

Northwards Housing Panel Meeting Minutes

Panel:Riverways

Date: 19 September 2007

4.00 p.m. to 6.00 p.m.

Venue: Carrioca Business Centre, Sawley Road

Chair: Vera Salvatore

Present:

Vera Salvatore (VS)	Panel Member
Rose McCarton (RM)	Panel Member
Kath Hope (KH)	Panel Member
Ann McBride (AM)	Panel Member
Sue Abbott (SA)	Panel Member
Pat Glazebrook (PG)	Panel Member
Marlene Garnett (MG)	Panel Member
Ivy Graham (IG)	Panel Member
Larry Patrick (LP)	Director of Property Services
Tara Kelly (TK)	Equality and Diversity Officer
Carol Iddon (CI) (PART)	Customer Care Manager
Emma Foster (EF)	Principal Local Services Manager
Rob Doherty (RD)	Local Services Manager
Saskia Snioch (SS)	Deputy Local Services Manager (Minutes)

Item	Description	Action
1.	Welcome & Introductions Confirm Quorate 1.1 Chair Welcomed all Attendees at meeting. Meeting was quorate.	
2.	Apologies for Absences 2.1 Mark Berry, Sharon McBride.	
3.	Declaration of Interests / Confidential Matters 3.1 None	
4.	Minutes of Last Meeting a) 18 July 2007 b) 18 July 2007 Confidential	
5.	Matters Arising 5.1 None	
6.	MWL customer charter (Carol Iddon) 6.1 CI gave an update of her role as customer care manager.	

	<p>CI discussed and circulated the customer service charter which outlines the standards that residents can expect of contractors. This is to be published by the end of October. CI asked if everyone could take it back to their TAs, read the document and feed back to Sharon McBride or directly to CI if there are any suggestions to improve the document. CI contact details are 0161 274 0970.</p>	
7.	<p>Equality and Diversity Update (Tara Kelly)</p> <p>7.1 TK Informed the Panel about her role and the work that she is currently undertaking. This included; a quiz, accessibility, employees making reasonable adjustments. Tenants and community, gender, age, ethnic backgrounds, and religion. Training was discussed. TK also informed the Panel about the BME focus group, Disability focus group. The leaflets publicising both groups are to be distributed with the minutes.</p>	
8.	<p>Constitution and Code of Conduct (PLSM) Update from July Board Meeting Action Plan and next steps Approval of minutes 23 June 2007</p> <p>8.1 EF requested the Panel to read and sign, there were no objections.</p> <p>8.2 update of July board meeting and action plan – EF explained that many of the actions haven't been progressed. it was suggested a sub committees be formed for a short time to discuss and prioritise this action plan with one of the RIOs. 2 volunteers were asked for; sue abbot and Ann McBride volunteered to take part in this committee.</p> <p>8.3 If any Panel members have any suggestions feedback to Sue Abbott or Ann McBride.</p> <p>8.4 Approval of minutes 23 June 2007 – VS said there were no comments on the minutes of the Board.</p>	<p>RIO TO CONTACT AND ARRANGE</p>
9.	<p>Environmental Works (PLSM)</p> <p>9.1 EF confirmed that the sub committee approved all recommendations that the panel had made and that formal consultation with residents is starting to happen. This is a two year programme.</p>	
10.	<p>Lsm update</p> <p>10.1 RD circulated his report giving updates on anti social behaviour, and voids. A conversation ensued about illegal occupiers</p> <p>10.2 LP outlined that we identify more illegal occupiers now then before due to the massive increase in housing demand.</p>	

