderly people. Wendy agreed to pass these comments onto the Improvement Team. Cleaning of the communal room has been carried out by My Home but they are not moving furniture and cleaning under tables. John to pass this onto cleaning company. A question was asked about what the policy is for key holders and their families having access to communal rooms on their own. Ian confirmed that access should be when the tenant is present which is also the case when using the computer. Family members should not be accessing the facilities on their own as this would have health/safety and insurance implications and inappropriate sites may be accessed. It was agreed that a letter will be sent out to all tenants and a poster displayed in the communal room. Access to the laundry room will also be included in the letter. A surveyor from Michael Dyson visited the scheme but had no visible I.D. (I.D was available but not clearly displayed). John to follow up. Caretaking service – requests were made for clarification on the responsibilities of this service and the rota for visiting areas. Panel members referred to an article in the telegraph from the Chief Executive that referred to this service but tenants are confused about the process. Some tenants have not seen caretakers in their area. The panel representative attended an event organised by HANWAG – Neighbourhood Watch in September 2008. A list of issues from Martins Close area was passed onto Housing Management to deal with but no response has been received. Wendy to follow up.

Ian suggested that the estate walkabout be arranged with the Housing officer to look at the issues.

Discussions took place on digital aerial being provided. Ian explained that individuals can have their own but for communal aerals there would be a service charge.

- Days Close – cleaners not visiting and this was due to be carried out every two weeks. Other organisations that use the communal room are not cleaning up after they have finished. Ian will raise this with those concerned.

Tenant at no:4 have reported paper peeling off walls due to damp. An officer visited the property and left a mildew pack for the tenant to use. The tenant is elderly (age 76) and unable to use this. Is there something else that can be organised to help the tenant? Ian will look into contacting Voluntary Action and check with the Support Officer.

Tenants at No: 1,2 & 26 have still not received a decoration grant. Wendy to follow up.

Tenant at No:22 reported problems with unlocking the door after the new one was fitted. This has been looked at but still not resolved. Wendy to follow up.

6. Any Other Business

Mr Killen raised concerns about taxi's arriving before the meeting and finished which resulted in some members having to leave early. Wendy confirmed that the taxi was booked for 4.30pm the agreed finish time for the meeting.

7. Date of next Meeting

It was agreed to hold the next meeting at Greenfields, Goxhill. The date will be arranged and letters sent out to all representatives.

**Next Meeting to be held at
Venue: Communal Room, Greenfields, Goxhill
All representatives will be sent a letter of invite.**