

Northwards Housing Panel Meeting Minutes

Panel: Riverways

Date: 18th April 2007

Time: 4.00pm

Venue: Carrioca Community Centre

Chair: Vera Salvatore

Vice Chair: Raymond Eaton

Present:

Vera Salvatore (VS)	Panel Member
Ray Eaton (RE)	Panel Member
Alice Needham (AN)	Panel Member
Pat Glazebrook (PG)	Panel Member
Sue Abbott (SA)	Panel Member
Barbara Grey (BG)	Panel Member
Kath Hope (KH)	Panel Member
Marlene Garnett (MG)	Panel Member
Anne McBride (AM)	Panel Member
Ivy Graham (IG)	Panel Member
Michelle Blakeley (MB)	Board Member
Stan Wheeldon (SW)	SHOUT TMO co-optee
June Hitchen (JH)	Councillor
Larry Patrick (LP)	Director of Property Services
David Heys (DH)	Technical Services Manager
Emma Foster (EF)	Principal Local Services Manager
Rob Doherty (RD)	Local Services Manager Monsall St
Diane Roberts (DR)	Governance Officer
Sharon McBride (SM)	Resident Involvement Officer

(minutes)

Start of meeting: 4.00pm

ITEM	SUBJECT	ACTION
1	Welcome and introductions	
1.1	Chair welcomed all attendees to meeting. Meeting was quorate.	
2	Apologies for Absences	
2.1	Mike Stevens sent apologies	
3	Declaration of Interests/Confidential Matters	

ITEM	SUBJECT	ACTION
3.1	No declarations of interest were declared.	
4	Minutes of last meeting	
4.1	<p>a) 21st March 2007 b) 21st March 2007 (confidential)</p> <p>a) KH referred to minutes (8.2) which stated that “Skilgate Walk -Good progress had been made”. KH pointed out that the work has not even started yet. RE mentioned about the fencing being altered. b) Confidential (separate minutes)</p>	
ITEM	SUBJECT	ACTION
5	Matters Arising	
5.1	VS went through the minutes of the ALMO Board Meeting, Procurement and Property Sub-committee meeting, HR and Equality Sub-committee meeting, Neighbourhood and Quality Services Sub-committee meeting, Resource and audit Sub-committee meeting and Fourways/Wilton Panel meetings. VS asked the panel had any matters arising from these minutes.	
5.2	VS said she believes that Northwards has more money to spend on ASB. EF confirmed that an amount of money had been made available and is spent via partnership with local tasking meetings. This will be over a period of 6 months from June 2007.	
5.3	MB asked if anything had been made available for A4. EF explained that it is not a Northwards initiative but she will look into it and feed back.	EF
ITEM	SUBJECT	ACTION
6	Repairs Quarterly update	
6.1	DR explained that this item would be deferred due to ICT issues.	
ITEM	SUBJECT	ACTION
7	Major Works Quarterly Update	
7.1	PM issued the Northwards Housing Procurement Team – Project Status Report.	
7.2	PM explained that there were no new schemes started on site in April 2007.	
7.3	Project 32140 – Kitchen and Bathroom Replacement (Harpurhey Baths Estate). PM said that there had been only 3 handovers with	

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	<p>a customer satisfaction score of 9.3. PM reported that there had been some issues with the compound area. PM explained that they had taken the fencing down and left 2 cabins. They are working with the TA as the site had been attracting youths.</p>	
7.4	<p>Project 32130 – Kitchen and Bathroom Replacement (Newton Heath Assheton). PM reported the work started in Feb 2007 and since then there had been some changes to the specification, the electrical sub-contractor had been changed. PM said the customer satisfaction survey score was 8.7 which is a fair reflection but hopes this will change next month. MG pointed out that she has had two neighbours complaining to her about the standard of work and gave examples. PM said he would gladly walk round the estate with MG to look at the work.</p>	PM
7.5	<p>Project 32128 – Kitchen and Bathroom Replacement – (Newton Heath Troydale) – PM reported that confidence is being built with the residents. IG said she can assure the panel that residents are satisfied with the work. LP added that there has been a turn around in satisfaction between Assheton and Troydale in the last month.</p>	
7.6	<p>Project 32141 - Kitchen and Bathroom Replacement – (Harpurhey Kingsbridge Court). PM explained that no satisfaction surveys had been returned this month.</p>	
7.7	<p>Project 32149 – UPVC window replacement – (Moston Pub Estate). PM reported that 24 satisfaction surveys had been received with a score of 9.78 which is very good.</p>	
7.8	<p>Project 32123 – Kitchen and Bathroom Replacement – (Newton Heath Multis, Croydon Drive. PM pointed out that there had been a drop in the satisfaction score this month from 10 – 9.4, but they are still on track. VS reported that she has spoken to residents in Lancaster and Dobson Courts and overall they are pleased with the work. VS said there had been minor problems such as moving washing machines and dust sheets and that consistency is needed.</p>	
7.9	<p>Project 32148 – UPVC Window Replacement – (Newton Heath – Surbiton road/Rosebank Estate). PM reported that the overall customer satisfaction survey results were 9.9 which is very good. There had been a few queries about locking mechanisms. JH asked about blinds/nets being taken down. PM assured that whatever gets pulled down gets put back up. JH said that tenants need to be reminded that the glass is tinted which makes net curtains not seem white.</p>	
7.10	<p>Project 32138 – Kitchen and Bathroom Replacement – (Monsall</p>	

