

	<p><b><u>Upper Street South Area Housing Panel Meeting</u></b></p> <p><b>19<sup>th</sup> July 2007</b></p>	
	<p><b>Present:</b> Pritpal Chhoker – Boleyn Road Area Housing Manager (<b>PC</b>)          Stephen White – Performance &amp; Partnership Officer (<b>SW</b>)          Jenny Greenfield – Area Programme Manager (<b>JG</b>)          Dave Selo – Direct of Resources (<b>DS</b>)          Michael Andrews – Estate Services Coordinator (<b>MA</b>)          Pat Krouse – Hathersage Court (<b>PK</b>)          V Young – John Kennedy Court TRA (<b>VY</b>)          Steve Alexander – Seaforth Crescent TRA (<b>SA</b>)          Carol Johnson – Burder Close TRA (<b>CJ</b>)          Doreen Fishlock – Mayville Estate TRA (<b>DF</b>)          Hazel Slark – Aberdeen park &amp; Fieldview Court TRA (<b>HF</b>)          Jessie White – Hawthorne Close TRA (<b>JW</b>)          Lorna Reid – Highbury Estate TRA (<b>LR</b>)          Christian Clark – Western Isles TRA (<b>CC</b>)</p> <p><b>Apologies:</b> Councillor Terry Stacy, Margaret Johns – Kerridge Court TRA &amp; Ann-Marie Greensmith – NEETRA</p> <p><b>Observers:</b> Jackie Djahit – John Kennedy Court</p>	
Item		Action
1	<p><b><u>Minutes of last meetings</u></b></p> <p><b>ASB item – page 5</b></p> <p><b>JW</b> – Happy that hours are now extended.</p> <p><b>AOB item – page 7</b></p> <p><b>JW</b> – Relayed concerns in regards to the tree programme in regards to trees left lying on the ground following high winds etc. Also concerned about Russian vine growing up the Hawthorne Close block, which is affecting TV cables etc. Informed that there is an outstanding quote to have the work done and would like an update.</p> <p><b>PC</b> – Confirmed that he would chase this up with Estate Services</p>	<p><b>PC</b></p>

	<p><b>SA</b> – Has had tree works done on Seaforth Crescent but there are still outstanding problems.</p> <p><b>PC</b> – Advised that he would look into this and update SA directly.</p> <p><b>JW</b> – Enquired about the commencement of CCTV works on Hathersage Court.</p> <p><b>JG</b> – Advised that works are due to commence on 23.07.07.</p>	<b>PC</b>
2	<p><b><u>Estate Parking Initiatives</u></b></p> <p><b>DS</b> – Introduced report to panel highlighting its main aspects.</p> <p><b>JW</b> – Concerned re: possible incorrect wording contained in agreement which implies the prior consent of HFI is required to change your vehicle.</p> <p>The TRAs present expressed their views as follows:</p> <ul style="list-style-type: none"> <li>• The blue badge holders use their garages for storage and not their vehicles and felt that people should not be given a garage if they did not have a vehicle in it.</li> <li>• Did not think enforcement fees should go up until contractors had a 100% performance record and felt that Wings should carry with them a list of all registered vehicles but one of the panel members also felt that the problem was associated with increased fees in neighbouring boroughs.</li> <li>• Agreed with two-year permits.</li> <li>• In respect of the emission charges, the TRAs thought that they needed to know what the increase would be and that this should be looked at in the context of ‘ability to pay’.</li> </ul>	
3	<p><b><u>Consultative Panel Development</u></b></p> <p><b>DS</b> – Introduced report to panel highlighting the main aspects. He clarified that the report was seeking the Panel’s comments and priorities. The chair expressed concern that the priorities may vary across the panels.</p> <p>Panel unanimously agreed with priorities as detailed in report.</p>	
4	<p><b><u>Resident Involvement Awards</u></b></p> <p><b>DS</b> – Presented report and encouraged residents to make nominations.</p>	

	Noted that this will be looked at, at the residents' conference.	
<b>5</b>	<p><b><u>HFI 2006/07 Performance Indicators</u></b></p> <p><b>DS - Introduced report to panel highlighting the main aspects.</b></p> <p>The chair asked why only certain PIs were included in the report and not others. DS clarified that the main ones that go to the Managed Properties Sub-Board and some that go to the main board were produced in this report. There were also PIs showing how some things had gone over the last five years.</p> <p><b>LR</b> – Concerned re, the continuing use of abbreviations in reports despite panel's request for this to cease. Requested that this be once again relayed accordingly. Would also like things written in full in future.</p> <p><b>JW</b> – expressed concern in respect of money, she felt, was wasted on voids on such things as kitchens to only have incoming tenants take them out. She suggested that tenants be asked for their intentions on such matter prior to such improvements being carried out. Also concerned re: the continuing use of laminate floors and the ongoing noise transmission problems.</p> <p>It was felt by the TRAs that if it was established during the four weeks visit that the tenants had contravened the conditions of tenancy with laminate flooring etc, this should be picked up. <b>PC</b> agreed to enforce this.</p> <p><b>JW</b> stated that she was getting calls from residents complaining that HFI are not doing repairs but only 'making safe'. She was also concerned re: the lack of use of the recharge policy in cases of wilful damage.</p> <p>Noted that HS has a sublet leasehold flat on her estate where the occupants have broken a manhole with a removal van. Noted that Home Ownership will have the details of the leaseholder. Agreed HFI to liaise with HS and look into this further and take action, as appropriate</p> <p>Chair observed that the number of urgent repairs completed dropping and asked for the reason.</p>	<p><b>PC</b></p> <p><b>Mandy Miller</b></p> <p><b>John Philips</b></p> <p><b>Mandy Miller</b></p> <p><b>John Philips</b></p>
<b>6</b>	<p><b><u>Disposal of land managed by HFI</u></b></p> <p><b>DS</b> – Introduced report to panel highlighting the main aspects. It was noted that the tendering was for the creation of new permanent social housing units where the Council would have nomination rights.</p>	

