

Fourways Area Panel (Moston & Charlestown)
Minutes of Meeting held on Wednesday 29th March 2006
The Community Room, White Moss Road Local Services Office
Starting 1.30pm
Chair: Alan Appleby

Present:	Alan Appleby	Panel Member (Chair)
	Peggy Yuill	Panel Member
	John Ward	Panel Member (Vice-chair)
	Grace Choularton	Panel Member
	Frances Carroll	Panel Member
	Trish O'Reilly	Panel Member
	Dorothy LeMoignan	Panel Member
	Carol Downes	Panel Member
	Pamela Angelucci	Reserve Panel Member
	Ann Ash	Kentmere Court TA (Observer)
	Charlotte Grant	Kentmere Court TA (Observer)
	John Biggs	Charlestown T & TRA (Observer)
	Jayne Boote	PEP
	Adam Burke	Local Services Manager
	Jim Lawson	Mechanical & Electrical Team Leader
	Larry Patrick	Director of Property Services
	Mike Stevens	Director of Neighbourhood Services
	Paul Maidment	Asset / Procurement Manager
	Steve Finegan	Business Support Manager
	Greig Lees	Investment/Strategy Manager
	Kevin Taggart	TLO

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions, Confirm Quorate</p> <p>Alan thanked everyone for coming and introductions were made by everyone. The Meeting was Quorate</p>	
2	<p>Apologies for Absences</p> <p>Mike Lee (PLSM), Coun Bill Risby, Daniel Ilisevic, Hazel Entwistle, Mavis Harris, Ann Woodward, Joan FitzGerald (Board Member).</p>	
3	<p>Declaration of Interests/Confidential Matters</p> <p>There were none.</p>	
4	<p>Minutes of Last Meeting</p> <p>Apologies from Joan FitzGerald were omitted from the last minutes – otherwise agreed.</p>	Noted

ITEM	SUBJECT	ACTION
<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p>	<p>Matters Arising</p> <p>The list of T & RA's was issued for panel members' information. One change was noted - Pam Angelucci is the contact for Crosslee T & RA, and not Brian Fitzpatrick as stated.</p> <p>Greig Lees said a development plan for the Area Panels was being drawn up. This will be available for the next meeting.</p> <p>The amended Repair Leaflets presented previously will be merged into one. The Empty Homes leaflet has been updated. Larry explained that Centrica will be supplying Free Energy Efficient Light Bulbs for properties. Larry circulated a paper explaining the proposed £200 charge to clear empty properties, and also circulated the new Moving Home leaflet for discussion. This has been redesigned to make the process clearer. The group were in favour of this being implemented.</p> <p>Staffing Structure: Mike Stevens said there was one change to the list - Quality/Customer Services and Tenant Liaison Officers are now under Neighbourhood Services rather than Business Services.</p> <p>Anti Social Behaviour update. There was an update of the area figures. Mediation will be reported separately. Steve Finegan said detailed performance management information will be made available to future meetings, once framework is agreed with the Council.</p>	<p>GL</p>
<p>6</p> <p>6.1</p>	<p>Board Meeting Minutes (for Noting)</p> <p>Trisha O'Reilly asked about item 13 paragraph 4, which referred to confidential matters. Larry explained that the item referred to commercially sensitive matters such as information about prices, or to information about individuals eg: staff members.</p>	<p>Noted</p>
<p>7</p> <p>7.1</p>	<p>Minutes of other Area Panel Meetings</p> <p>These were noted.</p>	
<p>8</p> <p>8.1</p> <p>8.2</p>	<p>Tenant Compact Update -- PEP</p> <p>Jayne Boote from PEP talked through the compact report.</p> <p>Mike Stevens explained that the draft compact is currently being written. This will come back to the Area Panel in April for comment prior to being submitted to the Board for approval in May.</p>	
<p>9</p> <p>9.1</p>	<p>Sub-Committee Updates – Greig Lees</p> <p>First meetings of Sub Committees held on 1st & 2nd of March. Each committee elected a Chair and agreed their terms of reference.</p>	

ITEM	SUBJECT	ACTION
<p>10</p> <p>10.1</p> <p>10.2</p> <p>10.3</p> <p>10.4</p>	<p>Local Area Reports</p> <p>Mike Stevens said that the new PLSM for White Moss Road (Anne Duffield) would be starting next month.</p> <p>Paul Maidment addressed the group on major works. On the 1st scheme (Lift Replacement at Clifford Lamb Court) work is complete. Re-wire and communal area works are on site.</p> <p>Whitebeck Court - residents are being offered alternative accommodation in advance of the block being disposed of for redevelopment.</p> <p>Advance schemes are Dam Head windows which start on April 21 - letters have been sent out to people concerned. An open day for tenants will be held at the site office. Peggy was concerned about the all-in-one combination door and window frame - Paul said these would be replaced. Disabled access to the trailer was not available as the steps were very steep. PM to resolve this issue for any future use. In Charlestown North, letters had been sent out here as well informing people of the improvements. A void property will be used to display the windows. In the multi-storey blocks work on the foyers is being undertaken.</p> <p>Multi-storey blocks will also have CCTV fitted. These will be monitored from a central control room.</p> <p>Moston Miners – an Open Day is planned to take place in April at Lowton Court.</p> <p>John Biggs asked if the Osterley Road area was included in the scheme, Paul said full details of schemes would be sent to TA groups complete with dates and choices.</p>	
<p>11</p> <p>11.1</p> <p>11.2</p> <p>11.3</p>	<p>Gas Servicing – Larry Patrick</p> <p>We have a legal obligation as the landlord to check every property annually, even if no gas appliances are fitted. We have a robust system at present but need to make some improvements.</p> <p>Larry introduced Jim Lawson who explained about the no access procedure. Letters are now addressed to named tenants. Servicing will in future be done by appointment. 4 two-hour slots per day would be made available to tenants, and literature will also be available in community languages. Wednesday evening and Saturday morning appointments are being made available and the use of text messaging is being explored.</p> <p>Standard letters were circulated. An optional service of having your gas cooker serviced at the same time for a payment will be made available. With the 3rd letter a Health & Safety Leaflet will be enclosed. On letter 4 the last attempt by the contractor to get in, it will inform tenants about the use of a control limiter. This will be followed up by a personal visit by a Northwards employee, then a final letter sent by recorded delivery, warning of section 54 legal action</p>	

