

|      | <p><b><u>Upper Street South Area Housing Panel Meeting</u></b></p> <p><b>15<sup>th</sup> November 2007</b></p>   |        |
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|      | <p><b>Present:</b> Pritpal Chhoker – Boleyn Road Area Housing Manager <b>(PC)</b><br/>           Stephen White – Community and Service Development Officer<b>(SW)</b><br/>           Jenny Greenfield – Area Programme Manager <b>(JG)</b><br/>           Jon Farrant – Senior Area Housing Manager <b>(JF)</b><br/>           Stan Goulding – Estate Services Coordinator <b>(SG)</b><br/>           M. Lea – 1 in 100 rep <b>(ML)</b><br/>           Carol Johnson –Burder Close TRA <b>(CJ)</b><br/>           Jessie White – Hawthorne Close TRA <b>(JW)</b><br/>           Lorna Reid – Highbury Estate TRA <b>(LR)</b><br/>           Christian Clark – Western Isles TRA <b>(CC)</b><br/>           Barbara Price – Newberry House Co-op <b>(BP)</b><br/>           Barry Law – Hathersage TRA <b>(BL)</b><br/>           Cllr Anna Berent – <b>(CB)</b><br/>           Sharon Buglioni – Newberry Co-op <b>(SB)</b><br/>           Doreen Fishlock – Mayville TRA <b>(DF)</b><br/>           Mandy Miller – Housing Services Manager <b>(MM)</b><br/>           Margaret Johns – Kerridge Court TRA <b>(MJ)</b></p> <p><b>Apologies:</b> Pat Krouse – Hathersage Court TRA &amp; Cllr Terry Stacy</p> <p><b>Guest:</b> Christine O'Connor – Kier Islington</p> |        |
| Item |  | Action |
| 1    | <p><b><u>Opening comments of the chair</u></b></p> <p><b>LR</b> – As chair would have to leave at 8.30 prompt. Drew members attention to suggested amended agenda which prioritised the local report which included the estate security budget and consultation items. Suggested that repairs item, (Christine O'Connor) be taken after minutes of last meeting.</p> <p>Members happy with revised agenda.</p> <p>At this point individual introductions were made by attendees at panel.</p>  |        |

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| <p>2</p> | <p><b><u>Minutes of last meeting</u></b></p> <p><b>Item 2 – Rosebowl Project</b></p> <p><b>LR</b> – Requested that funding issue be taken back to HFI, is there any update/feedback on this, if not can this be arranged.</p> <p><b>Item 5 – New Build Development</b></p> <p><b>JW</b> – Mildmay Co-op do now have a copy of the plans and consultation does appear to be underway.</p> <p><b>Item 11 – Capital Programme Monitoring 2007/08</b></p> <p><b>JG</b> – Apologised for failure to write a letter of apology which she didn't realise was down to her to write but confirmed that works are now underway on this estate.</p> <p><b>LR</b> – Highbury Estate TRA has received a letter from Colette Clail and is now trying to move the consultation process forward.</p> <p><b>SG</b> – Finding a venue for a meeting is proving to be a bit of a problem.</p> <p><b>Item 12 – Local Report</b></p> <p><b>LR</b> – Has had no feedback regarding anti social behaviour matters on Highbury Estate. Can she have feedback outside of this meeting due to time constraint.</p> <p><b>JW</b> – Concerned regarding the anti social behaviour team continuing to work only on individual patches. Also concerned regarding the lack of feedback to complainants.</p> <p><b>PC</b> – Team should not be doing this and if this is the case please provide examples so he may investigate. Team are now providing fortnightly updates to complainants/victims of anti social behaviour.</p> | <p><b>SW</b></p> <p><b>PC</b></p> <p><b>PC</b></p> |
| <p>3</p> | <p><b><u>Presentation by Kiers representative – Christine O'Connor</u></b></p> <p><b>CO</b> – Provided an update regarding present local surgery arrangements around day to day repairs. Invited panel members/representatives to put forward ideas/locations for possible future/additional surgeries. Suggested that this information be relayed to Stephen White, the Community &amp; Service Development Officer who will in turn pass this information on to her. Highlighted that surgeries do not and will not be able to deal with issues regarding decent homes work as this is not part of their remit. Service is a face to face service</p>   |  |

