

Northwards Housing Panel Meeting Minutes

Panel: Riverways

Date: 17th January 2007

Time: 6.30pm

Venue: Monsall Street Housing Office

Chair: Vera Salvatore

Vice Chair: Raymond Eaton

Present:

Vera Salvatore (VS)	Panel Member
Alice Needham (AN)	Panel Member
Pat Glazebrook (PG)	Panel Member
Sue Abbott (SA)	Panel Member
Barbara Grey (BG)	Panel Member
June Hitchen	Panel Member
Marlene Garnett (MG)	Panel Member
Raymond Eaton (RE)	Panel Member
Ivy Graham (IG)	Panel Member
Anne McBride (AM)	Panel Member
Michelle Blakeley (MB)	Board Member
Mike Stevens (MS)	Director of Neighbourhood Services
Brendan Todhunter	Surveying Services
David Heys	Technical Services Manager
Sharon McBride (SM)	Resident Involvement Officer

Apologies:

Paul Fairweather	Panel Member
Mick Loughman (ML)	Panel Member
Kath Hope	Panel Member
Diane Roberts	Governance Officer

Start of meeting: 6.30pm

ITEM	SUBJECT	ACTION
1	Welcome and introductions	
1.1	Chair welcomed all attendees to meeting. Meeting was quorate.	
2	Apologies for Absences	
2.1	Councillor Paul Fairweather, Councillor Mick Loughman, Kath Hope and Diane Roberts sent their apologies.	

ITEM	SUBJECT	ACTION
3	Declaration of Interests/Confidential Matters	
3.1	None	
4	Minutes of last meeting a) 29 th November 2006 b) 29 th November 2006 (Confidential) c) Notes of 29 th November (Confidential)	
4.1	RE corrected that he had said, “Why we need to change the constitution” and not “Why we need a constitution”.	
4.2	RE also pointed out that he had heard that a ‘comfort room with washing facilities’ is going to be provided although not on the street. RE informed everyone that this is what the TA’s had been told.	
4.3	Subject to 4.1 the minutes were agreed.	Agreed
5	Matters Arising	
5.1	None	
6	Repairs Update 6.1 BT circulated the latest performance report. BT explained that he has taken over from Danny Whitelock. BT commented that generally speaking the figures are positive. 6.2 BT said that a dedicated telephone line for authorisation on variations has been introduced and this has reduced variation work coming through by 5%. 6.3 BT explained that they are also instigating measures to assist in the assessment of completed work and hopes to see more improvements in their delivery. 6.4 BT asked the Panel for their comments on the report. BT pointed out that he would not be able to comment on individual repairs. RE highlighted one of the results on void properties (REF: 085). BT explained that voids are a big cost and this is an area where we are always looking to tighten up. RE suggested carrying out inspections as the tenants are moving out. BT said that this was something we did whenever possible; but sometimes properties are abandoned.	

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6.5	AM raised the problems she had experienced in relation to her immersion heater. BT explained the fault and that it wasn't straightforward but this is still under investigation. MG added that sometimes contractors don't have the correct parts for boilers. BT confirmed that they have been in touch with the manufacturer to arrange to resolve the specific problem to which MG referred.	
7	HIP Environmental Works Update Plans for 2007/09	
7.1	DH reported that there are currently 3 schemes in progress and issued details of the "Riverways Area Panel Environmental Scheme Update 17/01/07. Skilgate Walk will start on site on 05/02/07. Jolly Miller Estate will start on 29/01/07 with the planned completion date being 17/08/07. The work on Smithfield will start on 19/03/07 and is planned to be completed by the end of March.	
7.2	PG explained that she had not been consulted. AM raised the issue of when would improvements be made to the Winston Road Estate. DH explained that Winston Road is not in the current programme but would be covered within the overall programme. DH added that he will be attending the next meeting and will be discussing ideas for new schemes for a two year programme.	
7.3	Future proposals were discussed and MS explained that at the next meeting there will be a report back on Newton Heath schemes. VS wanted clarification on details of the scheme on Daisybank. DH will be in consultation prior to the next meeting and will report back then.	
7.4	The issue of land on Monsall Estate was raised. MS explained that there are discussions taking place with the Council about the future of this site.	
7.5	JH added new information that she had received that works are planned for Orford Road and Dorking Road. JH said some may not come through until the next financial year. MS anticipates that Paul Maidment will come back with further details about this.	
7.6	AN asked when the improvement works are planned for Ancoats. MS explained that a database will be up and running shortly giving details of planned work. DH reported that he would report back on the programme in more detail at the next meeting.	
8	PLSM Update	
8.1	RD distributed the update. RD firstly discussed the findings of ASB activity. RE commented that he had heard that the ASBAT Officer	

