

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

**Minutes of Meeting held on 19 July 2007
at 1. 30pm,
White Moss Road Local Services Office**

Chair: John Ward

Present:	John Ward (JW)	Panel Member (Chair)
	Grace Choularton (GC)	Panel Member
	Pam Angelucci (PA)	Panel Member
	Mavis Harris (MH)	Panel Member
	Carol Downes (CD)	Panel Member
	Dorothy LeMoignan (DM)	Panel Member
	Frances Carroll (FC)	Panel Member
	John Biggs (JB)	Panel Member (Vice Chair)
	Peggy Yuill (PY)	Panel Member
	Joan Fitzgerald (JF)	Board Member
	Larry Patrick (LP)	Director of Property Services
	Michael Hutton (MHu)	Deputy Local Services Manager
	Paul Maidment (PM)	Asset and Procurement Manager
	Rhonda Finlayson (RF)	Resident Involvement Officer

Observers: Anne Ash (AA) and Charlotte Grant (CG)

ITEM	SUBJECT	ACTION
1	<u>Welcome and Introductions</u> Chair welcomed all attendees and Michael Hutton to the meeting. A Quorum was in attendance.	
2	Apologies for Absence Apologies were received from: Councillor Basil Curley, Hazel Entwistle and Julie Wilson .	
3 3.1	Declaration of Interests/Confidential Matters None were declared under this item.	
4a	Minutes of the Last Meeting a) 21 June 2007 The minutes subject to the following amendments were approved: John Biggs and Frances Carroll's names were missed from the attendees list. They were at the meeting. Charlotte Grant and Ann Ash's names were listed twice. They are both Observers.	Approved

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<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p> <p>5.6</p> <p>5.7</p> <p>5.8</p>	<p>Matters Arising</p> <p>Page 4 - Item 6.4 – GC queried that the gardens referred to in this item are for Cartmel Court and Somerton Court. AA and CG confirmed this.</p> <p>Page 4 - Item 6.5 – PY asked for an explanation of Wimpey No Fines Homes referred to. PM explained that Wimpey No Fines homes are properties managed by Northwards. A system built construction, with a pebble dash external finish. Walls are solid concrete so cannot be cavity filled, and are prone to heat loss. There are such properties in several North Manchester estates.</p> <p>Page 5 - Item 6.7 – LP has spoken to Brian Sexton, MCC, who confirmed a promise was made for a garden. This garden was for Deepdale Court alone, to compensate tenants for disruption. CG and AA advised they have letters about Cartmel and Somerton Court . They will bring the letters to the next panel meeting.</p> <p>Page 5 – Item 6.8 – GC asked about the stated discussion on Legendary Homes. RF explained it had been a general discussion by members about the possibility of the elderly resource centre services, now provided in the Broadmoss Centre, being relocated elsewhere.</p> <p>Page 5 - Item 6.9 – GC queried this item. She advised railings have already been erected around the multi storey car parks on the estate.</p> <p>Page 5 – Item 6.10 – GC queried this item as she said it had been agreed at the last meeting.</p> <p>Page 5 – Item 9.2 – GC queried the accuracy of this item. PM advised the statement at that date was correct,. Northwards had wanted to put an extra Pay Point contract on Charlestown Road. Owing to a prior financial discrepancy, a decision has been made to discontinue with these plans.</p> <p>Page 50 – Item 5 -- Items for Information Minutes of Other Panel Meetings/ Wilton Panel/ Matters Arising Item 14.1 – Members discussed the 7 mobile phones available to TA’s and proposal for laptops for TA’s . all were opposed to the proposal, and stated better use can be made of Northwards funds. RF advised a Guidance Note for mobile phone use for TA’s will be written, and there will probably be a £5/£10 cap on the monthly pre-payment top ups.</p>	<p>CG/AA</p>
<p>6</p> <p>6.1</p>	<p>Major Works – Quarterly Update</p> <p>Page 15 – Item 3, 3.3 – PM was covering for David Heys. A Project Status Report, was circulated giving details Improvement works written on 15th June. PM presented an overview of Moston and Charlestown schemes, finance available, progress of contractors in keeping to timetables, their work performance plus the current levels of customer satisfaction. Members raised several points as follows:</p>	

