

**Minutes of the Upper St (North) Area Housing Panel 12/11/07**

1.0	<p><b><u>Present:</u></b>  <b>Panel Members</b>          Robert Burbidge - Chair and Six Acres TRA          Marion Spall - Vice Chair and Andover TRA          Tracey Owen - Clifton/Haden TRA          Tony Brown - Bennet Court TRA</p> <p><b>Observers</b>          Theresa Coyle - Andover Community Centre and HFI director          Des Smith - Director and Clifton/Haden          Helen Spall - Andover Youth and Community Trust</p> <p><b>Guest Speaker</b>          Christine O'Connor - Kiers</p> <p><b>Staff</b>          (DS) David Selo - Director of Resources          (JF) Jon Farrant - Senior Area Housing Manager          (PC) Pritpal Chhoker - Area Housing Manager          (SG) Stan Goulding - Estate Services Co-ordinator          (JG) Jenny Greenfield - Senior area project manager          (CD) Chris Donovan - CSDO</p>	
2	<p><b><u>Apologies</u></b>          Cllr Kelly, Cllr Sidnell, Cllr O' Sullivan, Cllr Dawson, Cllr Debono and Greening</p>	
3	<p><b><u>Permissions</u></b>          Chair recognised observers and welcomed their contributions to debate</p>	
4	<p><b><u>Presentation by Kiers</u></b></p> <p>a) Christine O'Connor of Kiers' Customer Services dept gave a presentation about the local surgeries carried out by the contractor. Take up has been slow and Kiers wish to know if residents feel that they are worth continuing and if changes in time or venue would help.</p> <p>b) Purpose of surgeries is to iron out any problems over access, language barriers, housebound tenants. They do not deal with new repairs or Decent Homes work.</p>	

	<p>c) Mechanical and Engineering section (Lifts and entry-phone doors) could do joint surgeries</p> <p>d) Ideas can be sent through CD</p>	
5	<p><u>Minutes of last meeting</u></p> <p>a) Spare sets were handed out to observers and those who had not received their packs, some of which did not contain the feedback – CD apologised for this and replaced them.</p> <p>b) Panel members asked for action points to be added and feedback points to be given on a separate sheet – this will be done in future.</p> <p>c) Tracey Owen (Clifton/Haden) pointed out that she had attended but was not shown on the attendance list</p> <p><b>Page 1</b></p> <p>d) Drug related problems continue on Andover</p> <p>e) Schedule of Youth bus requested with details of what advertising is done of it's presence and programme requested</p> <p><b>Page 8</b></p> <p>f) Digital TV charges – panel asked for clarity. DS explained that rental charge for tenants are 25p a week and this includes maintenance.</p> <p>g) The one off charge is only payable by leaseholders</p> <p>h) JG will chase up projects team about consultation on bicycle stands at Clifton/Haden</p> <p><b>P9</b></p> <p>i) It is confirmed that additional caretaking resources continue to be allocated to the Andover Estate. SG will supply details.</p> <p>j) Further details of lift renewal programme requested. JG explained that plans for next year have not yet progressed to formal draft status but will ensure they are circulated to panels when they do</p> <p>k) Report that the lift at Dowcra House (Andover) has been out of action for 6 months. SG will investigate.</p> <p>l) JF explained way in which lift renewal programme is worked out on reported repairs.</p>	<p>CD</p> <p>CD</p> <p>JG</p> <p>SG</p> <p>JG</p> <p>SG</p>

	<p>m) Concern that long term faults like Dowcra would not continue to be reported and hence would not figure in list of frequent repairs.</p> <p>n) Concern that information about why lift was still out of action and plans for repair/replacement had not been circulated. SG will organise</p>	SG
6	<p><b>Feedback items from governance team</b></p> <p><b>Resident Involvement Options</b></p> <p>a) Fita have now signed SLA and options do not apply.</p> <p><b>New Build</b></p> <p>b) Planning applications are being prepared. LBI will own properties and HFI will manage them.</p> <p><b>Digital TV</b></p> <p>c) Noted that any decisions on charging are responsibility of LBI</p>	
7	<p><b><u>Central Reports</u></b></p> <p>7.1 <b>Business Plan 2008-13</b></p> <p>a) Business Plan is currently being developed. Noted it was taken to resident's conference who prioritised ASB and dog control.</p> <p>b) The paper will now go to Board in December.</p> <p>c) Panel had no comments or questions</p> <p>7.2 <b>Consultative Panels – Terms of Reference</b></p> <p><b>1 in a 1000 reps</b></p> <p>a) There is a question about the validity of these posts – how do they consult and feedback to the people they represent?</p> <p>b) Directors commented that to abolish posts would reduce potential for resident involvement</p> <p>c) Chair: Upper St North has no 1 in a 1000 members</p> <p>d) PC: This item formalises what is happening in reality – there is very low take up for post</p> <p>e) JF reminded panel that they have power to co-opt – as set out on page 16</p>	

