

Northwards Housing Panel Meeting Minutes

Panel: Wilton

Date: 08 June 2010

6.30 p.m. to 8.30 p.m

Cheetham Hill Local Services Office, Community Room

Chair: Anne Heywood

Attendance:

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| Anne Heywood (AH) | Panel Member (Chair) |
| Charles Taggart (CT) | Panel Member (Vice-Chair) |
| Jim Burke (JB) | Panel Member |
| Mavis Wilkinson (MW) | Panel Member |
| Mark Bainbridge (MaB) | Panel Member |
| Janice Fitton (JF) | Panel Member |
| Cllr Ken Barnes (KB) | Panel Member |
| Cllr Naeem Ul-Hassan (NH) | Panel Member |
| Tunde Martins (TM) | Co-optee |
| Carol Connolly (CC) | Co-optee |
| Claire Tyrrell (CMT) | Head of Local Services (Wilton) |
| Danny Whitelock (DW) | Repairs Services Manager (Wilton) |
| Steve Kirkham (SK) | Head of Home Improvements (Wilton) |
| Lee Dobbins (LD) | Customer Services Centre Manager |
| Julie Goreham (JG) | Resident Involvement Officer (minutes) |
| Adamas Nageri (AN) | Observer |
| Jason Lees (JL) | Observer (Manchester City Council Tenant Participation Officer) |

From 6.00pm refreshments were provided and officers were available to answer questions. The meeting commenced at 6.30pm.

| Item | Description | Action |
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| 1 | Welcome and introductions | |
| 1.1 | a) AH welcomed attendees to the meeting. | |
| 1.2 | b) Quorate was confirmed. | |
| 1.3 | c) AH explained the meeting rules. | |
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| 2. | Apologies for Absences | |
| 2.1 | Apologies had been received from Jacqui Tomlinson, Sue Ratchford and Mike Stevens. | |
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| 3. | Declaration of Interests/Confidential Matters | |
| 3.1 | There were no declarations of interest and no confidential items would be discussed. | |
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| 4. | Minutes of last meeting 04 May 2010 | |
| 4.1 | The minutes were approved. | |

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| 5. | Matters arising | |
| 5.1 | 5.1 – CMT reported that a booklet is being put together and it is aimed that it will be ready for distribution in the autumn and will include an invite for ideas of new schemes. The panel will be updated at the September meeting. | CMT |
| 5.2 | 8.1 – JG to write to volunteers with a date of 30 June for a meeting. | JG |
| 5.3 | 9.2 – DW contacted I.T. who have offered to support JF with this issue and try to resolve the problem. | |
| 5.4 | 11.1 – CMT explained that this is complete. | |
| 5.5 | 11.4 – KB asked for an update. SK explained that he was awaiting an update from Groundwork. | |
| 5.6 | 11.10 – CMT had asked Steve Shaw to order this work. She will phone JB to update him on the date it will commence. | CMT |
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| 6. | Contact Centre Update (Lee Dobbins) | |
| 6.1 | LD reported that the targets had been met in ten of the eleven months the call centre had been operating. There had only been one complaint received about a member of staff. The most recent tenant inspection report had been positive. | |
| 6.2 | LD reported that the new call recording equipment was being put in place, which would offer the opportunity to give feedback at the end of the call. If feedback falls short of the target the system will trigger an email to managers who can then follow this up. | |
| 6.3 | LD explained that from 1 June Manchester Working are delivering the Out of Hours service. They are training staff to deal with other issues than repairs out of hours. | |
| 6.4 | LD explained that the One to One service is being piloted and the scheme is working well at present. MW asked if operatives on the One to One services would phone customers back to reduce customer costs if calls are long. LD will look into this. | LD |
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| 7. | Community Update | |
| 7.1 | Panel Vacancy AH and MaB nominated and seconded TM to fill the tenant member vacancy on the panel. The vote was carried. | |
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| 8. | Repairs Update (Danny Whitelock) | |
| 8.1 | DW explained that overall the figures are good and satisfaction levels are above target. Action is being taken to improve the figures where the indicators have highlighted an issue. | |
| 8.2 | DW reported that hand-held technology is being used more and more. Manchester Working have introduced a system of 'controllers' and 'planners' to better manage the repairs and these are now located with Northwards staff to improve communication. | |
| 8.3 | The panel discussed surveyors' appointments. DW reported that there will be a survey carried out to assess this service in October. He will update the panel in November. | DW |
| 8.4 | TM asked if the targets were set locally and how they compared to other organisations. DW will include benchmarking data in the next written report. | DW |
| 8.5 | DW circulated a flier on DIY for comments. The panel raised concern about the safety implications of people using the information on fuses | DW |

