

Boleyn Road Area Housing Panel Minutes 23/11/06		
	<p>Present: Lorna Reid – Chair/Highbury Estate TRA (LR) Doug Goldring – Director of Operations – HFI (DG) Pritpal Chhoker – Boleyn Road Area Housing Manager (PC) Stan Goulding – Estate Services Co-ordinator (SG) Stephen Alexander – Seaforth Crescent TRA (SA) Jessie White - Hawthorne Close TRA (JW) Carol Johnson - Burder Close & Boleyn Road TRA (CJ) Pat Krouse - Hathersage Court TRA (PK) Mrs Maura Lea - 1 in a 1000 Rep (ML) Leo Schulz – Woodlands TRA (LS) Stephen White – Performance & Partnership Officer (SW)</p> <p>Apologies: Margaret Johns - Kerridge Court TRA Alan Woolley - Mayville Estate TRA Hazel Slark – Aberdeen Park & Fieldview Court TRA</p>	
Item		Action
1	<p><u>Minutes of last meeting</u></p> <p>Tenants Incentive Scheme Update – Page 2</p> <p>LR – Would like an update/clarification regarding the issue of capital limits raised in regards to this matter.</p> <p>Land Disposal – Page 2</p> <p>LR – Would like an update/clarification regarding the use of reception centres issue</p> <p>JW – Raised the issue of bidding in regards to Neptune House, which she has relayed to the TRA Chair.</p> <p>DG – An update on this issue would be with the next round of panels however concerns in the meantime can be discussed with Stephen Nash.</p> <p>LR – Enquired re: request that lighting money for Highbury Estate is used for other things.</p> <p>DG – Confirmed that LBI has agreed to this.</p> <p>PC – A walkabout has taken place on the estate with the Police and works in addition to some lighting improvements have being identified.</p>	<p>PC</p> <p>PC</p>

	<p>SG – We have got quotations and these will be getting updated tonight</p>	SG
3	<p><u>Capital Programme 2007/08</u> – consultation item</p> <p>DG – Introduced report to members of the panel</p> <p>Highlighted that street properties that we still manage are not included along with properties occupied totally by leaseholders. Based on panel comments to date, inaccuracies in the report are noted and will be amended. Comments are sought from this panel in respect of properties within the Boleyn Road catchment area.</p> <p>(JW declared an interest in this item as a member of IDC)</p> <p>JW – Has received paperwork advising of contractors starting on the Mayville in November 06 but to date there are no sign of works commencing.</p> <p>DG – Will arrange for Jenny Greenfield to contact JW directly on this.</p> <p>LR – Enquired re: the consultation process with residents.</p> <p>DG – Tenants will receive a getting it right booklet which invites residents to a meeting to discuss the scope of the works and meet with contractors etc, such meetings would be ongoing.</p> <p>LR – Will this be done in partnership with TRA's in regards to suitable venues and languages etc.</p> <p>DG – HFI can look at this and ensure this takes place.</p> <p>LR – Would like clarification on the replacement of kitchens and bathrooms issue.</p> <p>DG – Will arrange feedback from the Area Programme Team on this.</p> <p>LR – How is the list signed off.</p> <p>DG – Based on property conditions survey.</p> <p>JW – Requested that residents are kept fully informed of progress with works.</p>	<p>JG</p> <p>JG/PC</p>
4	<p><u>Business Plan 2007/08</u> – consultation item</p> <p>Panel concerned re: the use of acronyms in the report.</p> <p>DG – Introduced report to members of the panel.</p> <p>Highlighted meeting with residents in September 06 as part of development process. Looked at areas deemed to be best practice and tenants comments and placed them in the business plan.</p> <p>LS – Raised concerns around the performance of Greenspace in maintaining shrub areas.</p> <p>DG – In regards to Greenspace we now have a different contract but there are still</p>	

