

**Wilton Area Panel meeting  
(Cheetham Hill, Crumpsall, Higher Blackley)**

**Minutes of meeting held at 6:30pm Tuesday 20<sup>th</sup> February 2007  
At the Community Room White Moss Local Services Office**

**Chair: Sue Ratchford**

<b>Present:</b>	Sue Ratchford (SR)	Panel Member
	Charles Taggart (CT)	Panel Member (Vice-chair)
	Mark Bainbridge (MaB)	Panel Member
	Jim Burke (JB)	Panel Member
	Anne Heywood (AH)	Panel Member
	Joan Wilson (JW)	Panel Member
	Melanie Beckford (MeB)	Panel Member
	Ken Barnes (KB)	Panel Member and Councillor (Higher Blackley)
	Mike Stevens (MS)	Director of Neighbourhood Services
	Claire Tyrrell (CT)	Principal Local Services Manager
	Sharon McBride (SM)	Northwards, Resident Involvement Officer
	Kenny Bond (KeB)	Northwards, Development
	Craig Cody (CC)	Northwards, Development

ITEM	SUBJECT	ACTION
1	<p><b>Welcome and Introductions</b></p> <p>A full Quorate was in attendance. Introductions were made by everyone.</p>	
2	<p><b>Apologies for Absences</b></p> <p>Apologies received by: Richard Lockwood, Mark Bolshaw, Georgina Muir, Nicola Holmes and Diane Roberts.</p>	
3	<p><b>Declaration of Interests/Confidential Matters</b></p> <p>None.</p>	
4	<p><b>Minutes of Last Meeting</b></p> <p>Minutes from the meeting held on 23<sup>rd</sup> January 2007 agreed.</p>	Agreed

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5	<p><b>Matters Arising</b></p> <p><b>Repairs update</b> - KB raised the issue of relet works and fencing. KB said it was agreed at Board that this issue would be revisited during discussions about the 07/08 budget. MS explained that this has been picked up as part of the budget review process, and this will be fed back to the panel after the next Board meeting.</p> <p>CT informed the panel that Matt Roberts has given a response about the 'owner occupier' roofing issue and read this out. JW expressed her concern that roofs belonging to owner occupiers that are situated in the middle of Northwards properties would get their roofs done but owner occupiers on the end of a terrace would not be included. JW said it would look odd and would not be fair, especially for those owner occupiers that can not afford to pay for the work. CT explained that the reason that Northwards will be carrying out the works to the roofs of owner occupiers between Northwards properties was because it is more cost effective. CT explained that it comes down to money available and they have to make the money stretch for Northwards tenants. MS added that owner occupiers can not generally speaking expect to receive major works, and this is a choice that owner occupiers make when they purchase their homes. MaB asked how many owned properties this would affect. CT replied that the properties have been identified from the start and incorporated into the programme. AH asked if owner occupiers on the end of a terrace could have their roofs done by Northwards if they paid for it. JB said it was possible and an interest free loan is offered to do this.</p> <p><b>7) Repairs update</b> – MS pointed out that the response rates are high – around 20%, which is much higher than the 7/8% which is the industry standard. MS highlighted the Out of Hours Emergency Service and said that Steve Finegan is picking up on this as part of the Performance Management Review. Furthermore, he will be renegotiating the Service Level Agreement with On Call, and this is one of the areas which will be looked at. JW highlighted the case of a tenant that had no hot water over the Christmas period and was told to boil a kettle and that nothing could be done about it until 4<sup>th</sup> January. MaB added that if you have no hot water and heating then it is classed as an emergency but if you have hot water and no heating or no hot water and heating then it is not classed as an emergency. MS said this was something which Tony Budgett would specifically address at the next Panel meeting.</p> <p><b>8) PLSM update</b> – CT explained that the storm damage on fencing amounted to £26,000 in Higher Blackley alone. CT explained that any major Health and Safety issues have been dealt with and we are assessing the repairs needed in the light of the usual criteria. MS commented that the situation has been difficult as this was a one-off event we could not have predicted and was not something for which</p>	TB

