

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

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

Chair: Sue Ratchford

Present:	Sue Ratchford (SR)	Panel Member (Chair for first part)
	Charles Taggart (CT)	Panel Member (Vice-chair)
	Mike Bolshaw (MiB)	Panel Member
	Jim Burke (JB)	Panel Member
	Joan Wilson (JW)	Panel Member
	Anne Heywood (AH)	Panel Member (Chair for second part)
	Mark Bainbridge (MaB)	Panel Member
	Melanie Beckford (MeB)	Panel Member
	Ken Barnes (KB)	Panel Member and Councillor (Higher Blackley)
	Mike Stevens (MS)	Director of Neighbourhood Services
	Jacqui Tomlinson (JT)	Local Services Manager
	Steve Kirkham (SK)	Home Improvement Team Leader
	Helen Walsh (HW)	Surveying Services Manager
	Claire Tyrrell (CMT)	Principal Local Services Manager
	Nicola Holmes (NH)	Resident Involvement Officer

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions</p> <p>A full Quorate was in attendance.</p>	
2	<p>Apologies for Absences</p> <p>No apologies received</p>	
3	<p>Declaration of Interests/Confidential Matters</p> <p>None declared.</p>	
4	<p>Election of Chair: After a secret ballot, Anne Heywood was elected Chair of the Wilton Panel.</p> <p>Election of Vice Chair: After a secret ballot, Charles Taggart was elected Vice Chair of the Wilton Panel.</p>	
5	<p>Minutes of Last Meeting</p>	

ITEM	SUBJECT	ACTION
5.1	7.2 – Should read that the Hendham Vale scheme be put to the Panel for consideration rather than final approval.	Agreed
5.2	Minutes of AGM 16th October Agreed	Agreed
6	Matters Arising	
6.1	MaB asked if there was any progress with the feedback given at the last meeting about the Allocation Review. MS advised that the points were summarised and feedback to Manchester City Council for consideration.	
6.2	KB asked for an update on the possible Residents Association in the Finningley Road area. NH explained that a group had successfully formed on the 24 th October 2007. However they are calling a second public meeting in early December to try and get more people interested in joining the committee.	
6.3	MaB thanked SK for arranging an out of hours meeting.	
7	Environmental Works	
7.1	SK gave a brief update on the environmental works. JW requested that Groundwork come to a panel meeting to explain what they do. CMT advised this could be arranged for the New Year	CT
7.2	AH requested that she be invited to the consultation meetings on the Queens Road maisonettes. SK said this would be arranged.	
7.3	JW enquired over why Liverton Court was getting new windows when the existing ones are fairly new. SK explained that there have been a lot of problems with the windows and they are not adequate in their current state.	
8	Major Works Update	
8.1	SK updated the Panel on the progress of the Major works. JB commented that people have been having trouble getting hold of the decorating vouchers. SK explained this may be due to changing the vouchers from B&Q	

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8.2	<p>to Johnstons Paints.</p> <p>JW thought that some tenants were confused over what their decorating entitlement is after having work carried out. SK said he would feedback to his team to make sure it is communicated clearly.</p>	
8	LSM Update	
8.1	JT updated the Panel on local issues.	
8.2	<p>JT also advised that Northwards has set up a credit union that for both staff and residents.</p> <p>JB asked if people can pay by direct debit.</p> <p>JT advised that yes Direct debit payments are possible but people will also be able to come into the office to pay.</p>	
8.3	<p>MaB asked if there was a possibility of Northwards employing staff able to investigate noise after hours?</p> <p>JT explained that there is no system in place for this and it is dependant on the individual circumstances of the case. The Anti Social Behavior Team do have the capacity for out of hours investigation where there is an identified problem of noise nuisance.</p>	
9	Community update	
	<p>NH updated the panel on the new groups in the area and any upcoming events. She invited panel members to share their community news.</p>	
10	Action Plan Update	
10.1	CMT updated on the Action Plan. This will be an agenda item each month.	DR/CT
10.2	<p>CMT advised that one of the actions is to have a Panel newsletter. CT volunteered to take this forward as it would link in with his role on the Northwards Natter editorial group.</p>	
10.3	<p>CMT asked who would like to come on a walkout of the Wilton Area on either 11th December or 14th December.</p> <p>Joan Wilson requested the 14th December.</p>	
13	Voids Standard	
13.1	<p>HW updated the panel on the Void Process Review. The Empty Homes standard is now more detailed and specific which makes it</p>	

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13.2	easier to apply. MaB thought that there should be a standard on boxed in pipes. AH highlighted that the standard says 'boxed in pipe-work will be renewed if already in place.'	
13.3	KB requested that the Standard on void gardens be firmer rather than 'cut back where necessary' CMT explained that the void gardens procedure is currently under review.	
13.4	MaB asked for the Standard to put on Northwards website	HW
14	IT Feedback	
	MS invited comments on the IT provision for Area Panels report.	
14.1	SR commented that she could see the benefits of providing IT to Panel members. KB thought that there would be benefits to giving a laptop to Tenants and Resident Groups. MS explained that there would be considerable expense attached to providing laptops to groups considering at present Northwards offers re-conditioned PC's. MS agreed that some research would be carried out on the provision of IT for groups and a report be brought to a future Panel meeting.	MS
15	Complaints and Praise Quarterly Update	
	The Complaints Action Plan was circulated	
16	Tenant Inspectors Update	
	MS explained that the update has also been to the Sub-committee.	
17	Any Other Business	
17.1	KB requested that Northwards makes it a policy to not have more than one property on any street dedicated to homeless families. MS replied that this was something that Northwards has agreed to recently and would take a formal policy to the sub-committee.	MS
	Date of Next Meeting	
	The next meeting will be on Tuesday 22nd January 2008 at 6.30pm at White Moss Road Local Services.	
	End of Meeting	
	The meeting closed at 8:40pm	