

## Northwards Housing Panel Meeting Minutes

### Panel: Riverways

**Date: 16<sup>th</sup> May 2007**

**Time: 3.30pm**

**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                      |
| Stan Wheeldon (SW)   | SHOUT TMO co-optee                |
| Larry Patrick (LP)   | Director of Property Services     |
| Paul Maidment        | Asset and Procurement Manager     |
| Steve Kirkham        | Technical Team Leader             |
| 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: 3.30pm

| <b>ITEM</b> | <b>SUBJECT</b>   | <b>ACTION</b> |
|-------------|--|---------------|
| <b>1</b>    | <b>Welcome and introductions</b>   |               |
| 1.1         | Chair welcomed all attendees to meeting. Meeting was quorate. VS requested that because there were many items to discuss, it is important to be strict about the duration of each agenda item  |               |
| <b>2</b>    | <b>Apologies for Absences</b>  |               |
| 2.1         | Mike Stevens, Cllr June Hitchen and Michelle Blakeley sent apologies. SM informed the Panel that Cllr Paul Fairweather had passed on his resignation from the Panel due to work commitments and the new timing of the Panel meeting. DR said | DR            |

| ITEM     | SUBJECT   | ACTION |
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|          | that she would contact other Councillors in the ward to offer them to attend the Panel in Cllr Fairweather's place.   |        |
| <b>3</b> | <b>Declaration of Interests/Confidential Matters</b>  |        |
| 3.1      | No declarations of interest were declared.  |        |
| <b>4</b> | <b>Minutes of last meeting</b>  |        |
| 4.1      | Fourways 22 <sup>nd</sup> March 2007 item (7.4) – VS queried what a “flying bedroom” was. LP explained that this was a bedroom that does not have any rooms beneath it. LP added that the space beneath the flying bedroom (the passageway) is sometimes used as a place for youths to congregate.  |        |
| ITEM     | SUBJECT   | ACTION |
| <b>5</b> | <b>Matters Arising</b>  |        |
| 5.1      | No Matters arising  |        |
| ITEM     | SUBJECT   | ACTION |
| <b>6</b> | <b>Assheton Road Update</b>   |        |
| 6.1      | LP distributed the report on “Assheton Rd- Kitchen/Bathroom Scheme”. An investigation was carried out after the previous Panel meeting where Cllr Flannaghan pointed out concerns about the work being carried out. The report demonstrated the findings and outcomes of the investigation.   |        |
| 6.2      | The Panel read the report and VS asked for any comments. MG commented that she had previously received reports from members in the Assheton Rd area that they would be seeking to take their case to a solicitor and believed that it would be appropriate to bring it to the Panel first. LP explained that there had been a whole number of issues that the bulk of these were not dangerous and those that were had been caused by the tilers and not the electricians as outlined at the last meeting. RE asked if the concerns raised were justified. LP said yes as the report had highlighted a large number of small faults but included two that were potentially dangerous. LP highlighted that because the issue had not been brought up in advance, it was difficult to accurately answer points made on the day and that it is important to feedback issues so that they can be actioned. LP suggested that if any issues arise in the future then they should contact Northwards first. MG mentioned that she has tenants contacting her. LP responded that they had both discussed the issue after the last meeting and that MG had agreed to contact Paul Maidment or Larry Patrick if she could not get things put right rather than letting issues build. |        |