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	<p>there is extra funding. Requests arising from storm damage have to be looked at alongside those arising from other causes eg vandalism or wear and tear; and the same criteria apply.</p> <p>Fencing will be discussed in more detail at the next meeting.</p>	
6	<p><b>HIP Environmental Works – Update and Plans for 2007/09</b></p> <p>CC updated on current schemes. Works are scheduled to start before the end of March 2007 and that consultation had been undertaken. MS asked panel to think about ideas for possible environmental improvements for inclusion in the programme for the next two years. These don't need to be firm suggestions – just ideas at this stage (ie no need to tell us the answer – just identify the problem).</p> <p>CC to send out a list of last year's possible schemes not progressed.</p> <p>KB said he has ideas of three schemes in Blackley. 1) Sandyhill Court – a seating area and/or garden outside for residents, 2) parking on Printon Avenue, 3) Northridge Road – off road parking. MaB clarified that panel members could bring ideas to the next meeting. CT added that it is necessary to look at priorities and this will need to be discussed by the panel. CT said that they are looking at two years and about £500,000 to spend on these works.</p>	<p>CC to post out ideas to panel members. SM to provide contact details.</p>
7	<p><b>Major Works Update</b></p> <p>KeB and CC distributed the 'Northwards Housing Asset Management and Procurement Team Status Report'. It was noted that page 2 was missing. KeB also distributed 'Programme of Works'. SR queried the number of properties covered by the Munn Road scheme (195 according to the report). KeB to clarify this.</p> <p>CT explained that miscellaneous properties are "off-estate" properties set amongst private housing.</p> <p>JW queried the planning of the work pointing out that some areas get the kitchens/bathrooms done then have to wait to have windows done, why couldn't the work be finished in one area first. KeB pointed out that this was so that everybody in Northwards area should get something done. MS said that this had been discussed in detail by the Area Panels when drawing up the programme; but this had been before JW had joined the Panel.</p> <p>MaB said he understood that once the works were completed then a satisfaction survey would be sent out, but this has not yet happened. KeB said that this would be looked into.</p>	<p>KeB to send out corrected version and clarify the Munn Road Scheme.</p> <p>KeB</p>

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	<p>JW asked if anyone checks on properties and the works carried out. CT and KeB replied that checks are carried out during the work and before properties are handed over.</p> <p>MaB pointed out that there are some properties he has identified that are being fitted with double gates although they do not have a dropped kerb. MS said this was being looked into. MaB queried if there was a certain criteria set for who gets their door replaced in the works. KeB explained that this is assessed by a surveyor. If the door is beyond repair then it will be replaced but if it is repairable then it will be fixed. MS said that the information in relation to this would be looked at. MS said that more time would be set aside for this item at future meetings.</p> <p>CC distributed the handout for the presentation which explained how to navigate around the Northwards Website on development works area by area. CC demonstrated the new system of inputting postcodes so the specific areas can be identified for scheduled works. He explained that this system will go live by mid-March. Panel members expressed their approval for the new system.</p>	
8	<p><b>PLSM Update</b></p> <p>CT explained that she has been out and about and getting a good idea of where everything is. CT highlighted severe ASB issue in Cheetham Hill at Waterloo Road West. CT will be attending a meeting with the police, fire services and ASBAT to work on the issue. MeB explained about receiving letters from official bodies when assisting in these cases: care needed to be taken as it could get into the wrong hands. JB mentioned Crime Stoppers and that he thought they were very effective. CT said that they will be looking at strategies at the meeting on Thursday.</p>	
9	<p><b>Quarterly Performance Review</b></p> <p>Due to time restrictions this item has been postponed until the next meeting.</p>	
10	<p><b>Complaints Activity</b></p> <p>Due to time restrictions this item has been postponed until the next meeting.</p>	
11	<p><b>Inspection Action Plan</b></p> <p>MS presented a report summarising the Housing Inspectors' findings</p>	

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	<p>and recommendations and the actions being taken to address the issues raised in the report.</p> <p>MS went through some key points on the report. MS said that there were 5 major recommendations and 65 separate actions. MS explained that these actions are now in a plan. MS said that the earliest that the inspectors could return is 6 months although this is unlikely and the next Inspection is more likely to take place some time next year.</p> <p>KeB asked about the actions being taken to reduce the number of emergency repairs and increase the number of planned works. MS said that this was something which Tony Budgett could report back on at the next meeting as part of the repairs update.</p>	TB
12	<p><b>Business Plan Event - Feedback</b></p> <p>MS thanked those that attended the event and said a lot of positive feedback had been received. JW said she enjoyed it and looks forward to the next one being arranged. MeB said she learnt a lot from the event.</p>	
13	<p><b>Any other Business</b></p> <p>None.</p>	
	<p><b>Date of Next Meeting</b></p> <p>The next meeting will be held on Tuesday 20<sup>th</sup> March 2007 at 6.30pm at Cheetham Hill Local Services.</p>	
	<p><b>End of Meeting</b></p> <p>The meeting closed at 8:25pm.</p>	