

	<p style="text-align: center;">Upper Street South Area Housing Panel Meeting</p> <p style="text-align: center;">17th May 2007</p>	
	<p>Present: Pritpal Chhoker – Boleyn Road Area Housing Manager (PC) Stephen White – Performance & Partnership Officer (SW) Jenny Greenfield – Area Programme Manager (JG) Doug Goldring – Direct of Operations (DG) Stan Goulding – Estate Services Manager (SG) Maura Lea – 1 in 1000 rep (ML) V Young – John Kennedy Court TRA (VY) Steve Alexander – Seaforth Crescent TRA (SA) Carol Johnson – Burder Close TRA (CJ) Doreen Fishlock – Mayville Estate TRA (DF) Hazel Slark – Aberdeen park & Fieldview Court TRA (HF) Jessie White – Hawthorne Close TRA (JW) Lorna Reid – Highbury Estate TRA (LR) Christian Clark – Western Isles TRA (CC)</p> <p>Apologies: None received</p> <p>Obersevers: Jackie Djahit – John Kennedy Court</p>	
Item		Action
1	<p><u>Introductions, welcomes & apologies</u></p> <p>PC – Welcomed everyone to this evenings meeting with a request that introductions are individually made.</p> <p>Attendees introduced themselves individually.</p> <p>SA – Extended thanks to concerned staff for compilation and distribution of information pack regarding the Upper Street Area Housing Office which accompanied the panel reports.</p> <p>DG – Clarified proposed order of business for the meeting highlighting the need for panel elections to be undertaken as the first item of business.</p> <p>Agreed that DG will chair election part of meeting</p>	

<p>2</p>	<p><u>Consultative Panel Elections</u></p> <p><u>i) Chair</u></p> <p>Lorna Reid nominated for this position by Carol Johnson Seconded by Steve Alexander.</p> <p>There were no other nominees to this position and Lorna was duly elected.</p> <p><u>ii) Vice Chair</u></p> <p>Carol Johnson nominated for this position by Steve Alexander Seconded by Hazel Slark.</p> <p>There were no other nominees to this position and Carol was duly elected.</p> <p><u>iii) 1 in 1000 Representative</u></p> <p>Mrs M Lea nominated to continue in this position by Lorna Reid Seconded by Carol Johnson.</p> <p>There were no other nominees to this position and Mrs Lea was duly elected.</p> <p><u>iv) Associate Director – (MPSB)</u></p> <p>Christian Clark nominated for this position by Steve Alexander Seconded by Carol Johnson.</p> <p>There were no other nominees to this position and Christian was duly elected.</p> <p>Lorna Reid assumed the position of chair upon conclusion of the elections to the various panel and sub board positions.</p>	
<p>3</p>	<p><u>Minutes of last meeting</u></p> <p>Panel agreed minutes of last meeting.</p> <p>LR – Enquired re: absence of a local report.</p> <p>PC – Highlighted that for the purpose of this meeting a local report would be relatively unimportant, as PI’s for April cover a period when a restructure was being implemented and as such the info is not accurate or truly reflective. Confirmed that local reports will be made available for the next round of panel meetings in July.</p>	