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| | and suggested that this be removed. It was suggested that a disclaimer was added to the flier, as well as a section on re-setting the boiler. DW asked that any additional comments to be sent to Helen Walsh. | |
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| 9. | Major Works Update (Steve Kirkham) | |
| 9.1 | SK reported that the start date for some schemes had slipped but the decency targets will still be met by 31 December. | |
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| 10. | Environmental Works Programme (Steve Kirkham/Claire Tyrrell) | |
| 10.1 | SK reported that the Printon Avenue scheme is now complete and feedback has been positive. | |
| 10.2 | The Boothroyden scheme is due to start week commencing 14 June. | |
| 10.3 | The Alsham Walk scheme will start on 5 July. | |
| 10.4 | We are awaiting confirmation of the Manchester City Council (MCC) contribution for the Riverdale MUGA before works can commence. CT raised concerns that it might not be ready in time for the school holidays, SK will keep following it up with MCC. | SK |
| 10.5 | KB suggested that savings from this scheme be put towards a younger children's play area. CMT explained that Leisure would need to commit to maintenance. | CMT |
| 10.5 | SK informed the panel that the Chapel Lane scheme may come in slightly over budget. | |
| 10.6 | Resurfacing on the Crescent Road scheme will commence on 2 August. | |
| 10.7 | JG distributed information and plans on the Torcross scheme following consultation with residents. The panel agreed to tidy the area, resurface it and put in an orchard on the grassed areas. SK explained that the scheme will start in September, though it may be subject to delays due to the Planning process. | |
| 10.8 | SK reported that CC would be the contact for the Inworth Walk scheme. | |
| 10.9 | CMT reported that the Shaftesbury Road scheme will commence on 14 June. | |
| 10.10 | CMT explained that there is £88,000 remaining for schemes. The proposed Crossfell Scheme would cost £34,000. The panel agreed to consult with residents on the proposal. The Bridgenorth scheme would cost £12,300. The panel approved the scheme. | SK |
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| 11 | Environmental Work 2011-13 (Claire Tyrrell) | |
| 11.1 | CMT invited further schemes. A request had come in for a scheme on Kingsmead Mews. As this scheme had been refused previously and there were no changes to the circumstances the panel agreed the scheme would not be considered. Panel members to submit further ideas for them to be costed and brought back to Panel in the autumn. | All panel members |
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| 12. | LSM Update (Claire Tyrrell) | |
| 12.1 | CMT reported that there had been two more injunctions obtained since the report was produced. | |
| 12.2 | CMT reported that the void figures are good, with less than 25 days for re-lets two months in a row. Manchester Working are returning properties on the agreed date, and most are let within three days. | |
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| 13. | Absence Report (Claire Tyrrell) | |
| 13.1 | CMT explained the content of the enclosed report. | |
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| 14. | Any Other Business | |
| 14.1 | JG asked if observers from Trafford Housing Trust could attend the July meeting. The panel agreed. | |
| 14.2 | JG explained that there is introduction to board membership training and circulated leaflets of the business and delivery plan for panel members. | |
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| 15. | Date and time of next meetings | |
| | <ul style="list-style-type: none"> a) Tuesday 13 July, Whitemoss Road Local Services Office (moved from 6 July due to World Cup Semi-Final) b) Monday 21 June – Involving Young People, Hexagon Tower 2pm-3.30pm c) Area Panel social. The panel agreed to hold a meal at the Woodthorpe for interested panel members on Wednesday 4 August. | |

Meeting closed at 8.20pm