| ITEM     | SUBJECT  | ACTION |
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|          | LP added that given that Northwards has received money for improvements in January 2007 it is wiser to deal with it now rather than later and that it makes sense to pick up any problems at the beginning rather than at the end of Decent Homes work. LP concluded that if things are going wrong, now is the time to tell Northwards and let us put it right. |        |
| ITEM     | SUBJECT  | ACTION |
| <b>7</b> | <b>Environmental works</b>   |        |
| 7.1      | PM referred the Panel to the “Riverways Area Panel Environmental Scheme Update 18/4/2007”.   |        |
| 7.2      | Skilgate Walk Fencing and provision of Dustbin Stores – PM explained that the contractors were on site and have completed most of the work. The work should be finished by week ending: 26/05/2007.  |        |
| 7.3      | Jolly Miller, Provision of Defendable space to 72 flat units – PM said that he wanted to bring some photographs to demonstrate how tenants had started taking ownership of the area and that it looks really nice. PM added that a lot of good feedback had been received.   |        |
| 7.4      | Smithfield Estate Car Park – PM explained that there has been a delay in this work due to there being no communal area for a power supply. This will take two weeks to resolve.  |        |
| 7.5      | Moston Pub Estate Children’s Play area – EF reported that this is still in negotiations and that there has also been a delay in receiving information from Groundwork due to a staffing change.  |        |
| 7.6      | Moston Pub Estate – Landscaping to cottage flats – PM wants to liaise with residents about the planned works.  |        |
| 7.7      | PM continued by discussing the schemes recently approved by the Panel.   |        |
| 7.8      | Amos Ave, rear boundary – PM explained that he had liaised with residents and has had a poor response. PM explained that residents went with most expensive option of £46,000 which would be the 8-9ft fencing. VS said that this could alleviate the problems with the “Clayton Wars”.  |        |
| 7.9      | Assheton Rd Estate – defensible space – PM said he had consulted residents and asked Panel for approval, VS said this would be agreed. PM added that he would be contacting Private Sector Housing to ask them to contribute. MG asked if there would be dividers put in; PM responded that there would be.  |        |
| 7.10     | Culcheth Lane Fencing – VS commented that the work looks really  |        |

| ITEM | SUBJECT   | ACTION                                      |
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| 7.11 | <p>nice. MG commented that she had received a complaint.</p> <p>PM informed the Panel about car parking bays for Assheton Rd and that this will need to be revisited. Last time Northwards did not have enough money to do this work but now they will come back with costs.</p>  |   |
| 7.12 | <p>PM spoke about Routledge Walk Estate and pointed out that there was a “mish mash” of fencing which could be considered for improvements.</p>   | <p>PM to do a report to establish costs</p> |
| 7.13 | <p>EF informed the Panel that she had received a list of proposals and would like to discuss these in detail at the next Panel meeting. EF explained that she will be compiling a package which will include all of the proposed schemes. The deadline for receiving proposals for new schemes is 1<sup>st</sup> June 2007.</p>   |   |
| 7.14 | <p>RE enquired about the land on Monsall. PM said it was the former site of the shops and is not sure who it belongs to and that this will need to be established.</p>  | <p>PM</p>                                   |
| 7.14 | <p>SW had a proposal for a walkabout at SHOUT. EF commented that if the Panel would like to do this, this can be arranged.</p>  |   |
| ITEM | SUBJECT   | ACTION                                      |
| 8    | <p><b>Items carried over from last meeting</b></p> <ul style="list-style-type: none"> <li><b>a) Respect Standard for Housing Management</b></li> <li><b>b) Performance Management Framework</b></li> <li><b>c) Tenancy Clarification</b></li> <li><b>d) Area Panel Work Programme 2007/08</b></li> <li><b>e) Board Succession Training</b></li> </ul>   |   |
| 8.1  | <p>a) Respect Standard for Housing Management – EF explained that there are 6 main strands to the Respect Agenda. EF had compiled information on the Respect Agenda and distributed this to the Panel.</p> <p>b) Performance Management Framework - VS asked Panel if everyone had read and for any comments.</p> <p>c) Tenancy Clarification – RE asked the Panel if they had all received the “Manchester City Council booklet” and noted an error in this. RE explained that MCC remains the Landlord and that Northwards simply manages the homes for the MCC and requested that the leaflet be amended. In respect to Homefinder – EF explained that the wording of the information was to avoid confusion and that she will look at this and feed back.</p> <p>d) Area Panel Work Plan 2007/08 – DR explained that this</p> | <p>EF to check about MCC leaflet</p>        |

