

**Fourways Area Panel
(Moston and Charlestown)**

**Minutes of Meeting held at 1.30pm, 22nd February 2007
Simpson Memorial Hall**

Chair: John Ward

Present:	John Ward (JW)	Panel Member (Chair)
	Grace Choularton (GC)	Panel Member
	Pam Angelucci (PA)	Panel Member
	John Biggs (JB)	Panel Member
	Peggy Yuill (PY)	Panel Member
	Hazel Entwistle (HE)	Panel Member
	Mavis Harris (MH)	Panel Member
	Francis Carroll (FC)	Panel Member
	Carol Downes (CD)	Panel Member
	Joan Fitzgerald (JF)	(Board Member)
	Cllr Bill Risby (BR)	Councillor for Moston
	Larry Patrick (LP)	Director of Property Services
	Anne Duffield(AD)	Principal Local Services Manager
	Kenny Bond (KB)	Project Development Manager
	Craig Cody (CC)	Project Assistant
	Nicola Holmes(NH)	Resident Involvement Officer

Observers: Charlotte Grant (CG)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions Introductions were made. A full Quorum was in attendance.	
2	Apologies for Absence Apologies given by: Dorothy LeMoignan, Rhonda Finlayson, Diane Roberts, Pauline Fenton	
3	Declaration of Interests/Confidential Matters No declaration of interests were declared.	
4	Minutes of Last Meeting CD was present at the last meeting but was omitted from the attendance list. The minutes of Fourways Area Panel meeting on 18 th January 2007 were approved as a correct record.	Approved

ITEM	SUBJECT	ACTION
5 5.1	Matters Arising <u>Item 7.2</u> now satisfactorily complete.	
6 6.1 6.2 6.3	HIP Environmental Works 6.1 CC explained that every resident affected by the environmental works has been consulted. All work will start by next month. There is only one issue and that is with the kissing gate at Ogmore Walk. The design needs to be changed in order to make it compliant with DFA Act. 6.2 AD added that ideas were being invited for the 2 year plan and also ideas for the local budgets. GC suggested built in foyers for the multi-storey's. JB suggested making up the shortfall of money needed to clear land in Charlestown. 6.3 BR added that in the next few years the fire station will be knocked down and rebuilt on a different site.	JB to forwards plans to AD
7 7.1 7.2 7.3 7.4	Major Works Update 7.1 KB presented Housing Capital programme and explained the start and finish dates. 7.2 KB explained that work has not started in Charlestown yet as the contractors are waiting for an empty property to use for wash facilities etc. A house is due to be vacated in March so work should start shortly after. JB asked when the windows on the Southside of Charlestown are due to start. KB explained it should be 2008/09. 7.3 JB asked about opportunities for young people to get involved. KB explained that some contractors did operate a scheme to recruit local young people. MWL already on the first batch of 12. Training takes place at MANCAT. 7.4 CC gave a presentation on how to operate the searchable database for the Home Improvements works. This will be available shortly on www.northwardshousing.co.uk	
8.	PLSM Report AD presented the report. She explained that there were 48 management voids rather than 3 as stated in the report.	

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8.1	PY asked if the long term void on Langland has now been let. AD explained that it was due to be let last week but would need to clarify.	AD
8.2	JF asked how Northwards knows if there is an illegal occupier in a property. AD explained that often it is the neighbours that provide information. The NSO's generally know what is happening in their patch.	
8.3	JF asked about Clifford Lamb Court. AD explained that the very small bed-sits are now off debit as they are not suitable for habitation. It is possible they will be used for storage. LP added that this approved by the council in around 1993.	
9	Quarterly Performance Review	
9.1	JF mentioned that customer satisfaction levels are affected when people are waiting for phone calls that are not returned. AD explained that this should happen less when the new IT system is up and running as it allows people to keep track of where work is up to and will give reminders. LP added that it will also be a lot easier for managers to keep track of work and reports will be able to be produced on the people phoned back.	
9.2	PY commented that Repairs performance is affected by repairs being 'put in the wrong stream' and appointments not being given when they should be. LP replied that this is now measured – see MHL003. Everyone should get a confirmation letter except emergency or next day repairs.	
10	Complaints Activity AD presented the Complaints Activity Report. LP added that the Manchester Working Customer Services Manager is now in post, Carol Iddon.	
11	Inspection Action Plan LP explained that Northwards are generally already addressing all the issues that were highlighted by the inspectors. This Action Plan is intended to go to every Board Meeting.	
11.1	PY asked about 4 e).	

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	LP explained that it refers to the actual time taken. The actual full report is very complimentary about lettings and does say Northwards has a high letting standard. It is letting the long term voids that pushes this figure up.	
12	<p>Business Plan</p> <p>AD explained that the feedback from the event has been good and that ideas raised will be fed into the Plan and passed on to the Board.</p> <p>JF commented that the game with the bag of money was especially good. Also good to see new faces.</p> <p>PY commented that it was interesting to see how peoples expectations differ.</p>	
13	AOB	
13.1	<p>PY mentioned a problem with young people gathering near the guinnels of 4 bedroom houses.</p> <p>LP suggested PY to bring it up as part of the environmental money.</p>	
13.2	<p>PY thought that the Dam Head estate is in need of handrails where there are steps due to the large number of elderly residents.</p>	AD to pass onto to local manager.
13.3	<p>PY asked if the dangerous steps that lead up to the cottage flats on Dam Head will be renewed under the capital programme.</p>	LP to check.
13.4	<p>JF commented that a communal entrance door has been broken for months at White Moss Road. It appears the part required for repair has only just been ordered when the original problem was reported in October.</p> <p>LP said he would pass it on a treat it as a stage 1 complaint.</p>	LP
13.5	<p>GC explained how she is feeling angry about the lack of consultation with local residents about various happenings. Eg. The new bus shelter.</p> <p>BR said this is the type of complaint to bring to your Local Councillor.</p> <p>JB said it should be brought up at the Ward Co-ordinators meetings. JF said she would do so.</p>	JF
13.6	<p>JW asked if Northwards has a special fund set aside in anticipation of damage caused by strong winds in the future.</p> <p>LP explained that Northwards is still part of MCC's emergency fund. The real issue with the strong winds is the delay it has caused to the roofing repairs, as we order large amount of roofing repairs in a very short period.</p> <p>Fencing is not covered by the emergency fund. Money for fencing has always been operated on a very strict budget.</p>	

ITEM	SUBJECT	ACTION
1.	<p>Date of next meeting</p> <p>The next meeting is at White Moss Road on Thursday 22nd March 2007 at 13:30.</p>	
2.	<p>End of Meeting</p> <p>The meeting closed at 3:50pm</p>	