ITEM	SUBJECT	ACTION
6.2	JB asked PM about the article in mid July's North Manchester's Advertiser. It complained about the length of time taken by Contractors working on the kitchens. PM advised all 77 residents have had a visit. Some properties have been finished and Northwards has since spoken to residents.	
6.3	PM advised a coffee morning was held on 1 st July. Out of the 77 properties, 2 properties had gone to the Advertiser. Northwards has admitted the Contractor should not have been in the property as long as they were.	
6.4	PM advised Northwards have written to tenants to allay their fears, and will hold coffee mornings before further work starts to address any further concerns tenants may have.	
6.5	JF queried if contact had been made with tenants prior to the work taking place. PM assured members this had been done.	
6.6	PY asked if Northwards is going to continue to monitor this. PM advised Northwards wants to learn all its lessons. In a team meeting it was agreed with staff that adverse situations are to be an exception not the rule.	
6.7	Clifford Lamb Court Project 32156 - PM advised Northwards took the opportunity to carry out remedial works, re-roofing and concrete repairs in the block. An extension has been granted to fit new kitchens in vacant top floor flats that had suffered rainwater damage.	
6.8	Dam Head – White Moss Project 32152 - PM advised there are issues with youths using the scaffolding, this is being dealt with through liaison with JWi and GMP. No further Tenant Satisfaction questionnaires have been received from Manchester Working.	
6.9	PY asked if the Tenant Satisfaction Surveys were sent out. PM confirmed they were not sent out. New Tenant Liaison Officers have been appointed so this is to be addressed.	
6.10	Dam Head – Haverfield Road Project 32153 - PM advised that in May the customer satisfaction level was 9.5. MH advised she had not received a questionnaire. LP asked if MH has been signed off. PM advised it is a TLO issue why no questionnaires were sent out. Northwards wants to know what the poor score achieved on customer satisfaction is a reflection of.	
6.11	Dam Head – Crosslee Project 32154 - PM advised customer satisfaction on the returned questionnaires in April was 9.8. Nil in May.	
6.12	JW confirmed having attended the Open Day for Broadway Baths estate on Monday 16 th July and Tuesday 17 th July. 90 people attended the first day and 60 people attended the second day. Tenants have complained about the quality of choice of the ceramic wall tiles. PM explained there were nine choices available however, tenants had complained about choice and the range would be reviewed.	

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6.13	<p>LP asked that tenants be involved in selection of the samples. PM confirmed tenants have already been involved. The presentation pack had looked good in the brochure. Sue and Matt went through the samples to take back to the Repairs and Improvement task group. It was proposed that a Residents' Pack be provided to the Area Panel. LP advised there are more modern tile samples available.</p> <p>JB asked if the three Customer satisfaction reports with criticisms are listed on the website. PM advised they are not, as the three criticisms did not state they were about the work done. JB advised tenant groups are taking the initial brunt of complaints about work.</p>	PM
7 7.1	<p>Constitution Review and Code of Conduct PY attended the Constitution Review and Code of Conduct event on 23rd June and found it to be an enjoyable and informative day. RF advised the Board meeting has been rescheduled, so the Constitution has not yet been approved. Enlighten Consultants had sent the Action Plan, which will be brought to the September meeting.</p>	Noted
8. 8.1 8.2 8.3 8.4	<p>Environmental Works PM advised the Fourways panel has managed to get £236,000 for its recommended schemes. The potential is £180,000. This should be noted.</p> <p>MHu gave an update about White Moss Road LSO progress on agreed actions following the recommendations made at the last meeting for Environmental Works. The total cost of work (including Maybe's is £324,806.52. The Total cost of work (Agreed only) is £293,206.52. There was a further discussion, in which the following points were made:</p> <p>Page 9 – Cullen Grove MHu advised a letter was written to all residents, and noone had responded. There are mostly Northwards tenants in the properties. This scheme, first considered in 2006, had become a Maybe. Members agreed to remove this scheme off the list since there were no replies, to a scheme suggested by tenants themselves,. MHu advised doing so will result in a saving of £60,000.</p> <p>Page 10 –1st Car Parking Scheme– 253 – 273 Lightbowne Road MHu advised all properties within this scheme were sent a letter. The responses were as follows: 3 responses against 1 response for and 6 No response 99% of these properties are Northwards homes. PY advised if the majority are against this scheme, the result should stand. LP advised Councillor Paul Murphy is aware a request for this scheme was made.</p>	Noted MH