| ITEM      | SUBJECT   | ACTION |
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|           | <p>document had previously been circulated. DR said that all the Chairs of the Panel's had agreed the work plan and added that it is always flexible and anything can be added at a later date.</p> <p>e) Board Succession Training – DR explained that in September 2007 it will be the first year that Tenant Board members have to stand down. DR said that open days are being organised over the summer and information will be advertised in the Northwards Natter on how tenants can become a Board Member. The Tenant Board members will be elected by a postal vote of tenants and leaseholders.</p> |        |
| ITEM      | SUBJECT   | ACTION |
| <b>9</b>  | <b>Constitution Review Feedback – (Confidential)</b>  |        |
| 9.1       | Separate Minutes  |        |
| ITEM      | SUBJECT   | ACTION |
| <b>10</b> | <b>Chairs Review Meeting Feedback</b>   |        |
| 10.1      | VS explained that she had attended the meeting and met with the PLSM's Claire Tyrell and Julie Wilson. A meeting is going to be arranged with Anne Duffield who is responsible for allocations. VS also mentioned some of the other items that were discussed at the meeting such as hearing loops and the Constitution. DR advised that the Panel's may be doing a presentation at the Board AGM, A working group has been established to plan the Area Panel AGM's.   |        |
| ITEM      | SUBJECT   | ACTION |
| <b>11</b> | <b>LSM Update</b>   |        |
| 11.1      | RD issued the PLSM update and discussed the report with the Panel. AM mentioned that she did not agree with the vetting system for tenants. EF explained that this has previously been discussed at length and that basically, until someone moves into a property it is difficult to anticipate how they will manage their tenancy. EF informed the Panel that Rob Doyle from ASBAT is now permanently based at Monsall Office.  |        |
| ITEM      | SUBJECT   | ACTION |
| <b>12</b> | <b>Quarterly Tenant Inspection Report</b>   |        |
| 12.1      | VS noted the report and asked for comments  |        |
| ITEM      | SUBJECT   | ACTION |

| ITEM      | SUBJECT   | ACTION  |
|-----------|---|---|
| <b>13</b> | <b>Quarterly Complaints and Praise Reports</b>  |   |
| 13.1      | VS noted the report and asked for comments.   |   |
| 13.2      | RE pointed out an error on Page 36. Paragraph 2 should read December 2007 and not December 2006.  |   |
| ITEM      | SUBJECT   | ACTION  |
| <b>14</b> | <b>Right to Manage Update</b>   |   |
| 14.1      | VS gave a summary of what had been going on with regards to TMO's. EF pointed out that due to negotiations of contracts taking place on the Two Hundred Estate it has taken longer than anticipated.  |   |
| ITEM      | SUBJECT   | ACTION  |
| <b>15</b> | <b>Community Update</b>   |   |
| 15.1      | SM distributed flyers and application forms for the Northwards Community Sponsorship fund. SM explained that Northwards can offer up to £500 to help an activity, event or project that benefits the community.   |   |
| ITEM      | SUBJECT   | ACTION  |
| <b>16</b> | <b>AOB</b>  |   |
|           | <p>a) SHOUT Co-optee attendance – EF asked the Panel if they would agree for another member of SHOUT to attend in SW's absence. EF explained that SW has a health issue which can affect his attendance at the meeting. The Panel agreed this.</p> <p>b) SM asked the Panel if they were in agreement for the future Panels for this year to start at 4.00pm. The Panel agreed.</p> <p>c) DR circulated information on "Improving Fire Safety in North Manchester".</p> <p>d) KH asked PM how much cash is provided for each property for improvements. PM clarified that there are two strands to the works, internal and external. KH explained she wanted to know what she can inform tenants as they approach her asking questions. PM explained that they do not have a particular amount for each property, it is done in a catchment and of what is required.</p> <p>e) BG queried what would happen if a tenant refused to have the work carried out. PM explained that they would need to assess the property and as long as there are no Health and Safety issues then they will omit the property from the scheme. This will be picked up on when the property becomes void and the work will be carried out then.</p> | SM to inform Cath Bates at Cariocca of change |

| ITEM | SUBJECT  | ACTION |
|------|--|--------|
|      | <p>f) IG mentioned that some tenants do not understand the plans and are disappointed when they do not get the same cupboard space in the Kitchen improvements. PM said that tool box talks are given to contractors to explain to the tenant exactly what will happen when the work is carried out. PM added that they are looking into providing a 3D picture of what the works will look like when finished to give the tenants an idea of what they will be provided with.</p> <p>g) DR reminded the Panel about the Equality and Diversity event on 31 May and the Fourways Panel Study Visit on 8<sup>th</sup> June.</p> |        |

| ITEM  | Date and time  | Location                                |
|---|--|---|
| <p><b>Date of Next Meeting</b><br/>(amended from the 20<sup>th</sup> June 2007)</p> | <p><b><u>Wednesday 27<sup>th</sup> June</u></b><br/><b><u>2007 at 4.00pm</u></b></p> | <p><b>Cariocca Community Centre</b></p> |

VS brought the meeting to a close at 5.30pm