	<p>JW – Neptune House, would like to make sure that the Chair of Mayville TRA is kept updated on developments. PC clarified that all that was being done at present was that Neptune House development was being separated out from Pollard Close. He confirmed the Panel had already been advised that social housing would be developed on this site.</p>	
7	<p><b><u>Items considered at Board/Sub-Boards in June 2007</u></b></p> <p><b>JW</b> – On behalf the HFI board, congratulated Judith Williamson, who got highly commended for her work on Brecknock Estate. There was also an award for the Andover Estate. Would also like to thank the panel for the money granted towards funding the play area on Hawthorne Estate, which is now complete and open.</p> <p>Pimms Site – there is section 106 money available for this area but there is no ground there or area suitable for the creation of a play/kick about area. <b>VY</b> felt that with section 106 money, leaseholders have to pay and did not think that they will go for it.</p>	
8	<p><b><u>HFI Update</u></b></p> <p><b>Noted LR</b> concerned about remote views outside of the panel having the same weight as those who attended panel meetings.</p>	
9	<p><b><u>Forward Plan</u></b></p> <p><b>LR</b> – Would like reports equally distributed across the year so we do not have too many at one and too few at another.</p>	Mike Sims
10	<p><b><u>Performance report – local report</u></b></p> <p><b>PC</b> – Presented report to panel which is now in an uniformed format for use across the five HFI area housing panels.</p> <p><b>LR</b> – Queried ABC figures provided for Upper Street as on Highbury Estate, as far as she was aware, they have three ABCs. It was clarified that the ABCs involved the Police, HFI and the parents. <b>PC</b> to look into the matter and update the next panel.</p> <p><b>PC</b> – Explained figures produced in report.</p> <p><b>LR</b> – <b><i>‘declared an interest’</i></b> – It was pointed out that the caretakers on the Highbury estate had had been without cleaning materials for some time. <b>PC</b> stated that he <b>was</b> concerned about this and would look into it. However, MA stated that we were in a state of flux at the moment and we were changing our products and suppliers. One of the reasons why we changed the suppliers was their inflexibility around deliveries</p>	<b>PC</b>

	<p>etc. In an answer to a question from <b>CC, MA</b> confirmed that we bought our products in bulk.</p>	<b>PC/PR</b>
<p><b>11</b></p>	<p><b><u>Review of Estate Surgeries</u></b></p> <p><b>PC</b> – Presented report to the panel highlighting main aspects and stated that the surgeries now have printers and the staff were in a position to provide rent statements, if requested. He stated that the service had been well publicised. However, the service was extremely expensive, highly inefficient, not popular amongst residents and that there was no demand for it. On the basis of the information given in the report, he stated that the officers, very sincerely, felt that there was no business case for them to recommend continuation of this service.</p> <p><b>JW</b> – ‘<i>declared an interest</i>’ – Believed that Mildmay was the forgotten part of the borough and that the residents did not see anyone in that area. She felt that in her opinion even if only one person attends the surgery then so be it as this is what, she said, the residents of Mildmay were promised when the office closed. She believed that the surgeries should be left to run a bit longer.</p> <p><b>PC</b> confirmed that report was being presented to seek the views of the panel members.</p> <p><b>LR</b> – Stated that they were told that, having the surgeries was cheaper than keeping the offices open. She would also like information regarding the waiting times at the Upper Street office and suggested that officers could offer appointments at the surgeries.</p> <p><b>PC</b> – advised the panel that the staff were presently staffing surgeries but that they were doing nothing, as there is very little to do and virtually no one to see. They were getting demoralised while their own work back in the office was piling up and had to be dealt with. As housing professionals we could not have predicted such a low level of demand but it was always intended to review the surgery arrangements.</p> <p>Noted other TRA representatives agreed that the service was little used, too expensive to be provided, it was too inefficient and agreed that it could not be continued as it was.</p> <p>In response to the concerns in regards to the elderly residents getting to the office, <b>PC</b> stated that the staff would carry out more home visits for these and any other vulnerable residents.</p> <p><b>PC</b> also stated that the former Isledon Road Area Housing Office building, now occupied by the Home Ownership Service, was available for the residents to drop Housing Benefit forms or to use the free courtesy phones to make calls to the Area Housing Offices or to the</p>	

	various council departments.	
<b>12</b>	<p>Local Area Update</p> <p><b>Tenants Compact</b></p> <p><b>JG</b> – Hoping that by September savings situation in regards to projects put forward will be clearer.</p> <p><b>LR</b> – Requesting that Tenants Compact info is produced without the 'fuzzy' red ink.</p>	
<b>13</b>	<p><b><u>Any other business</u></b></p> <p><b>VY</b> – Raised concerns regarding possible window renewal/replacement to John Kennedy Court and <b>JG</b> clarified the position with VY.</p>	
	<p>Details of next meeting: <b>Thursday 13<sup>th</sup> September 2007 in Committee Room 1 at the Town Hall</b></p>	