

## Northwards Housing Panel Meeting Minutes

**Panel: Wilton**

**Date: 17 June 2008**

**6.45 p.m. to 8.45 p.m**

**Cheetham Hill Local Services Office, Community Room**

**Chair: Charles Taggart**

### **Attendance:**

Charles Taggart (CT)	Vice Chair
Joan Wilson (JW)	Panel Member
Mark Bainbridge (MaB)	Panel Member
Jim Burke (JB)	Panel Member
Sue Ratchford (SR)	Panel Member
Melanie Beckford (MeB)	Panel Member
Cllr Ken Barnes (KB)	Panel member
Gary Walsh (GW)	Repairs Manager
Abid Hanif (AH)	Project Manager, Home Improvement Services – Wilton
Deborah Dalton	Performance Improvement Officer
Claire Tyrrell (CMT)	Head of Neighbourhood Services (Wilton)
Mike Stevens (MS)	Director of Neighbourhood Services
Amy Ward (AW)	Regeneration Assistant
Julie Goreham (JG)	Resident Involvement Officer (Minutes)

**From 6.15pm refreshments were provided and officers were available to answer questions. The formal meeting commenced 6.45pm**

<b>Item</b>	<b>Description</b>	<b>Action</b>
<b>2.</b>	<b>Welcome &amp; Introductions</b> <b>Confirm Quorate</b>	
2.1	The Chair welcomed all attendees to the meeting, and explained the meeting rules. Meeting was Quorate. Introductions were made.	
<b>3.</b>	<b>Apologies for Absences</b>	
3.1	Apologies had been received from Ann Heywood, Mike Bolshaw, Steve Kirkham (SK), Jacqui Tomlinson and Andy Wood	
<b>4.</b>	<b>Declaration of Interests/Confidential Matters</b>	
4.1	No declarations of interest were given	
<b>5.</b>	<b>Minutes of last meeting</b> <b>20 May 2008</b>	
5.1	The minutes were approved.	
<b>6.</b>	<b>Matters arising</b>	
6.1	<i>Item 6.1</i> The meeting will take place at the end of June. Update to the July meeting.	CMT
6.2	<i>Item 6.2</i> Item carried over to July as awaiting the visibility	

	study	
6.3	<i>Item 6.3</i> A walkabout had taken place. There had not been enough void gardening work carried out so KB, CT, MaB and Elaine Gladstone had viewed other work. The work was of variable quality. CMT will provide feedback from contractors in response to the panel's visit in July. KB, MaB will report back on quality of voids gardening in July or August	CMT / KB/MaB
6.4	<i>Item 8.4</i> GW referred to LPs addendum to the May minutes. The drawings are to be brought to the front of the site. GW had found a problem with entering postcodes which he is investigating.	
6.5	<i>Item 7</i> KB asked when the changes would be implemented. CT advised that MS may know the answer and would respond later in the meeting.	
6.6	<i>Item 6.7</i> JW is planning to meet Lucienne Callaghan on 19 June to progress this. JW circulated photographs of the unpaid work carried out in Munn Road and Acre Top, which have been added into the In Bloom route. JW asked if Arthur Kay would contribute to improvements in the area as the unpaid work had saved them money. CMT is meeting with Arthur Kay and will arrange for him to see the work done.	CMT
6.7	<i>Item 8.2</i> JB raised a concern that 74 Planthill Road had been without hot water for 3 days. MAB had been quoted 3 days again for a heating problem.	SK
6.8	<i>Item 12.3</i> JG has details and will be writing to Sylvia Parfitt	JG
<b>7.</b>	<b>International Day 29 May – Abraham Moss</b>	
7.1	CMT referred the panel to the article in Revolve on the International Day which had been a success. Details of people interested in getting more involved had been gathered and these would be contacted.	
7.2	SR felt the event had been well attended by tenants and staff but was disappointed that only 1 board member and 2 area panel members had attended.	
<b>8.</b>	<b>Environmental Works Update (Claire Tyrrell)</b>	
8.1	MeB asked that the works updates be provided in advance, in colour, and asked that larger print versions be available.	SK
8.2	CMT is meeting with Manchester Leisure at the end of June regarding Centaur Way. The consultation with residents will begin at the end of July	
8.3	Queens Road Maisonettes/Temple Square: full costings have now been obtained. These are over-budget and so agreement from programme planning to go ahead with the over-spend is being sought. The Home Improvements Team may fund some of the project.	
8.4	Cooper Lane: Approval received to clear land, at a cost of £30,000. The area will be fenced off and added to the grounds maintenance schedule. KB asked if the land would be reinstated to gardens or communal gardens. MAB was concerned that there would not be access to mow the site. CMT explained that the majority of tenants did not want gardens, but if they wanted a communal garden this would be	