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8.5	<p>Page 10 – 2nd Car Parking Scheme – 279 to 297 Lightbowne Road Letters were sent to all residents for this scheme. The responses received were as follows: 1 response against 8 no response Agreed not to proceed</p>	
8.6	<p>MHu advised Lightbowne is under represented in the schemes recommended. The spending of money on fencing for the Halliford Road cottage flats was discussed. It was refused at the last meeting, but could now be agreed. Agreed cost £80,000.</p>	
8.7	<p>Lightbowne Estate 1-15 Colebrook Drive MHu advised this scheme is also part of the Halliford Road fencing scheme. The Proposal being sought was for a maybe or yes. Lightbowne has only had £18,000 agreed spend on schemes. The total cost of this scheme is £80,000. It covers 40 to 50 properties front and back fencing. In comparison to the car parking scheme, this may be preferred by tenants.</p>	
8.8	<p>LP advised Northwards will want the fencing to be installed no greater than one metre high. 2 metre high fencing would make the area look unattractive/too enclosed.</p>	
8.9	<p>PY reported concern about kick rail fencing as it encourages youth/people to sit on it.</p>	
8.10	<p>JF asked what is the life expectancy of the kick rails. LP advised for steel rails it is 10 years and for timber rails the replacement bill is 5 years. LP also advised much wooden fencing is lost annually through bonfires</p>	
8.11	<p>LP advised Northwards could in certain areas erect concrete posts with wooden fencing off the ground, where it was unlikely to be damaged. JF suggested railings might be helpful. LP agreed to show PY examples of steel pallasade fencing, after the meeting, which can be bought in a variety of heights.</p>	
8.12	<p>Members are in favour of the scheme in principle and agreed it will be discussed further at the next meeting.</p>	MHu
8.13	<p>Moston Court, Woodstock Road MHu advised on another new scheme, not on the list. It is to pave the front areas of the courts to get rid of the weeding altogether to save money on the annual weeding of this area. It will also generally make it look better. The cost of work to 12 downstairs properties is £3,206.</p>	
8.14	<p>PY queried why it hasn't been sprayed. MHu advised spraying costs £120 per communal area. Members reported Health & Safety concerns, and MHu agreed to look into this. LP advised as the actual legal cost is not far off the cost for the work to be</p>	

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8.15	<p>done, there are two ways of doing it. 1. Add it into other work that is being done 2, Revenue</p> <p>LP advised each new Capital Programme requires separate legal fees to be paid. Members are in favour of the scheme so would like to see it added into the other works that are being carried out.</p> <p>Dam Head – Older persons Play facility - JF queried members views on the Dam Head Older Persons’ play facility. Members are in favour of it. DM asked what kind of equipment would be installed. JF advised various types of exercise equipment. The cost of it is £15,000. JF advised if agreed by the board, it can be installed and operating within six weeks.</p> <p>J B asked if young people will be able to use the Older Persons’play facility? JF confirmed they will, but elderly use will be prioritised during the daytime. Children and teenagers will be welcome to use the facility in the evenings. PY queried who is to be responsible for its maintenance. MHu advised responsibility for the maintenance has not yet been agreed. Partner agencies are still at the planning stage for this, however, the maintenance will not lie with the tenants.</p>	
9	<p>LSM Update 9.1 MHu, explained it was his first meeting. He will be attending future meetings with Julie Wilson.</p> <p>9.2 MHu circulated a handout that was concentrated on void properties. Most of the properties are due back to White Moss Road LSO by 1st August for reletting. There are 3 properties in the /Dam Had/Crosslee Estate areas being used as a decant property whilst work is being completed on tenants main homes at 19 Cullen Grove, 259 White Moss Road and 5 Earby Grove.</p> <p>9.3 Anti social behaviour MHu advised currently there are 35 cases of Anti social behaviour being dealt with in the Fourways area.</p> <p>9.4 Staffing Staffing changes are as follows: Michelle Butt is on maternity leave, Lynn Williams is acting up as an NSO for 9 months. There is one member of staff on long term sickness. Mohammed Ali has been swapped over to manage the Charlestown Lowrise area and also incorporate Rushcroft and Pevensey Court Rusland Court and Somerton Court will temporarily be managed by Jane Carey Kentmere Court and Cartmel Court will temporarily be managed by Janine McHale Deepdale Court will temporarily be covered by Jason Best.</p>	Noted