	<p>issues. The contract will be re-tendered in 2008. We have had discussions with the Council about Greenspace and the re-tendering process will be an opportunity to deal with this. The shrub bed issue is not new and where residents have concerns this must be reported immediately.</p> <p>LR – Selling services to other providers – where will the money go?</p> <p>DG – Likely to be back into HFI’s management account from where it is used to improve services.</p> <p>LR – Decent Communities – we have still not discussed this issue as we have still not seen the strategy. Also, is it affordable housing or social we will be building and please clarify the proposed evening opening issue?</p> <p>DG – We will go back and check in regards to the Decent Communities strategy as it is assumed that panels have seen this. In regards to evening opening there is a pilot presently running at Upper Street and this is provided as an additional service to residents. New build is an embryonic issue at the moment and the why’s and where for’s are still to be established.</p> <p>Panel noted the report</p> <p><i>At this point LR welcomed Leo Schulz to the panel who was attending for the first time.</i></p>	DG
5	<p><u>Consultative Panel Restructuring</u> – consultation item</p> <p>DG – Introduced report to panel members.</p> <p>JW – Highlighted that panel’s view at last meeting recorded incorrectly i.e. ‘no view’ when in fact a motion was put forward.</p> <p>DG – Provided members with a resume of recent events and decisions that culminated in this report.</p> <p>JW – Comments from this panel were fed back and these were ignored.</p> <p>DG – The last round of comments made by this panel related to the report in June 06. Some dates on this report are incorrect namely on page 26 these dates should move into 2007.</p> <p>JW – If every TRA came to the panel meeting you would have about 35 reps sitting around the table.</p> <p>LR – How do we get to a point where views are not taken on board and low attendance at other panel meetings are interpreted as no interest. Very concerned re: the consultation process. The proposal is for the next panel meeting in Jan 07 to be under the present structure and the one in March 07 to take place under the new.</p> <p>DG – This report is seeking comments in regards to the area housing panels make up.</p> <p>LR – We cannot comment as we do not know how arrangements will work.</p> <p>DG – Comments are sought not about changing the formula or structure, it is seeking comments about catchment areas in regards to the consultative panels.</p>	

	<p>CJ – Would like to propose that we retain the Boleyn Road area housing panel as we are now.</p> <p><i>CJ's proposal was seconded by Pat Krouse</i></p> <p>LR - Placed proposal before the panel.</p> <p>Proposal was carried unanimously</p>	
<p>6</p> <p>7</p>	<p><u>Compensation Plan</u> - consultation item</p> <p>DG - Introduced the report to panel members. In view of concerns raised at previous panel meetings the current policy document is being made available at this meeting to be looked at in conjunction with the report.</p> <p>LR – Bringing the policy along is good but not distributing it in advance is bad.</p> <p>DG – Highlighted main aspects of report including the inclusion of leaseholders in respect of loss of services etc.</p> <p>LR – If we move to discretionary compensation what is the guarantee that residents will be compensated in regards to lifts.</p> <p>DG – If it is decided that a more robust mechanism for compensation should be put in place, this will be looked at.</p> <p>JW – Re: payments for missed appointments what will happen when an appointment is made and the residents break it.</p> <p>DG – At the moment we are certainly not looking at penalising residents even though there are cost implications in instances of that nature. We are looking at people taking time off for an appointment and no one arriving.</p> <p>LR – The compensation in regards to heating loss does not seem enough.</p> <p>DG – We can look into this.</p> <p>JW – Heating cost has gone up a lot and we would like to have this looked at.</p> <p>DG – Yes, but there are two issues the loss of service and compensation.</p> <p>LR – In regards to disturbance payments, would like to know the criteria to be used that change payments from discretionary to statutory.</p> <p>DG – There are criteria in place in regards to disturbance payments.</p> <p>LR – Requesting that clarification in regards to disturbance payments be brought to the next panel.</p> <p>There were no further comments from panel on this report</p> <p><u>Equality & Diversity Strategy Action Plan</u> – consultation item</p> <p>DG – Introduced report to members of the panel</p>	<p>DG</p>