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	<p>Estate Low Rise Properties). RE wanted clarification on how many properties had been handed back. PM said he would do this for the next meeting. RE asked if the tenant could be asked face to face as soon as the work is completed. LP confirmed that they do but we can not force people to complete the satisfaction surveys. RE stated that no one on Monsall had been offered to complete the survey. PM explained that the Tenant Liaison Officer should do this, and would inform the contractor.</p>	PM
7.11	<p>The subject arose about boilers and RE said he could recollect many months ago that when an old boiler is removed a combination boiler will be fitted. PM said to refer to the red leaflet. RE queried why boilers were being moved. DH explained that there is usually a very good reason for re-siting boilers.</p>	PM
	<p>MB referred to the minutes of the last meeting (10.8). PM said it is policy to replace on a like for like basis. LP asked RE to give PM his address so that this can be investigated.</p> <p>JH asked how many condenser boilers were scheduled to be replaced for the whole of Northwards. LP replied approximately 6744. JH said that issues could arise if tenants do not all receive the same type of boiler. PM explained that it is more difficult to fit a condenser boiler and would like to take a report to LP about this to ask wherever possible to fit a combi boiler. Discussions pursued about boilers and JH asked when this report could be provided to Property and Procurement Sub-Committee. PM and LP to discuss options.</p>	PM
7.12	<p>Project 32117 – Environmental Works – (Jolly Miller Estate). PM said that there has been no handovers yet and that there had been some problems with vandalism but they are moving on now.</p>	PM/LP
7.13	<p>Project 32136 – Kitchen and Bathroom Replacement – (Monsall Estate Multis) – PM reported customer satisfaction score of 8.7</p>	PM
7.14	<p>Project 32037 – Installation of CCTV – (Blackley/Charlestown/Newton Heath/New Moston). PM reported that the work is not yet completed.</p>	
7.15	<p>Project 32144 – Window Replacement – (Newton Heath External Phase 1) – PM explained that only 3 customer satisfaction surveys have been returned as only a few properties have been completed.</p>	
7.16	<p>Project 31938 – Window Replacement – (Manning Estate). PM reported 32 returns of Customer satisfaction surveys this month and a score of 9.8 which is very good.</p>	

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7.17	Project 32157 – Replacement of heating and ventilation – (Various Sheltered Housing Blocks). PM explained that there had been an extension to the schemes as phone lines needed fitting.	
7.18	Project 07098 – Environmental Improvements and lift replacement – (Victoria Square). PM reported that this work was not yet completed and there were minor delays due to the sub-contractor not delivering. The problem was the seat and camera in lift.	
7.19	Project 32142 – Kitchen and Bathroom Replacement – (Two Hundred Estate). PM said there had been one issue which was the upgraded rewire specification and that they will be working with residents on this.	
ITEM	SUBJECT	ACTION
8	Environmental Works	
8.1	<p>DH circulated the Riverways Capital Programme 2006/08. The programme highlighted schemes that have started/due to start within the next 9 months. The programme was organised in five parts, 1) External Improvements Programme Overview. 2) Kitchen/Bathrooms and Associated Works Programme Overview. 3) Multi-story Programme Overview. 4) Windows and Doors Programme Overview. 5) Miscellaneous Projects.</p> <p>KH asked if the fencing on Skilgate walk is definitely going to start. DH said he has double checked the date and he has been given assurance that it will start. JH asked if the fencing has to go off for fabrication. DH said this was already completed.</p> <p>AN asked about the works to the Ancoats area and asked did it include guttering. DH confirmed that it will be cleaned out and repaired if this needed to be done as part of the scheme.</p> <p>KH highlighted the issue of a letter being distributed to the Queensferry Estate 3 days ago regarding choosing windows. The letter requested that if that if the resident has not chosen their windows and returned their response immediately then the choices will be made for them. PM assured KH that he is meeting with Bob Kershaw and a time scale has got to be agreed.</p>	PM
8.3	JH asked if they had held an open day on the Estate about the windows and if there were any different styles from Veka. PM clarified that Northwards are not using Veka for the Riverways projects and DH explained that is necessary to have more than one contactor available to do the windows JH suggested it would be a good idea to have a show room with the windows so that	