	<p>f) General feeling of the meeting was that co-option would provide adequate safeguard if it could be done at any time.</p>	
	<p>Remainder of report accepted</p>	
7.3	<p><b>Charging Proposals</b></p>	
	<p>DS stated that this was a request for panel members' opinions on proposals.</p>	
7.3.1	<p><b>Digital TV:</b> It was noted that the item on Digital TV had been already discussed at this meeting under matters arising.</p>	
7.3.2	<p><b>Unpooling Service charges</b></p>	
	<p>a) It was noted that if we moved to estate based charges for caretaking charges then there will be winners and losers, for example, charges on Andover with additional resources would be likely to increase.</p>	
	<p>The Board director present at the meeting wanted clarity of on what residents were being asked to pay for.</p>	
	<p>b) JF explained that caretaking charge is worked out on a service level that includes basic daily cover for annual leave and some average sickness.</p>	
	<p>c) Some panel members were surprised to hear this, having believed they paid for a full cover service.</p>	
	<p>d) JF: This could be supplied but would be more expensive</p>	
	<p>e) Request from chair that this information be specifically given to residents.</p>	
7.3.3	<p><b>Green Parking</b></p>	
	<p>a) This is plan for parking charges to be varied according to emissions of vehicle – in line with LBI street parking. Overall there will be no benefit or loss to HRA as the winners and losers will balance.</p>	
	<p>b) The Board director present at the meeting stated that charges should be equalised between estate and street parking</p>	
	<p>c) Noted that estate parking guarantees a parking space whereas street parking does not.</p>	

	<p>d) Panel members re-iterated their concerns that this will hit poorer members of community with older vehicles hardest.</p>	
<p>7.3.4</p>	<p><b>Concierge and CCTV</b></p> <p>Note that traditionally HRA has subsidised these charges. Again if brought in there will be winners and losers, for example Harvist charges likely to increase.</p>	
<p>7.4</p>	<p><b>Repairs Budget Policy</b></p> <p>a) Noted repairs budget is under heavy pressure. Intention is to limit repairs to those stated as HFI responsibility in this policy.</p> <p>b) Emergency repairs carry a heavy premium and policy allows for re-charge in cases of abuse</p> <p>c) Director asked if HFI direct agents are competent to judge if a repair is an emergency</p> <p>d) JF it is contained in their script</p> <p>Feeling of meeting was that re-charge option in case of abuse was a positive move.</p>	
<p>7.5</p>	<p><b>Arsenal Positive Futures (APF)</b></p> <p>a) APF was going well on Andover and is very popular. Note that the plan is to extend the scheme.</p> <p>b) There have been complaints to ombudsman from neighbours about noise and nuisance (stray balls etc) associated with pitch</p> <p><b>The remaining reports were for information only and were accepted without comment.</b></p>	
<p>8.0</p>	<p><b>Project Team Update</b></p> <p>a) On the Blackstock Estate work has started on tenanted properties. Consultation proceeding with leaseholders</p> <p>b) Letters will be going out next week inviting initial bids for Tenants' Compact projects. Help will be given with consultation where required.</p>	

	<p>c) Lavatories in Bennett Court Community Centre: Project Team was requested to consult with Mansell's and Probation service about start dates, as they are involved in doing up other parts of building and there is need for coherent programme. CD will forward request to Mike Rees</p> <p>d) If there is any money left in this year's budget after all estimates in, then gates at Clifton can be considered</p> <p>e) Andover lighting is not adequate – especially around community centre CCTV cannot be used at night. MS will speak to JG separately.</p>	
8	Local Reports	
8.1	<p><b>Consultative Panel Development</b></p> <p>The panel preferred chair and vice chair training to be available to all members</p>	
8.2	All the local reports were accepted by the Panel.	
9	Any Other Business	
9.1	Theresa Coyle felt that the Emmanuel Hall was too cold and the acoustics not good enough. She suggested to the panel members that they instruct CD to investigate other venues. She suggested that Andover community hall could be used free of charge.	
9.2	Panel members concurred and CD will investigate possibilities	CD