ITEM	SUBJECT	ACTION
<p>12</p> <p>12.1</p> <p>12.2</p> <p>12.3</p> <p>12.4</p>	<p>Environmental Budget Allocation Briefing – Mike Stevens</p> <p>Subject to minimum 2* inspection in June there will be £250,000 to spend on Capital Environmental work in 2006/07. The work is separate to that available through the Revenue Budget. Mike would like suggestions from the Area Panels on how we should spend the money. Money can only be spent on physical improvements which produce a lasting benefit and must represent value for money. Spending should be sustainable in terms of future costs, and cannot include staff, purchases or repairs to individual properties.</p> <p>Peggy asked could the money be used for Alley Gating Mike said that it could potentially – but this can be a lengthy process and tends to raise issues regarding access and maintenance.</p> <p>Details of suggested schemes will be brought to the next meeting.</p> <p>The group were asked to think about priorities for improvement and let officers know at the next meeting.</p>	<p>ML</p> <p>ALL</p>
<p>13</p> <p>13.1</p> <p>13.2</p>	<p>Complaints Procedure – Steve Finegan</p> <p>Steve talked through the three complaint leaflets. At the moment the leaflets are at a draft stage. When ready a specific stand will be displayed in the Local Services Office. The procedures are in line with those of the City Council.</p> <p>Steve Finegan asked the group to consider any improvements and feed back any comments through Kevin Taggart.</p>	<p>ALL</p>
<p>14</p> <p>14.1</p>	<p>Tenant Inspectors Feedback – Steve Finegan</p> <p>To date we have had 9 people short-listed. There will be informal interviews and training will begin for successful candidates. Tenants can still express an interest via the Northwards web site or respond to a leaflet/poster. Inspection reports will be fed back to the Panel each month.</p>	
<p>15</p> <p>15.1</p> <p>15.2</p>	<p>Area Panel Membership Rotation – Greig Lees</p> <p>Details of all Panels were enclosed, giving length of time served by each Panel Member.</p> <p>Francis Carroll said her surname was incorrect on the list, this is to be amended.</p>	<p>KT</p>
<p>16</p> <p>16.1</p> <p>16.2</p>	<p>Investment/Procurement Update – Larry Patrick</p> <p>LP explained that this was an important process as it was about selecting a partner to work with us to carry out major improvement works and repairs in every tenants home. Larry Patrick explained the time table involved with start dates on site – end of August.</p> <p>Peggy asked does this depend on our inspection. Larry said it did not but would affect the amount spent.</p>	

ITEM	SUBJECT	ACTION
16.3 16.4	<p>Investment: The first year's investment has been approved by the Board. A Newsletter will be sent to everybody in the near future explaining when people can expect work to start in their area.</p> <p>Four different leaflets were distributed by Paul Maidment (Window Replacement, Kitchen Improvements, Bathroom Improvements and Central Heating), these leaflets are to inform tenants what to expect when work starts. A Service Standards leaflet will be available for the next meeting. Paul asked the group to consider any improvements to the leaflets and feed-back any comments to him or to Kevin Taggart.</p>	ALL
17 17.1 17.2 17.3 17.4	<p>Any Other Business</p> <p>Daniel Ilisevic has resigned as co-optee due to increased workload.</p> <p>Northwards are having an Open Day at Hexagon Tower on Friday, April 7th from 12pm until 4pm - all welcome.</p> <p>Broadway Baths Estate Residents Association will be holding an Awareness Day and Fete on Saturday, April 8th at New Moston School between 11am-4pm.</p> <p>Peggy felt that we were not doing enough to create links with areas that are under represented. Steve Finegan said there were various methods we could use, such as an event that all 3 panels could attend; or each panel produce a newsletter to let people know what is happening in their areas. Steve explained more youth involvement is needed, and we need to improve the links between Area Panels and TA groups. Larry Patrick suggested members of the panel contact a TA group not represented and explain what is going on, and invite them to get involved.</p>	
18	<p>Date of next meeting</p> <p>The next meeting will take place on Wednesday, April 26th at the White Moss Road Local Services Office at 1.30pm.</p>	
19	<p>Meeting closed</p> <p>The meeting closed at 4.20pm</p>	