

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

**Minutes of meeting held at 6:30pm Tuesday 20th March 2007
At the Community Room Cheetham Hill Local Services Office**

Chair: Sue Ratchford

Present:	Sue Ratchford (SR)	Panel Member (Chair)
	Charles Taggart (CT)	Panel Member (Vice-chair)
	Mark Bainbridge (MaB)	Panel Member
	Mike Bolshaw (MiB)	Panel Member
	Jim Burke (JB)	Panel Member
	Anne Heywood (AH)	Panel Member
	Joan Wilson (JW)	Panel Member
	Georgina Muir (GM)	Panel Member
	Ken Barnes (KB)	Panel Member and Councillor (Higher Blackley)
	Mike Stevens (MS)	Director of Neighbourhood Services
	Claire Tyrrell (CMT)	Principal Local Services Manager
	Nicola Holmes (NH)	Northwards, Resident Involvement Officer
	Sue Sanderson (SS)	Northwards, Repairs
	Brendan Todhunter (BT)	Northwards, Surveying
	Larry Patrick (LP)	Director of Property Services

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions</p> <p>A full Quorate was in attendance. Introductions were made by everyone.</p>	
2	<p>Apologies for Absences</p> <p>Apologies received by: Richard Lockwood, Melanie Beckford, Diane Roberts.</p>	
3	<p>Declaration of Interests/Confidential Matters</p> <p>Item 12 declared as confidential item but with no observers present this would not affect the meeting.</p>	
4	<p>Minutes of Last Meeting</p> <p>The last minutes mistakenly said Mark Bolshaw rather than Mike</p>	Agreed

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	<p>Bolshaw. It was agreed that Claire Tyrell would be shown as CMT and Charles Taggart as CT in future minutes. KB commented that it was highlighted under Item 6 that all last years environmental money went to Cheetham.</p> <p>Minutes from 20th March 2007 agreed.</p>	Agreed
<p>5</p> <p>5.1</p> <p>5.2</p>	<p>Matters Arising</p> <p>MaB expressed thanks for the recent walkabout on the Pike estates. CMT added that she was still awaiting details on the dropped kerb/no gate issue. Other issues identified on the walkabout have been reported as defects. The key is in applying the brief consistently.</p> <p>JB asked why the whole of Heathbank road did not receive improvements at the same time CMT advised that schemes are limited in size and the start and end points are agreed.</p>	CMT
<p>6</p>	<p>Items carried over from last meeting</p> <p>a) Quarterly Performance Review b) Complaints Activity</p> <p>No issues were raised.</p>	
<p>7</p> <p>7.1</p> <p>7.2</p> <p>7.3</p>	<p>Repairs issues</p> <p>SS asked the Panel if they had any questions on the criteria for an emergency repair.</p> <p>AH asked at what age someone is classed as elderly. Retirement age differs between people especially between male and female. SS replied that there are various ways to interpret elderly and that she was interested to know what the Panel think. Oncall does not ask for ages when someone rings up but rather they try to get an understanding of the individual situation. KB commented that he found the words 'vulnerable' and 'elderly' appropriate.</p> <p>MaB highlighted that the phrase 'no heat or hot water' is misleading. It could read like it means 'either or' but it actually means both. He advised that it should be changed on the website to avoid confusion.</p> <p>JW thought that the response time for an emergency repair was not short enough. LP explained that a 3 hour response time is very good and that it does</p>	<p>SS to look into changing wording</p>