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8.2	<p>is no longer at Harpurhey Police station. MS explained that this is funded by money from government and that this is currently the subject of discussions with the Council. RE wanted to know what has happened to the leaflets that used to be sent out regarding ASBO's. RD explained that there are sometimes problems in relation to criminal proceedings so this is the reason why the leaflets can not be sent out. RE asked about what happens when an ASBO expires and would an extension be applied for. RE said he would discuss this with RD later.</p> <p>RD moved on to discussing voids. AM raised the issue of Homefinder and wanted to know when a property becomes void when does it go onto the Homefinder. RD replied that this is usually a couple of days. VS highlighted that there are some people who are not aware of the Homefinder system. MS said that this is recognised as an issue and is being considered as part of the Allocation Review currently being carried out.</p>	
8.3	RD completed his report by explaining the Voids Summary.	
9	Customer Satisfaction Survey	
9.1	The results of the Customer Satisfaction Survey were discussed. MS said that no survey is exactly representative of the whole community. MS said however, there had been a high response and the results were interesting. MS said that an action plan has been drawn up – this was circulated and discussed.	
9.2	RE was concerned if this would affect funding of these particular groups. MS replied that it wouldn't be affected.	
9.3	MB asked when would the results of the 2006 Status Survey be issued (Page 6 of the Action Plan). MS said he still had to obtain this and will update when this is done.	
9.4	MS explained that the Status Survey is a legal requirement on the Council.	
9.5	VS highlighted the findings of the 77% of tenants would not consider paying rent by direct debit. VS thought that this was because tenants believe that this will affect their free week of rent at Christmas. MS affirmed that this would not affect the free week rent and suggested that this should be reflected in future publicity.	
9.6	RE asked about the follow-up ASB survey. MS said that this was currently being prepared. He added that the methodology needed to be carefully considered.	

ITEM	SUBJECT	ACTION
10	<p data-bbox="325 232 868 266">Tenant Inspection Quarter 2 Report</p> <p data-bbox="325 309 1235 562">10.1 MS asked the Panel if they had any questions about the Tenant Inspection scheme. MS explained the benefits of the scheme highlighting that it gives Northwards instant feedback and immediate scrutiny on housing issues. MS explained that recommendations are carried out as a result of the Tenant Inspection scheme. RD explained the details of the Tenant Inspector Scheme to the Panel.</p> <p data-bbox="325 600 1246 707">10.2 JH asked if there had been any inspections that had been failed. RDB answered that the properties inspected are ready to let and usually only minor problems have been identified.</p>	
11	<p data-bbox="325 786 608 819">Inspection Update</p> <p data-bbox="325 862 1273 1256">11.1 A letter from Robin Lawler was distributed to the Panel. MS explained that this letter will be going to the Panels and TRGs today. MS went through the letter and explained that it means that Northwards can go ahead with planned improvement works. In addition to this, the results will be going on to the Audit Commission website and Northwards website from midnight tonight. From this, an action plan will be produced and this will be made available to the Panel. MS said that 2 stars was a good result and that if Northwards carries out the recommendations from the inspection we should be optimistic about obtaining 3 stars in the future.</p>	
12	<p data-bbox="325 1339 970 1373">Constitution Review Update (Confidential)</p> <p data-bbox="325 1413 687 1447">12.1 See confidential minutes</p>	
13	<p data-bbox="325 1523 1054 1671">Any Other Business Study Visit; Business Plan; Riverways – Membership of Framework Groups</p> <p data-bbox="325 1711 1209 1778">13.1 MS said the Study Visit has taken place and one will be taking place for Fourways soon.</p> <p data-bbox="325 1818 1225 1928">13.2 VS asked if everyone was aware of the Business Plan event. A meeting is being held on 10/02/07 from 10.30 – 12.30 at the Waterloo Centre, Cheetham Hill, followed by lunch.</p> <p data-bbox="325 1968 1230 2036">13.3 VS asked about the Riverways membership. MS explained that they are looking for volunteers from Riverways to serve on the</p>	

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13.4	<p>“Customer Care Group of Impact Manchester. Impact Manchester is the name of the framework that delivers decent homes. RE said he would be interested in participating in this.</p> <p>JH said that it is expected that the issue with the TA computers should be resolved by next week.</p>	
13.5	<p>JH highlighted that on the area panels there are some members that do not have access to a computer and that a computer is needed to be able to communicate effectively. JH said that this has been brought up 3 times but still has not been resolved. RE said that Alan Appleby has spoken to Steve Finegan about this. MS asked for clarification as to what the issue is: anyone on an area panel that is not part of a TRG should have a computer and email access if they want one. JH said it is not fair that members should have to pay for computers. MS said he will take this away and discuss with colleagues.</p>	MS
13.6	<p>MB raised the issue of Internet and said that this incurs telephone charges and some financial support should be considered. MS said that this needs some thought. MS explained that there is an existing arrangement in place with TA’s. JH said that “eastserve” are doing a deal for Broadband for £5.00 a month, based at Beswick.</p>	
13.7	<p>MS suggested that a proper discussion is arranged about the times of the panel meetings, and will be revisited at the next meeting.</p>	
13.8	<p>IG will require large print minutes.</p>	SM

ITEM	Date and time	Location
Date of Next Meeting	Wednesday 21st February 2007 at 6.30pm	TBA

VS brought the meeting to a close at 8.20pm