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9.5	<p>Voids</p> <p>PY queried long term voids with structural damage, and asked if there is a way the gardens can be maintained.</p> <p>MH advised bushes are overhanging on Highview Walk</p> <p>CD reported 32 Highview Walk is empty.</p>	MHu.
9.6	<p>There was another void property reported that had not been mentioned, although it has been empty for 12 months. MHu agreed to look into this.</p> <p>MHu asked members to let him know if there is anything specific they want him to address for the next panel meeting's report.</p>	RF/MHu
9.7	<p>PY asked if the hitches experienced with the new ICT programme have been resolved. Void property details were asked for in a table format. RF will give MHu a voids table prepared for Fourways Study Visit, on 8th June 2007.</p>	
10	<p>Community Update (RIO)</p>	
10.1	<p>RF apologised as the Resident Involvement DVD could not be screened as the Laptop and Screen Projector were damaged. It will be shown at the September panel meeting.</p>	RF
10.2	<p>The St Marks 2 Healthy Fun day, was held in The Chatterbox in Charlestown on Saturday, 7th July 2007, 300 people had attended.</p>	
10.3	<p>Fourways Area Panel drop-in was held at White Moss Road LSO on 12 July 2007 at 6pm – 8pm. Two young people from White Moss Youth Centre had attended with JB. Several Panel Members attended but there were no new volunteers.</p>	
10.4	<p>JB confirmed the coffee morning for tenants arranged with Tricon and Manchester Working took place in Charlestown on 1st July. 20/30 people had attended. It was a development programme meeting.</p>	
10.5	<p>JF advised the judging for Charlestown in Bloom would be taking place On Tuesday, 24th July, 2007 from 2.30pm – 4.30pm. DAMRA are pleased St Matthews is taking part in Charlestown in Bloom, and they now have a good school contact.</p>	
10.6	<p>JF advised there is to be a LAP It Up Day – an Information Day of fun, games and information. She will give more details at the next meeting. The LAP meetings are now open for all members to attend.</p>	
10.8	<p>JF attended the MCC Community Excellence Awards at Manchester Town Hall - North Manchester Girls High School won an award.</p>	
10.9	<p>RF confirmed a Northwards Rehousing Information Drop – In Day will be held at the White Moss Centre, on Wednesday, 25th July 2007, 10am –3.00pm</p>	
10.10	<p>RF asked for more volunteers for the themed Task Groups, Area Panel and Northwards' Board, please contact tel. 795 2334 (ext 296) for information.</p>	

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10.11	JF advised Dam Head RA's AGM is being held at White Moss Road LSO on Monday, 30 th July, 2007.	
11	Resident Involvement Agreement Annual Review	
11.1	RF explained the Resident Involvement Agreement Annual Review is due and asked for volunteers to be part of the working group to do this. PY, JB, FC and DM have volunteered. A summary of the Resident Involvement Agreement will be mailed to members in the RIO's mailout to groups.	
12	Observer Requests	
12.1	CG and AA (Observers) reported concern at the level of unnecessary letters being sent to tenants and tenant groups by Northwards departments. LP advised members this is bad practice and will be addressed.	LP
13	<u>Any Other Business</u>	
13.1	Item 9.5 GC asked for progress on her question about Councillors non attendance in the last meeting. LP advised no action was ascribed in the minutes, but advised Councillor Basil Curley had sent apologies. RF will add the apology to the minutes.	RF
13.2	GC asked if the panel wants to do some work in the Gardens for Rusland Court for the benefit of the tenants.	
13.3	CD – 19 Highview walk. LP agreed to see CD after the meeting about this. CD also reported concern that tenants within the past 2 weeks with central heating problems have reported to ON Call and inappropriate staff have turned up in response to the calls for emergency repairs, who are not qualified to do the work.	
13.4	JB reported an item recorded in the 19 th April panel minutes about Joan Moore's problem under any other business, this issue has not yet been addressed. MHu agreed to look into this.	MHu
13.5	PY asked for the date of the Fourways Panel AGM. RF advised it is Thursday 18 th October. PY requested AGM papers be sent to members well in advance of the meeting.	
13.6	<u>Minutes of Other Panel Meetings</u> Riverways Panel 16 th May 2007 Wilton Panel – 15 th May 2007	Noted Noted
14	Date and Time of Next Meeting	
14.1	The date of the next meeting was agreed for Thursday, 20 th September 2007. Following apologies and advice August panel meeting was cancelled.	
	End of Meeting The meeting closed at 3.30pm	