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8.4	<p>tenants can see how the windows work / choices and have any questions answered. DH suggested that in the future they could look at approaching different contractors to see if they will do what Aveca does. PM said he could bring some examples down to Queensferry.</p> <p>At this point Cllr John Flanagan entered the room. JF, JH, VS, DR and LP left the room and the meeting was adjourned for 10 minutes. VS returned and explained that JF wished to speak to the panel about Health and Safety issues on the improvement works being carried out. VS asked the panel if they agree to this. VS said that this should not set a precedent. The Panel agreed to this request.</p>	PM
8.5	<p>PM Continued with the final part of the improvement works report. PM explained that the Skilgate walk fencing will begin on Monday 23rd April 2007.</p> <p>EF explained that a further meeting with Groundworks will be held regarding the Moston Pub play area on Tuesday 24th April 2007.</p> <p>EF put two ideas forward to the panel and these were distributed. 1) SHOUT TMO defensible space and 2) Pathway on Croydon Estate. EF asked the panel to prioritise what they would like and this can be discussed at the next meeting. EF also circulated a bid for Troydale Estate. EF asked the panel to look at proposed schemes and asked the panel to contact her at the local office with ideas.</p>	Panel
ITEM	SUBJECT	ACTION
	<p>Non Agenda Item – Cllr John Flanagan (JF) – Health and Safety</p> <p>JF thanked the panel for allowing him to voice his concerns over the issue of of the improvements works that are being carried out by Wates Contractors.</p> <p>JF has looked at work being carried out by the Contractors and is concerned that the work is dangerous. JF gave examples of health and Safety hazards that he had witnessed with the electrical works being carried out. JF pointed out that this is Northwards responsibility to check and that this hasn't been carried out and this contravenes regulations. JF said Northwards needs to be told that this is an issue that needs resolving.</p> <p>RE asked MG if she was aware of these problems on her estate. MG said yes. Discussions pursued about the problems with works which came mainly under two categories: 1) Electrics, 2) Poor standard of decoration.</p>	

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	DH said that he will come out to see the work with a representative from Wates. LP said that we can get the details of the emergencies after the meeting and these will be acted upon immediately. JH said it is necessary for Northwards to go out and inspect the work that is already completed and move this forward, it needs to be brought back to the panel. LP added that corrective action needs to be taken now around Health and Safety items raised.	
ITEM	SUBJECT	ACTION
9	PLSM Update Because of time restrictions this item had to be put forward to the next meeting.	
ITEM	SUBJECT	ACTION
10	Respect Standard for Housing Management Because of time restrictions this item had to be put forward to the next meeting.	
ITEM	SUBJECT	ACTION
11	Performance Management Framework Because of time restrictions this item had to be put forward to the next meeting.	
ITEM	SUBJECT	ACTION
12	Tenancy Clarification (RE) Because of time restrictions this item had to be put forward to the next meeting.	
ITEM	SUBJECT	ACTION
13	Area Panel Work Programme 2007-2008 Because of time restrictions this item had to be put forward to the next meeting.	
ITEM	SUBJECT	ACTION
14	Board Succession Training Because of time restrictions this item had to be put forward to the next meeting.	

ITEM	SUBJECT	ACTION
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15 15.1	Any Other Business RE said congratulations to MG who is going to Birmingham to collect an award for the hard work she had undertook in improving the neighbourhood.	

ITEM	Date and time	Location
Date of Next Meeting	Wednesday 16th May 2007 at 4.00pm	Cariocca Community Centre

VS brought the meeting to a close at 6.00pm