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|                 | <p>with representatives from Kiers and HFI in attendance. This is a service that we believe residents want and we are now looking to increase take up.</p> <p><b>LR</b> – Does the publicity provide the details of the service.</p> <p><b>CO</b> – Yes, it provides the times and details of the venue.</p>   |                  |
| <p><b>4</b></p> | <p><b><u>Upper Street Local Report</u></b></p> <p><b>(i) Performance Indicator (PI) Report</b> – Presented by Pritpal Chhoker</p> <p>Highlighted extremely good performance of office in regards to rent arrears recovery.</p> <p><b>JW</b> – Concerned that caretaking charges has doubled for leaseholders and yet they are measuring the estates now. Where has the measuring exercise come from.</p> <p><b>PC</b> – If you send a copy of the bill to us we will raise it with Home Ownership on your behalf. The measurement exercise is to establish the precise level of service required/to be provided in regards to the caretaking service.</p> <p><b>LR</b> – Area there any penalties for Kiers in regards to late voids.</p> <p><b>PC</b> – Kiers performance in regards to voids overall is good. The problems with voids turnaround is associated with holiday arrangements and an information technology, (I.T), reorganisation. At the moment penalties are not an issue as overall performance, based on the year to date performance, is good.</p> <p><b>CC</b> – Good that voids are turnaround so quickly as it cuts down on problems of squatting etc.</p> <p><b>CB</b> – Are residents taken to view void properties pre or post completion of works.</p> <p><b>JF</b> – Usually residents are shown properties with the works in progress and are provided with a copy of the void standard so they now what to expect upon completion.</p> <p><b>LR</b> – Requesting that when information is provided regarding comment cards that members are provided with the figure for the total amount of comment cards completed.</p> <p><b>SW</b> – Agreed that this will be provided in future reports.</p> | <p><b>SW</b></p> |

**(ii) Consultative Panel Development – Presented by Pritpal Chhoker (consultation item)**

Highlighted main aspects of report for panel member focusing on the central and local options in regards to panel development.

**JW** – This has always been on the table (training for resident representatives). Believes that if you hold a position as a resident's representative that it does not hurt to give up a few hours to go on training.

***Panel recommending that session are managed centrally with all members of the panel involved and not just chairs and vice chairs.***

**(iii) Petition of Hulbridge Mews Leaseholder Association – Presented by Pritpal Chhoker**

**LR** – Concerned regarding the meeting in advance of works, i.e. how many residents turned up as this determines whether or not the meeting was a success.

**PC** – These are private works not HFI and the information gathered is from the private contractor even though HFI are protecting the council tenant's interest in regards to this matter.

**(iv) Local Area Office Update – Presented by Pritpal Chhoker**

**LR** – Concerned about reference to independent advice in regards to black print on yellow paper, 'just don't do it'.

**PC** – Your views on these matters are important however the views of specialist organisations would also be appreciated.

***PC drew panel's attention to the performance of income recovery team A who have been awarded team of the month for two months in succession.***

**LR** – Concerned by failure to respond to panels request for information/action within ten days. Requested that this be relayed to the Governance Team. Also highlighted that Paul Davey has not contacted her.

Panel members raised concerns regarding the lack of information on estates regarding changes to surgery times.

**PC**

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|          | <p><b>PC</b> – We will arrange for further publicity to go up on the local estates urgently.</p> <p><b>(v) Estate Security Budget</b> – Presented by Stan Goulding<br/><b>(consultation item)</b></p> <p>Went through list of proposed projects, as listed, with members of the panel highlighting that certain projects will need to be removed as total budget is only 32k.</p> <p>Agreed with panel that, Catherall Road – Block 44 – 82, Beresford Lodge, The Woodlands, Lexfield House, Brancaster House (DDA works) and Neptune House be removed from proposed schemes.</p> <p><b>(vi) Tenants Compact – (Loose pages from the central reports that were distributed at the start of the meeting)</b></p> <p><b>CC</b> – 1 – 5 Gulland Walk , there are works presently underway and these are not the works that were agreed with residents and does not include any fencing. Has received complaints about this from fellow residents and is considering taking legal action. TRA has discussed this with the Quality Assurance Officer but at the moment nothing has happened.</p> <p><b>JG</b> – Will look into this and will update CC next week.</p> <p><b>PC</b> – This is the first time that we are being made aware of this problem. We are at a disadvantage as we are not aware of the issues but we will look in to it and come back to you.</p> <p><b>LR</b> – Concerned regarding lack of feedback from the Special Projects Team who seem to go off and do works that are different to those that were agreed with residents.</p> <p><b>JF</b> – PC has given an undertaking to update members of the panel on this and I would ask to be included in that update.</p> <p><b>JG</b> – If any member has any specific queries regarding the tenant’s compact works can they please contact her.</p> | <b>JG</b> |
| <b>5</b> | <p><b><u>Central Reports</u></b></p> <p><b>JW</b> – Highlighted funding that is available via the community fund.</p> <p><b>LR</b> – Requesting that information regarding the community fund is sent to all the resident representatives again.</p>   |           |