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	<p>cost to provide it. The legal requirement is 24 hours in winter. JW commented that 3 hours is good but the issue is whether Oncall listen to individual circumstances.</p> <p>GM added that she has experienced problems with the wrong contractor being sent for a job and that the IT system used by Oncall to report repairs could need looking at as she was told 'there was no box to tick' for a particular repair.</p> <p>SS explained that she would take the issues away and discuss with the Oncall manager.</p> <p>SS asked for feedback on planned repairs</p>	
7.4	<p>MB asked how many of the surveyors are actually qualified surveyors. LP explained that almost all surveyors have a technical qualification. MB suggested this be publicised perhaps in the newsletter.</p>	
7.5	<p><u>Void properties</u></p> <p>LP explained about carrying out works (Decent Homes Standards) in void properties. LP said that if a kitchen or bathroom is in need of replacement and the property is due to have Decent Homes Work carried out in the next 12 months the work will be carried out to Decent Homes Standards funded by the Capital Programme. However, if the work is due after this time a lower specification replacement is currently installed. When the property has Decent Homes Work carried out this replacement will be removed and replaced with Decent Homes Standard plus components. The Panel agreed that this is wasteful and that one-off void properties identified as needing replacement of a major capital improvement element can be carried out in accordance with the full Decent Homes plus specification funded by the Capital Programme.</p>	<p>LP to forward details to Lou Mitchel</p>
7.6	<p>JW asked if Northwards has a gutter maintenance programme. LP explained that MCC twice tried to implement a programme but were met with problems. It is LP's intention to talk to Bolton about their programme before going ahead with one for Northwards.</p>	<p>Agreed</p>
7.7	<p>GM asked who was responsible for wasps nests. MS explained that Northwards is currently negotiating a Service Level Agreement with Pest Control. However it is mostly the tenants responsibility but in certain circumstances Northwards might pay for removal.</p>	
8	<p>Business Plan</p> <p>MS explained the plan has been agreed by the Board. Ideas from the event at the waterloo centre have been incorporated. A summary will go to everyone who attended the event and the full copy is on the website or available on request.</p>	

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<p>9</p> <p>9.1</p> <p>9.2</p>	<p>Environmental Works</p> <p>Provisional Budget MS and CMT presented the Local services Provisional budget 2007/08</p> <p>MiB asked if the crime and disorder budget is for preventative measures or as a result of. CT explained it was for preventative measures MaB noted that relet security costs should come down if void turnaround times are reduced. CMT added that steel is not used on void properties unless really necessary.</p> <p><i>MaB suggested a scheme for the Wilton Panel environmental money – parking on Weldon Avenue.</i></p> <p>KB asked if money to pay for fencing damaged in the storm has to be found from this budget. MS replied that yes it does. KB asked if Northwards will be getting extra money from MCC due to the increase in rents. MS explained that Northwards will actually be getting less money from MCC overall this year due to MCC receiving less from the government. Northwards has been asked to make savings of 2.2% (£1/2 million)</p> <p>CMT asked the Panel to submit ideas for the local budget. Time will be set aside in the April meeting to discuss.</p> <p>Void Fencing MS explained that the Board agreed to review the policy. Comments are invited and will be taken back to the sub-committee. The decision will have to be made in conjunction with the other Area Panels. KB suggested trimming some money from the local budget – ie decorating or concessionary gardening. CMT advised that both Concessionary gardening and concessionary decorating budgets were being reviewed this year.</p>	<p>ALL</p>
<p>10</p> <p>10.1</p>	<p>PLSM Update</p> <p>ASB 3 cases pending at court 12 cases with the ASBAT team</p> <p>Staffing -Jo Tilley had a baby boy on valentines day</p> <p>Cheetham was recently awarded the best reception award by Manchester Residents association</p>	

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10.2 10.3	<p>During the first week in April a review of the void process will be conducted</p> <p>MS added that Hendam Vale in Collyhurst PFI will shortly be taking a vote on whether to become part of Northwards.</p> <p>MiB queried whether action was taken against elderly perpetrators of ASB CMT advised that action was taken in the same way as other cases. CMT added that Northwards is reviewing the way it performance manages nuisance cases and is looking at having a 8 week limit on diary sheets. MS added that Northwards is signing up to the Governments Respect Agenda.</p>	
11	<p>Work Programme 2007 – 2008</p> <p>The search facility for each individual property is now up and running on Northwards website.</p>	
12	<p>Constitution Review Update (Confidential)</p>	
13 13.1 13.2 13.3	<p>Any other Business</p> <p>AH asked if the Panel members would like to visit the repair depots. MS said this could be arranged.</p> <p>JW reported that she was still waiting for Kenny Bond to call her regarding the brick on the outside of her building. CMT said he would look into it.</p> <p>MiB asked how to put forwards ideas for the agenda. SR replied that he could either contact her or NH.</p>	<p>MS/NH</p> <p>CMT</p>
	<p>Date of Next Meeting</p> <p>The next meeting will be held on Tuesday 17th April 2007 at 6.30pm at White Moss Road Local Services.</p>	
	<p>End of Meeting</p> <p>The meeting closed at 9:00pm</p>	