

**Fourways Area Panel
(Moston and Charlestown)**

**Minutes of Meeting held at 13.30pm, 10th May 2010
The VASA Club, White Moss Road**

Chair: John Biggs

Present:	John Biggs (JB)	Panel Member (Chair)
	Joan Fitzgerald (JF)	Panel Member
	Carol Downes (CD)	Panel Member
	Lesley Dawson (LD)	Panel Member
	Charlotte Grant (CG)	Panel Member
	Mavis Harris (MH)	Panel Member
	Peggy Yuill (PY)	Panel Member (Vice Chair)
	John Ward (JW)	Panel Member
	Dorothy Le Moignan (DL)	Panel Member
	Gary Walsh (GW)	Repairs Service Manager
	William Hargreaves (WH)	Home Improvement Service Manager
	Rob Doherty (RD)	Local Services Manager
	Julie Wilson (JWi)	Principal Local Services Manager
	Larry Patrick (LP)	Director of Property Services
	Nicola Holmes (NH)	Resident Involvement Officer (minutes)

ITEM	SUBJECT	ACTION
1	a) Welcome & introductions – JB welcomed the Panel and introductions were made b) Confirm Quorate – Quorate was confirmed c) Meeting rules – JB confirmed the meeting rules	
2	Apologies for absence:	
2.1	Apologies were received from Anne Parnell and Alex Wood	
3	Declaration of Interests / Confidential Matters	
3.1	None raised	
4	Minutes of last meeting:	
4.1	David Heys did not receive the minutes and agenda again. This is the 3 rd time.	NH to inform Diane

4.2	Lesley Dawson was present at the last meeting but is not listed as present on the minutes.	Roberts Alex Wood
4.3	Minutes of the last meeting were agreed as a true and accurate record of the meeting held on 12 th April 2010	
5	Matters Arising	
5.1	PY updated the group on progress on point 5.1 – The Dam Head cottage flats steps improvement scheme. Work will start on the steps within the next fortnight.	
6	Community Update and Governance	
a)	<p>Copies of the May edition of Revolve were circulated. NH reminded Panel members that they can submit stories and news items to Revolve.</p> <p>JWi gave the example of the success of a few residents who have greatly improved the communal garden at Cartmel Court. JB asked to be kept informed of the gardens so it could be included in the In Bloom portfolio.</p>	
b)	<p>The Panel agreed that the Pot of Gold Money can be used for twelve events/activities. Six Tea Mobile events, three garden party events in the High Rise blocks, two leisure activity events in Charlestown and Moston and an event at Charlestown school on 17th August.</p> <p>JWi advised it would be good for a Panel member to attend the Tea Mobile events. Lesley, Peggy, Dorothy and Joan all volunteered. JB asked that those members attending the event at the Youth Club be there from 11am.</p>	
c)	NH advised that the Excellence Committee is still undergoing training.	
d)	NH advised that Panel members can make suggestions for the Northwards which will be presented at the Conference this year. LP added that Panel members can suggest new awards or suggest change to existing categories.	
e)	NH advised that Northwards Annual General Meeting and the Tenants Conference will be combined this year on 14th October. A few Panel members did not like the venue at the 2009 AGM. NH advised that a steering group for the conference is being set up and invited volunteers. The first meeting will be on 24 th May 2pm at the Cheetham office.	

7	TSA Update	
7.1	JWi circulated the regulatory framework for social housing in England guide. NH advised that that from April 2010 the TSA has full powers to regulate social landlords on the six national standards. NH added that Northwards, together with Residents will need to look at the Local Offers which need to be in place by 21 April 2010.	
8	Relationship with TRA's	
8.1	NH explained that the Fourways Panel recently suggested that there could be a closer relationship between the Area Panels and the Tenant and Resident Groups. Furthermore, the Resident Involvement Forum also recently discussed that there could be more opportunities for members to get together and share ideas and experiences. DLM, JB, JF, MH and CG all volunteered to take this idea forward and help plan an event/meeting between the involved Residents, including the Excellence Committee.	
9	Repairs Update	
9.1	GW explained that some of the figures became corrupt on the Repairs Performance report and gave the following corrections. NHL810 is actually 96.4% not 93.8% for March 10 NHL 816 is actually 97.6% and not 96.7% for March 10	
9.2	GW added that at the time the report was produced, NHL808, reported that the percentage of tenants who were satisfied after investigation was 97.8% but this has since risen to 99.05%	
10	Major Works Update	
10.1	LP advised that the name of Whitebeck Court will remain the same but the accompanying community centre will now be, the Eric Hobin Centre after the late Eric Hobin.	
10.2	JWi advised that Hillingdon Drive car park is being re-surfaced and 6 spaces are being provided for Clifford Lamb Court. JB asked if 'Resident Only' signs could be put up.	
10.3	PY asked how the information provided in the questionnaires is collated. PY has been given different instructions over where to return the questionnaire. WH advised that in most instances tenants send the questionnaires back in pre-paid envelopes. The Tenant Liaison Officer is on site when handovers are carried out. The Tenant Liaison Officer collects the work progress calendar and feeds it into the computer system.	

10.4	PY wondered if a time lapse existed between work complete and feedback received. WH advised that collecting the feedback is done on a continuous basis and not at the end of a lengthy contract.	
10.5	PY queried the presence of smiley faces against schemes that have not had questionnaires returned. LP explained that since Northwards has been set up 92% of questionnaires have been returned. LP added that if negative feedback is not received then a smiley face will be awarded to the scheme.	
11	Environmental Works Update	
11.1	JWi explained that suggestions for future environmental works have been received from PY and LD. JWi explained that she and DH will apprise the Panel of all proposals. They have consulted the local councillors and will bring a full list of proposals to the next panel meeting.	
11.2	CG asked if Anfield Road will be awarded money again this year. JWi advised that they could apply.	
11.3	LP informed the Panel that he had recently reported that properties at the bottom of Lightbourne be recommended for defensible space.	JWi to look into
12	Local Services Update	
12.1	RD presented the Local Services Management Report. RD reported that the total void figure has been brought down from 57 to 41.	
12.2	PY queried the meaning of 'Pending Disposal' next to 11 Clifford Lamb Court. RD explained that the flat is having work done on it to make it into a one bedroom flat.	
12.3	JWi added that void estimated handover dates were not very reliable in the past but recently they have improved immensely. This has meant that officers can book viewings for the day after the property is due to be ready.	
12.4	JB spoke of the recent ASB leaflets delivered to residents in the area. As two of the people mentioned in the leaflets are currently in jail people became confused over their whereabouts. JB queried if White Moss Youth Club should allow the people mentioned in the Centre. JWi advised that the youth club cannot police the orders as it is the police job to deal with breaches.	
13	Any Other Business	

13.1	JF updated the Panel on her recent involvement in the procurement process. JF has been working with Greater Manchester Procurement to help select future contractors. This has involved giving opinions on materials and interviewing contractors. JF was happy to report that all applicants stressed the importance of the tenant's choice but only two were knowledgeable on the TSA.	
13.2	JB advised the Panel that he had received an email from Greater Manchester Police regarding two smartly dressed people targeting older residents by pretending to be from the housing department.	
	Next Area Panel meeting is Monday 5th July 13.30pm at White Moss Road Local Services Office.	