

## Northwards Housing Panel Meeting Minutes

### Panel: Riverways

**Date: 21<sup>st</sup> March 2007**

**Time: 6.30pm**

**Venue: Carrioca Community Centre**

**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
Marlene Garnett (MG)	Panel Member
Anne McBride (AM)	Panel Member
Ivy Graham	Panel Member
Larry Patrick	Director of Property Services
David Heys (DH)	Technical Services Manager
Emma Foster	Principal Local Services Manager
Rob Doherty (RD)	Local Services Manager Monsall St
Diane Roberts	Governance Officer
Sharon McBride (SM)	Resident Involvement Officer (minutes)

Start of meeting: 6.30pm

ITEM	SUBJECT	ACTION
<b>1</b>	<b>Welcome and introductions</b>	
1.1	Chair welcomed all attendees to meeting. Meeting was quorate.	
<b>2</b>	<b>Apologies for Absences</b>	
2.1	Michelle Blakeley, Councillor June Hitchen, Ray Eaton, Kath Hope and Mike Stevens sent their apologies	
<b>3</b>	<b>Declaration of Interests/Confidential Matters</b>	
3.1	No declarations of interest were declared. Item 11 – Constitution Review Update is a confidential item.	

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4	<p><b>Minutes of last meeting</b></p> <p>4.1 The minutes of Riverways Area Panel meeting on 27<sup>th</sup> February 2007 were approved as a correct record</p> <p>Approved</p>	
5	<p><b>Matters Arising</b></p> <p>5.1 None</p>	
6	<p><b>Items carried over from last meeting</b></p> <p>a) Complaints Activity b) Inspection Action Plan</p> <p>6.1 VS asked for any comments regarding the complaints activity and Inspection Action Plan. No comments were given.</p>	
7	<p><b>Business Plan 2007 - 2012</b></p> <p>7.1 VS asked what was the Business Plan agenda item. LP explained that everyone from all the Panels will receive a summary of the Business Plan report as well as all who attended the Business Planning event held on 10<sup>th</sup> February 2007 at the Waterloo Centre in Cheetham. LP explained that a full copy of the report is available on the Northwards Website and is available by request.</p>	
8	<p><b>Environmental Works</b></p> <p>8.1 DH circulated the Riverways Area Panel Environmental Scheme update. The report was organised in three parts, 1) updates on agreed environmental schemes, 2) Environmental scheme budgets, 3) Proposals for future environmental schemes.</p> <p>8.2</p> <p>1a) Skilgate Walk – DH said that progress has been made and work is scheduled to start on 26<sup>th</sup> March 2007.</p> <p>1b) Jolly Miller – DH informed the panel that the pre-contract meetings and consultation are complete. EF added that the work has already made a huge, positive impact.</p> <p>1c) Smithfield Estate Car Barrier – VS asked if Tenants have agreed to the type of barrier. DH said the type of barrier has been agreed and that this just needs to be finalised with the Contractors.</p>	

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	<p>1d) Moston Pub Estate Children's Play area – EF explained that she is due to attend a meeting on 26/03/07 with Groundwork. Furthermore, there will be consultation to identify the best solutions to the play area. Consideration will be given to maintenance of the play area and the best way to design the area. EF said they will be in discussions with tenants and the landlord of the pub. EF added that after the meeting they should be in a better position to know which will be the way forward.</p> <p>1e) Moston Pub Estate – Landscaping to cottage flats. The works are to be included in the 2007/08 capital programme.</p>	
8.3	<p>2a) DH went through the budget of the Environmental scheme, explaining how the £250,000 budget provision for 2006/07 has been spent. A remainder of £7,000 was left and this has been added to the budget for 2007/08. VS questioned the figures in the table. DH explained that the figures reduce for each scheme.</p>	
8.4	<p>2b) DH continued by explaining the Estimated budget for 2007/08 and pointed out that £70,000 pay back for the Jolly Miller was added on to this budget. This in addition to the remainder of £7,000 from the 2006/07 budget gives a grand total of £327,000 budget for 2007/08. DH explained that there are 3 proposed schemes for 2007/08 (Daisy Bank, Amos Ave and Assheton and Delaford) which comes to a total of £98,000 leaving a total remaining budget of £229,000 for 2007/08.</p>	
8.5	<p>3a) DH discussed the three proposals (Daisy Bank Boundary, Amos Ave Boundary and Assheton Road defensible space). VS had brought a letter regarding the proposals for the Amos Ave boundary that a tenant had received. VS pointed out that the same wire as before or wooden fencing has been proposed and not the galvanised steel that was discussed at the previous panel meeting. VS added that to use the wire or wooden fencing would not be appropriate as it is not robust enough for its purpose and will probably be vandalised. The Panel agreed that an 8 foot high difficult to climb fence should be erected. LP said that this was clearly an issue that will need to be taken back to this panel, furthermore he pointed out that if people want to get through a fence, they will, it's about how <u>difficult</u> we make it for them. VS said that we must do what we can to make these people feel safe and secure. LP added that it is necessary to make it difficult for people to get in, but make it easy for Northwards to repair.</p>	DH/PM
8.6	<p>EF informed the panel that a bid for the environmental works for Shiredale has been submitted. EF will investigate this further and report back to the next meeting. She asked for suggestions for other environmental schemes and hopes to come back next month with ideas.</p>	EF