	<p>LR – Concerned re: the use of acronyms in the report.</p> <p>JW – Is it feasible to contact each resident using their preferred method.</p> <p>DG – A number of organisations are now doing this. We need to know how residents would like to be contacted and we need to endeavour to meet this need where possible.</p> <p>JW – In regards to contractors, difficult to see them doing this due to the use of sub-contractors.</p> <p>LR – In regards to HFI’s workforce, are you going to continue to chart your failure or introduce quotas?</p> <p>DG – We run a positive action staff placement scheme, which targets under represented groups for training/placements.</p> <p>LR – Requesting that at the next meeting panel be provided with an equality and diversity breakdown/make up of the staff within HFI.</p> <p>Panel had no other comments on this report</p>	DG
7	<p><u>Boleyn Road Local Report</u></p> <p>PC – Introduced report to members of the panel. Clarified situation in regards to 59 Poets Road which was an anti-social behaviour and estates security budget issue called over from the last panel meeting.</p> <p>JW – Concerned that there are no ASB reports from the police or the ASB team in regards to 59 Poets Road.</p> <p>LR – Has there being any developments since the last panel meeting in regards to 59 Poets Road. Concerned if residents are expecting this work to be done but there is no report with which the panel can make a decision.</p> <p>SG – The ASB team has no reports in regards to this block and have not received anything since the last panel meeting.</p> <p>PC – (returning to report) – Panel are asked to consider a date for the convening of another caretaker sub-panel meeting.</p> <p>Agreed that panel will set a date in the new year.</p> <p>JW – Concerned re: standards of caretaking when caretakers are on leave. Concerned that too many caretakers take leave at the same time leaving too much for caretakers to cover.</p> <p>LR – When was new arrangement for dealing with caretaker cover put in place.</p> <p>PC – This started a few weeks ago and we stagger caretakers leave arrangements to ensure there is cover</p> <p>JW – Concerned re: use of voicemail as sometimes it is difficult to actually talk to someone when contacting the office.</p> <p>PC – This should not be happening and he will look into it. In the context of the report</p>	

	<p>this refers to external monitoring not done by Boleyn Road and reflects the response rate.</p> <p>CJ – Would like PC to relay her thanks to Carol Thorbourne and Angela Bladen-Hovell for the work done in resolving the ASB problem on Burder Close. PC thanked the panel for showing their appreciation for the efforts made by staff in this regard and undertook to relay this message accordingly.</p> <p>LR – Highlighted caretaking aspects of the Boleyn Road action plan.</p> <p>JW – Relayed her pleasure with her use of out of hours team who responded to her recent call within half an hour.</p> <p>DG – Acknowledged JW's comments.</p> <p><u>Estates Security Budget</u></p> <p>SG – Presented this part of the local report to panel members.</p> <p>Panel concerned re: the use of Gerda locks if these can be removed.</p> <p>JW – When is the CCTV on Heathersage Court going to installed.</p> <p>SG – We are chasing this up and it should be happening shortly.</p> <p>LR – Hillfield House, when is this going to happen.</p> <p>SG – Jobs are to be raised and he will keep LR updated.</p> <p>LR – Proposing that works to 59 Poets Road is put back and issue is monitored by the ASB team.</p> <p>PC – In this instance we now need to identify a project or works for the remaining budget.</p> <p>Panel agreed that remaining budget is used for the spinners on Hawthorne Close, improved lighting to Burder Close and the area near Holiday House and the Library.</p>	
8	<p><u>HFI Information Reports</u></p> <p>Panel noted reports</p>	
9	<p><u>AOB</u></p> <p>PK – Raised concerns re: the excessive banging coming from the communal door when it is closing.</p> <p>LR – Would like a report to the next panel in regards to the delays in installing the CCTV on Hathersage Court. Would like someone from the Area Programme Team in attendance at the next panel meeting</p>	<p>PC/SG/ PR</p>

	Date of next meeting – 18th January 2007	