	<p>RM raised the issue of sub-letting. EF explained that a 6 month PLV now occurs and this will help us identify and deal with cases of this nature.</p> <p>10.3 It was commented that ground floor cottage flats should only be offered to applicants that are elderly/disabled. LP explained that northwards do not set the re-housing allocation policy and that we have to implement the city council's policy, a review of this policy is currently occurring. We cannot operate this policy and EF added that this was never a formal policy. KH asked that the Riverways area panel put forward this recommendation to the lead officer at northwards that is taking part in this review</p> <p>10.4 there has been long term structural problems with one property in Newton Heath that LP is currently Liaising with Deborah McLaughlin (director of housing) about and this matters should hopefully be resolved quite soon.</p>	<p>EF to pass on TO AD</p>
11.	<p>Community update (RIO)</p> <p>11.1 EF circulated some documents to the panel members in SM absence. EF also asked all members of the panel to complete the "training review for panel members" questionnaire at the end of the meeting. Members of the panel did this</p>	
12.	<p>Chairs/Vice Chairs meeting report back</p> <p>12.1 The Chairs/Vice Chairs (Vera Salvatore, Sue Ratchford, John Ward) were involved in a training session that was delivered by Diane Roberts to a group of residents from east Manchester that are currently in the stock transfer process. the feedback from these residents about the training that was delivered was very postive.</p>	
13.	<p>AGM Planning – report back and reminder of dates (Reps)</p> <p>13.1 The Panel AGM is a public meeting and will take place on Wednesday 17th October 2007 at the Cariocca Community Room. Those who are to stand down are: Sue Abbott, Marlene Garnett, Alice Needham and Vera Salvatore as Chair but she will still remain a Panel Member. A Vote for the Chair and Vice Chair will take place at the November Panel meeting.</p> <p>13.2 Raymond Eaton has resigned and the position is now vacant. The group was asked to promote the Panel AGM AS IT IS a public meeting and we would like many residents to attend, the meeting has already been well publicised via local press, posters and internet. KH asked how many could legally have on the Panel. EF said she would make enquiries.</p> <p>13.3 It was noted that at the last AGM there were concerns</p>	<p>EF to find out how many people can legally be on the Panel</p>

	over the ballot papers that they could have been potentially photocopied. The next ballot papers will be done on non-photocopiable paper.	
14.	<p>IT Support for Area Panels</p> <p>14.1 EF outlined the report in the papers which was written by Steve Wood (page 45). Resident Involvement Officers are to complete a piece of work surrounding this issue.</p>	
15.	<p>Repairs Update (Mark Berry)</p> <p>15.1 LP updated on repairs. Mark Berry has stood down. Civica is up and running apart from the reporting function. The repair ordering is back to the original time (2.5 minutes average) pre-Civica. They have not over-spent on repairs. A report for information for the previous months repairs (showing an average) will soon be available. There have been complaints to pre-Civica level but no reports or statistics to confirm this. There have been no reports since March 2007.</p>	
16.	<p>Home Improvements (Larry Patrick)</p> <p>16.1 LP reported that on the 15th October 2007, there will be a change in how we organise and deliver home improvements. There will be Housing Technology Services (HTS) at Parkside and Housing Development (HD) at Hexagon Tower. There are communication issues and HTS see HD as their clients, not tenants, LP said this will change. The team will be there to work with TAs, Councillors and the Panel and focus on that area.</p>	
17.	<p>Decorating Vouchers</p> <p>17.1 EF explained that Paul Maidment wants to review the current decorating vouchers policy and that he has requested that some panel members meet with this to look at the possible alternatives IG, VS, MG, PG and RM volunteered.</p>	
18.	<p>any other business observer requests (confidential) vice chair and bme co-optee</p> <ul style="list-style-type: none"> - The observer request was approved by the panel. - Area Panel Christmas party. Diane Roberts has provisionally booked the Irish centre on 13th December 2007 for the party. This was discussed and ideas were noted such as; performing a panto, an Irish dancing lesson or other types of dancing lesson e.g ballroom, should the buffet be hot or cold. Another idea was to auction staff which is to be decided. 	

	- With regards to co-opting a BME member onto the Panel no requests have been received as of yet. It was noted that at Respect BME groups came forward and perhaps it would be worth approaching Julie Wilson.	
19.	Date and time of next meeting – Wednesday 17th October 2007 – 4pm at Cariocca Community Room – Area Panel AGM	
	End of Meeting – 6.10pm	