	<p>JW – Requested that the information pack sent out with the panel reports be produced in a larger font and in A3 size.</p> <p>LR – Concerned re: the inclusion of resident representatives telephone numbers and e-mail addresses in office information pack.</p> <p>PC & DG – Confirmed that these packs were, and are, for limited distribution only.</p> <p>LR – Requesting that these details in regards to her be removed in particular her work e-mail address.</p> <p>PC – Agreed that we would have these details removed although the production of this pack was an attempt by HFI to be helpful in supporting our resident representatives.</p>	<p>SW & CD</p>
<p>4</p>	<p><u>The Respect Standard for Housing Management</u></p> <p>DG – Introduced report to panel highlighting the main aspects. Seeking comments/feedback from panels in regards to point 7 of report in particular points numbered 7.1 to 7.7.</p> <p>i) 7.2 Good Neighbour Agreements</p> <p>JW – Expressed concerns over issues of sub-letting as reports just seem to go into a void.</p> <p>SA – Can't understand the plus if we have tenancy agreements.</p> <p>DG – These agreements are more about behaviours and do not affect tenancy agreements.</p> <p>LR – If this is breached what happens?</p> <p>DG – This is a government initiative and it is about engendering good behaviour from the outset of a tenancy. If this is breached it is the conditions of tenancy that will be used in the taking of further action. This is not a legal document and it does not have teeth in that respect.</p> <p>LR – We could simply give out information leaflets rather than doing this which has no teeth. Also believes that, time and energy would be better spent stripping the tenancy agreement back to basics and rebuilding it. Concerned that doing this is just part of an exercise in reaching the standard and actually doesn't mean anything.</p> <p>DG – As a result of the recent restructure the resources that we put into ASB work has increased and we are confident that this will benefit all the residents. We do already have standards set in regards to the provision of the ASB service.</p>	

Issue put to a vote by the **chair**

In favour **7**

Against **2**

ii) 7.3 Restructure of services for anti-social behaviour

DG – Advised that this looking at the possible centralisation of this service or leaving it as it is. Seeking a view from panel members on this.

JW – Would like the service left local with more resources provided.

CC – We have had success on the Marquess Estate and believes that dealing with youths is the key to ASB issues along with local knowledge.

LR – unhappy with the work of the ASB team and felt that it was totally unaccountable. Has had personal problems with the ASB team which she highlighted to the panel. Very concerned re: present build up of problems on the Highbury Estate which she believes will culminate in a fatality. Would like to see the ASB service totally stripped back with new managers who will do effective monitoring. Concerned re: lack of response(s) to complaint(s).

PC – Concerned re: comments made by **LR** in regards to service provided by the ASB team.

JW – If situation on Highbury Estate is that bad why are the Police not involved?

SA – The Police do know about the situation on this estate and are involved.

PC – If a problem is reported it is recorded and followed up. Where there is a TRA, the TRA will be contacted as well. If there is no response, I can look into that. In regards to Highbury Estate, I have provided detailed responses and if it is felt that I have not responded to the complaint or enquiry this can be looked into also. It is unfair to attack ASB staff as they are not the Police.

LR – Annoyed at **PC** alluding to none effective working with the office and took the decision to withdraw from meeting.

DG – In this particular instance we are talking about individuals who do not live on the estate.

CJ – These issues need to be raised at our police liaison meetings.

DG – Hopes that anyone who has reported ASB issues has had responses.

	<p>PC – ASB officers are under instruction to contact ASB complainants every week and update them accordingly.</p> <p>Following LR’s departure, the Panel took a vote and decided to continue with the meeting with Carol Johnson (CJ) assuming the role of chair.</p> <p>Issue put to a vote by the chair in respect of centralising the ASB team or retaining it locally.</p> <p>Vote carried unanimously in favour of retaining the service locally.</p> <p>iii) 7.4 Increased use of ASB out of hours service</p> <p>JW – Would like the hours extended from 1.00am to 2.00am.</p> <p><i>This was put to a vote and carried unanimously.</i></p> <p>SA – Requesting that ASB officers keep residents better updated.</p> <p>iv) 7.5 Fixed Penalty Notices</p> <p>Panel agreed unanimously that they would like this implemented</p> <p>v) 7.6 Access to sports</p> <p>JW – Two awards were received by HFI last week in York in regards to two youth/resident initiatives in the borough. One aware was for an individual council resident.</p> <p>Panel agreed unanimously that would like this implemented</p> <p>vi) Investment in the use of equipment</p> <p>CC – Would like this made more practical as he thinks that £500 each is quite costly. Also concerned in regards to the possible affect on youths.</p> <p>DG – This is used very successfully in shopping parades etc.</p> <p>SA – Not in favour generally but thinks that this can work in specific areas.</p> <p>Issue put to a vote by the chair</p> <p>In favour 4 Against 3 Abstentions 1</p>	
5	<p><u>Review of Tenants Compact</u></p> <p>DG – Introduced report to panel highlighting aspects of report where</p>	