	possible in the future.	
8.5	Hendham Vale: Groundwork working with residents. Seddons are carrying out free works on the estate. Residents have asked for signs for the area. Further consultation is taking place.	
8.6	Sandyhill Court: Work is going ahead, the scheme is slightly overspent.	
8.7	KB asked about bringing on board new schemes. CMT invited panel members to bring new schemes. There would be a discussion in the September panel. KB stated the need to involve Officers and residents groups in the discussions about new schemes.	
8.8	JW asked that the damage to the greens on Acre Top Road and Munn Road be repaired by the Blackley in Bloom visit at the end of July.	SK
8.9	KB asked when the work would be carried out on properties in Ashdown Terrace, Ashdown Avenue, Murfield Road and Cecil Road which are still in need of external improvements. He asked where the improvements programme would be going next. CMT asked if KB had searched the websites under the postcodes. AH to ask Steve Kirkham to contact KB.	AH / SK
<b>9.</b>	<b>Major Works Update (Abid Hanif)</b>	
9.1	JW asked if the kitchens at Liverton Court will be sub-contracted. AH said that Manchester Working will be keeping Liverton Court	
9.2	AH explained that spending had reached £83 million, exceeding the target.	
9.3	Work is taking progressing on Riverdale Road and the mop-up works receiving positive feedback.	
9.4	Windows for Riverdale North are scheduled for the 09/10 financial year. The results of the survey are not yet complete but it is possible that additional external works will be needed	
9.5	MAB has received complaints about phases 9 and 10. Gardens are not being reinstated unless residents have pushed the issue.	SK
9.6	MAB reported that there had been no complaints about the staff who had put the windows in	
<b>10.</b>	<b>LSM Update (Claire Tyrrell)</b>	
10.1	CMT reported that the team were doing well on voids and had exceeded their target. The 3 day turnaround for properties was being met and the team is working well with Manchester Working.	
10.2	JB said that the orders of void gardening was slow, and asked if a re-charge was made as standard for costs of void gardening. CMT explained that now the growing season has begun more orders are coming through. Work is not carried out on void gardens as standard. Re-charging is starting to happen.	
10.3	CMT explained that there are 20 cases with ASBAT. 2 new Housing Assistants. Lucille and Alison have been taken on, from On Call.	

<b>11.</b>	<b>Community update and governance (Deborah Dalton/Julie Goreham)</b>	
11.1	DD explained that following the Access to Services Review an action plan was created which included the siting of an internet access kiosk in Newton Heath. This is a pilot for bringing the service more locally. DD asked for the panel's view on the idea and for possible venues to use in the Wilton area. DD explained that there are kiosks in local offices which are well used.	
11.2	JW suggested siting a kiosk in local late night shops. JB felt the kiosk should be well advertised and asked about the cost. DD explained it was £3000 a kiosk plus maintenance costs. KB wanted to see the usage of the pilot kiosk. DD will bring these figures back to a later panel	DD
11.3	MaB felt it was not well known that residents living near the Whitemoss Office but in the Wilton area can use the Whitemoss Office. SR suggested that this be advertised in the next Northwards Natter	DD
11.4	JG circulated Revolve and invited contributions to the next issue	
11.5	JG asked for panel members to send the details of anyone who may interested in the joining the panel	
11.6	There had been no requests for observers	
11.7	JG explained that the Riverways Study visit is taking place on 2 July, 11am-3pm. Panel members are invited to attend and JG asked the panel to inform her if they wished to go.	
11.8	SR explained the background to the new Allocations and Lettings Forum and asked for volunteers from the panel. JW, CT, MaB and JB expressed an interest in receiving further information about the date/time of the meeting.	
<b>12.</b>	<b>Customer Satisfaction Survey Action Plan (Claire Tyrrell/Mike Stevens)</b>	
12.1	CMT invited comments and questions on the action plan.	
12.2	GW had been invited to a presentation on hand held devices and was looking for a volunteer from the panel to provide feedback. JW volunteered	
	<b>MS entered the meeting</b>	
12.3	KB asked about item 7 from the previous meeting. MS explained that the start date of the changes to lettings is dependent on when information is received from Manchester City Council, but it is hoped it will start in July.	
12.4	MaB asked if the complaints and praise figures are available. MS agreed that these will come to the next meeting	JG
<b>13.</b>	<b>Any Other Business</b>	
13.1	JW was concerned that an article about the community payback project had been printed in the Northwards Natter without the approval of the Probation Service. CMT will talk to Louise Huntingdon	CMT
13.2	JW explained that a quote for a handrail and benches in Acre Top had been obtained in 2006, following a request from the	CMT

	tenants association which had first been made in 2002. CMT explained that she would meet with JW on Friday to look into this.	
13.3	CT advertised the Midsummer Madness event taking place in Plant Hill Park on 21 June, 12pm-4pm	
13.4	JB asked why Eastlands Homes tenants were receiving a kitchen and bathroom. CMT explained that as they are not an ALMO they are able to borrow money for these works	
<b>14</b>	<p><b>Date and Time of Next Meetings</b></p> <ul style="list-style-type: none"> <li>a) It's a Northwards Knockout – 13 September</li> <li>b) Awards and AGM - 2 October</li> <li>c) Study Visit – Riverways 2 July</li> <li>d) Panel meeting 15 July 2008, 6.45pm to 8.45pm – White Moss Road office</li> <li>e) Respect Event – 5 July – North City Library</li> </ul>	

**Meeting closed at 7.55pm**