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<p><b>9</b></p> <p>9.1</p> <p>9.2</p> <p>9.3</p>	<p><b>PLSM Update</b></p> <p>RD issued the Local Services Manager Update. RD apologised that there were no reports for Voids as this was due to teething problems with the introduction of the new “Civica” system. EF explained that the procedures are still being carried out for voids.</p> <p>MG enquired about a Northwards void property in her area. RD said he will follow this up.</p> <p>RD continued by explaining the Anti Social Behaviour cases set out in the report. VS highlighted problems of anti social behaviour that had been taking place around the Scotland Hall Road/Briscoe Lane area and requested that extra warden patrols take place at about 6pm within this area. VS expressed her concern at just how bad the problem had become and felt these problems were escalating and that something needs to be done about it. EF said that she will speak to Inspector McFarlane to arrange extra patrols. Discussions pursued about anti social behaviour and EF advised that complainants should pass on the details of each individual case to RD in order to identify the perpetrators and that this could be done in confidence. MG expressed her concern that some tenants are too frightened to come forward as they think they will be targeted. EF assured MG that details are dealt with in confidence and that it is essential that people to come forward so that Northwards can deal with each case appropriately and with evidence. EF added that it would also be worth looking at other strategies such as leaflet drops informing tenants and residents that they can come forward in confidence to report anti social behaviour.</p>	
<p><b>10</b></p> <p>10.1</p> <p>10.2</p> <p>10.3</p>	<p><b>Work Programme 2007 - 2008</b></p> <p>DH distributed the Capita Works Work Programme 2007 – 2008. VS suggested that the panel read and study at home and bring back any comments.</p> <p>DH pointed out that Winston Road was in the plan</p> <p>MG mentioned that Paul Maidment had indicated that all boilers will be getting changed to combis.. LP stated that not all boilers will be replaced and that 6,500 out of 12,000 boilers in properties will be replaced. LP explained gas regulations have been introduced and that those boilers that need replacing will almost all be replaced with combis. The new gas regulations mean you must use a combi unless there is an agreed good reason not to. LP added that it would be a waste of money to replace boilers that are</p>	

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10.4	in good working condition.	
10.4	DR explained that this agenda item was actually to discuss the Area Panel Work Plan	
10.5	DR distributed the Area Panel Work Plan 2007/2008. DR explained that Northwards has drafted the plan and that comments are welcomed from the Panel.	
10.6	DR pointed out Northwards are starting work on the Northwards AGM now . DR added that she would like to go through this in more depth with the Panel Chairs.	
10.7	DR highlighted that one major change is the “Community Update”. DR asked the Panel if they agreed that this is a good idea. VS replied that it is important to find out what tenants think.	
10.8	DR said that she did not intend to overload the panel with information and suggested that the panel members take the plan away to have a look at and prioritise what is important to the panel. DR said that she would then develop a programme tailored to what the panel want.	
11	<p><b>Constitution Review Update (Confidential)</b></p> <p>(Separate Minutes)</p>	
12	<p><b>Any Other Business</b></p> <p>12.1 Waites Contractors – IG highlighted that Waites/Kevin Smith had given out an itinerary of how the Decent Homes works would be carried out (Troydale). VS read out the schedule of the works. IG had received a report from a tenant that was unhappy that the work carried out in their property had not been carried out according to the schedule. IG went on to explain the problems the tenant had faced with the works carried out. LP explained that he would discuss this separately with IG and that if the job has not been done properly then it must be investigated.</p> <p>12.2</p> <p>12.3 IG also mentioned that she had heard that eventually all properties will have both a new kitchen and bathroom. LP clarified that the promise and all information has been consistent and was about tenant choice between kitchen or bathroom not both. The work is carried out in two phases – internal and external. LP said she had been misinformed that properties would be receiving both, the choice is kitchen <b>or</b> bathroom.</p>	

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12.4	VS mentioned that she had heard a rumour that properties would be getting new doors as part of the Decent Homes Standards. LP clarified that UPVC double glazed doors would be fitted to properties if they <u>needed</u> replacing due to the door not being fit for purpose. LP explained that it would be a waste of money to replace all doors if the doors are in good, working condition.	
12.5	VS mentioned Lancaster Court and that she was aware that tenants are delighted with their new kitchens/bathrooms fitted by Wates. VS queried how long would tenants be without water when the works are being carried out. LP replied that water is re-connected every night and that no property would be left without water. MG added that the workmen at Assheton Road have been fantastic and Lyn Tetlow the Tenant Liaison Officer has been very supportive.	
12.6	AM stated that she is aware of noise complaints in her neighbourhood due to the thin walls in properties. AM queried would there be any money in the budget for soundproofing. LP answered that unless there is any extra money in the budget then the answer is no at this moment.	
12.7	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.	
12.8	EF said the Rehousing Policy is currently under review and explained that there is no guarantee that tenants won't breach their tenancy agreement. EF explained about the checks that are carried out, such as 2 references and establishing whether an ASBO has been served on the applicant previously. LP mentioned that that they also check the re-housing exceptions list. EF also highlighted that they can speak to GMP or add specific additional tenancy clauses but they would have to have a specific reason to do this.	
12.9	MG brought up the issue of panel members having computers and that this had been mentioned some weeks back but no answer has yet been give. SM said she will take this back and come back with	SM to come back with answer about

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12.10	<p>an answer at the next Panel Meeting.</p> <p>SM explained about the Void Process Review and said that Northwards are looking for 2 volunteers from each area panel to be involved in a focus group to look at the way Voids are processed with a view to improve the system. LP further explained the Void Process Review. VS and AM volunteered. MG said she would also be interested should anyone drop out.</p>	computers
12.11	<p>Time of Future Meetings – The Panel had raised the timing of meetings earlier in the Winter. This was discussed and it was agreed to move the next meeting to 4pm as a trial.</p>	<p>SM to phone Kath Bates at Cariocca to confirm change of time of meeting to 4pm on 18/04/2007</p>

ITEM	Date and time	Location
Date of Next Meeting	Wednesday 18 <sup>th</sup> April 2007 at 4.00pm	Cariocca Community Centre

VS brought the meeting to a close at 8.20pm