	<p>decisions are required.</p> <p>JW – Concerned about the residents involvement register. Concerned about an annual residents conference as we have only had one since the creation of HFI and would like it ratified that this will happen every year.</p> <p>DG – Would panel like the allocation of tenants compact funding to be done per panel or based on stock numbers.</p> <p>Panel agreed unanimously that budget should be allocated based on stock numbers.</p> <p>JW – In the context of TRA membership, would like clarification as to what an area means.</p> <p>DG – Within the TRA constitution TRA's are required to define the estate/geographical area that they represent and it covers.</p> <p>VY – Is the suggested change an attempt to incorporate more leaseholders in to TRA's.</p> <p>DG – This is about determining the membership ratio or numbers of leaseholders in TRA's?</p> <p>JW – Sees us all as residents and tenants and as such we are all the same.</p> <p>VY – Leaseholders quite often do not bid for works due to the leaseholder charges.</p> <p>DG – Level of leaseholders is 28%, most estate are still predominantly tenants but can think of one small estate where leaseholders are in the majority.</p> <p>Point 7.1 a & b put to the vote by the chair.</p> <p>Panel in favour of option a with a vote of – 5 in favour, 2 against, 1 abstention</p>	
6	<p><u>6 – Monthly complaints monitoring</u> – information item</p> <p>Report noted by Panel</p>	
7	<p><u>Decision items at last board and sub-boards</u> – information item</p> <p>Report noted by panel</p>	
8	<p><u>HFI Update</u> – information item</p>	

	Report noted by panel	
9	<p><u>Forward Plan</u> – information item</p> <p>JW – Wings are hardly seen on the estates</p> <p>DG – Wings are now focusing on other areas in neighbouring boroughs due to increased clamping and removal fees in these boroughs.</p>	
7	<p><u>Capital Programme 2006/07 monitoring – 4th quarter</u> - information item</p> <p>JG – This is a quarterly report that goes to panels. For the next round of meetings there will be a more localised report about progress specific to the 4 housing areas. However, willing to take questions from members of panel in regards to any specific issues contained within this capital programme report. In regards to the tenants compact, can confirm that we are looking at the pricing and quotes received as we might be able to get more for the money.</p> <p>JW – Concerned in regards to delays in erecting estate signs and estate notice boards.</p> <p>JG – Delays due to getting quotes from Kiers that we thought were too high. We are now getting new quotes and we will potentially be getting more for our money.</p> <p>JW - Hathersage and Besant Court CCTV, how we doing?</p> <p>JG – Section 20's in regards to Hathersage Court are about to expire and Besant Court only came on line this year.</p>	
8	<p><u>Any other business</u></p> <p>JW – Who do we go to about trees that are dangerous?</p> <p>SA – When is the tree programme going to begin?</p> <p>SG – The tree programme is already under way.</p> <p>DG – There is a planned maintenance tree programme which is done every 7 years. Then you have an ad hoc programme where estate services will deal with any dangerous trees.</p> <p>PC – In regards to the information packs – we are more than willing to produce these in A3 size however these will be quite cumbersome, in this instance can members please confirm precisely who would like a pack produce in that size.</p>	

	<p><i>JW confirmed that she would like a pack produced in A3</i></p> <p>JW – Are there any printers at the local surgeries.</p> <p>PC – We have ordered printers to be provided. If in the meantime a client needs a statement etc it will be printed back at the office and should be with the client the next day.</p>	
	<p>Details of next meeting: Thursday 19th July 2007 in Committee Room 5 at the Town Hall</p>	