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| <p><b>6</b></p> | <p><b><u>Business Plan 2008/13 – consultation item</u></b> – Presented by Jon Farrant</p> <p>Highlighted main aspects of the report.</p> <p><b>LR</b> – How can you compare priorities that vary so much.</p> <p><b>JF</b> – It is hoped that you will pull out the things that are a really important to you and will make a difference. The panel process runs through to next week and you can make comments back to the Community &amp; Service Development Officer up to then and hopefully these can be fed back in time.</p> <p><b>LR</b> – What is the deadline on this and who is leading on this.</p> <p><b>JF</b> – This is due to go to the December board and this is Simon Kwong’s report.</p> <p><b>LR</b> – We are going to avail ourselves of the opportunity to ask more questions on this and will report back to Simon Kwong next week.</p> <p><b>JW</b> – This will go to the board and believes that residents should have had more time to discuss it.</p> |  |
| <p><b>7</b></p> | <p><b><u>Consultative Panel Terms of Reference – consultation item</u></b></p> <p><b>LR</b> – Requesting report is deferred to the January panel as that panel is light on consultation items</p> <p><b><i>Panel members in agreement with proposal.</i></b></p>  |  |
| <p><b>8</b></p> | <p><b><u>Charging proposals – consultation item</u></b></p> <p><b>i) Digital TV</b></p> <p><b>LR</b> – Last report hinted that we may be charge for digital tv. Why is it now that we will be charged.</p> <p><b>JF</b> – Provided clarification on charges/fee arrangements.</p> <p><b>LR</b> – There are two issues/views from the panel, a) we should not be charged for this and b) what happens if you don’t want it.</p> <p><b>JF</b> – This is about preparation for the digital switchover.</p> <p><b>CJ</b> – We should not be charged as several communal aerials have not worked for years despite being charged for them.</p>   |  |

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|    | <p><b>LR</b> – Residents are not getting answers to their questions on this that would save money and are having to settle for arbitrary answers.</p> <p><b>JF</b> – This report is telling you what residents are to contribute towards the cost of this scheme.</p> <p><b>ii) Unpooling of service charges</b></p> <p><i>Panel in favour of this aspect of the report.</i></p> <p><b>iii) Green Parking</b></p> <p><i>Panel in favour of this aspect of the report.</i></p> <p><b>iv) Concierge Services</b></p> <p><b>CJ</b> – Concerned about the charges for leaseholders.</p> <p><b>JF</b> – It’s about whether or not you agree with the principal more than what are the cost and the finer details.</p> |  |
| 10 | <p><b><u>Repairs Budget Policy</u></b> – consultation item – Presented by Jon Farrant</p> <p><b>JW</b> – Would like to know how many people have been recharged for repairs. Would also like to know what happens where there is vandalism.</p> <p><b>PC</b> – Unsure as to how many people have been recharged and where there is evidence of vandalism and we can identify the culprit, recharging and appropriate action will be undertaken.</p>  |  |
|    | <p><i>Information reports were not discussed.</i></p>  |  |
| 12 | <p><b><u>A.O.B</u></b></p> <p><b>MJ</b> – Leaf blower on Kerridge Court is not working.</p> <p><b>PC</b> –We will look into that but we do have sufficient leaf blowers in the area.</p>   |  |

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|  | <p><b>JW</b> – The old office is to be turned into flats. The tree that is on HFI/LBI land at the back of the office is causing a problem. Has being told that we are not going to move it but surely it can be cut back.</p> <p><b>PC</b> – We will forward your comments on to LBI.</p> |  |
|  | <p>Details of next meeting:<br/><b>Thursday 17<sup>th</sup> January 2008 in Committee Room 1 at the Town Hall</b></p>   |  |