

# Northwards Housing Panel Meeting Minutes

## Panel:Riverways

Date: 21<sup>st</sup> November 2007

4.00 p.m. to 6.00 p.m.

Venue: Carrioca Business Centre, Sawley Road

Chair: Vera Salvatore

### Attendance:

Vera Salvatore (VS)	Panel Member
Barbara Grey (BG)	Panel Member
Kath Hope (KH)	Panel Member
Ann McBride (AM)	Panel Member
Ivy Graham (IG)	Panel Member
Marlene Garnett (MG)	Panel Member
Rose McCarton (RM)	Panel Member
Brian Eadsforth (BE)	Co-optee
Alice Needham (AN)	Panel Member
Pat Glazebrook (PG)	Panel Member
Sue Abbott (SA)	Panel Member
Larry Patrick (LP)	Director of Property Services
Paul Maidment (PM)	Head of Home Improvements (Riverways)
Danny Whitelock (DW)	Empty Homes Team Manager
Emma Foster (EF)	Head of Neighbourhood Services (Riverways)
Rob Doherty (RD)	Local Services Manager
Sharon McBride (SM)	Resident Involvement Officer (Minutes)

### Meeting Commenced: 4.00pm

Item	Description	Action
1.	<b>Welcome &amp; Introductions</b> <b>Confirm Quorate.</b>  1.1 Chair Welcomed all Attendees at meeting. Meeting was quorate.	
2.	<b>Apologies for Absences</b>  2.1 June Hitchen.	
3.	<b>Declaration of Interests/Confidential Matters</b>  3.1 None	
4.	<b>Election of :</b> Chair Vice Chair Confirm rotation of Members Election Process  4.1 Nominations for Chair – Vera Salvatore. Nominated by, Barbara Grey, Seconded by Ann McBride, all Panel members	

	<p>agreed unanimously.</p> <p>4.2 Nominations for Vice Chair – Pat Glazebrook. Nominated by, Ivy Graham, Seconded by Alice Needham, all Panel members agreed unanimously.</p> <p>4.3 Attention was drawn to the rotation of Panel members. RM pointed out that she had recently become an owner occupier. SM explained that she would check this change of circumstance with Diane Roberts.</p>	<b>SM</b>
5.	<p><b>Minutes of Last Meeting 17<sup>th</sup> October 2007</b></p> <p>5.1 Agreed</p>	
6.	<p><b>Matters Arising</b></p> <p>6.1 None</p>	
7.	<p><b>Environmental Works Update (Paul Maidment)</b></p> <p>7.1 PM Distributed information on Northwards Newton Heath Environmental schemes. PM extended apologies to the Smithfield Estate and explained the barriers had been made and are ready to be fitted however there has been a delay due to the lack of an un-metered electric supply which is needed. It is hoped that this will be resolved before the end of November 2007.</p> <p>7.2 Amos Avenue – Replacement of rear fencing starts 26/11/07 finishes 14/12/07. Droylesdon Road – Perimeter fencing and defensible space to flats, starts 10/12/07, finishes 25/12/07. Assheton Road – Creation of Defensible space, starts 28/01/2008, finishes 29/02/2008.</p> <p>7.3 PM explained that he has met with Ann McBride and also Winston RD TARA. The fencing will be done to the front of all Northwards properties and they are currently negotiating a cost from Private Sector Housing in order to carry out the work on the private properties.</p> <p>7.4 PM has attended a meeting with Groundworks to agree consultation for work to all other schemes that have been approved. PM to provide further feedback at the January 2008 Panel meeting.</p>	<b>PM</b>
8.	<p><b>Major Works Update Works (Paul Maidment) Including decorating vouchers update</b></p> <p>8.1 PM distributed the letter regarding decorating vouchers to the Panel. PM explained that some tenants did not want to have Northwards complete any decoration after the decent</p>	

	<p>homes works. Because of this, a voucher scheme had been introduced giving an allowance of £250 towards decorating. PM noted that previously Northwards had an agreement with B&amp;Q but this scheme had proven not to be very good, e.g they do not do deliveries and there have been reports of problems redeeming vouchers.</p> <p>PM said they have looked at Johnstones Paints which offers a lot more benefits such as special offers and they also deliver. PM has done a letter explaining about Johnstones Paints for Tenants. PM distributed this to the Panel. PM also informed the Panel that Johnstones have offered to send out special offer booklets to TAs which TAs can pass on to Tenants. LP added that the decision to go with Johnstones was supported by feedback received from other Area Panels.</p>	
9.	<p><b>LSM Update (Rob Doherty)</b></p> <p>9.1 RD distributed the LSM report, this covered ASB and voids.</p> <p>9.2 The Panel read the report and VS commented that the Super Respect had really worked. EF added that there has been Monsall Street Officers and Neighbourhood Wardens on Super Respect every weekend, this demonstrates that Northwards are a pro-active organisation that shows commitment. RD said that there has been some good results achieved as a result of the Super Respect. MG highlighted that the Housing team had phoned her to let them know that they are out there on the streets and found this very reassuring. VS said that people have got more faith in the police now and RD added that working together has made a big difference. EF will pass on these comments to Officers.</p> <p>9.3 RD mentioned that there has been two seizures of off road bikes in the Ludgate Road area.</p> <p>9.4 RD highlighted a case in the Daily Mail which had an article on a Resident living in a Northwards property boasting about illegal activities. RD said the police raided the house a week later and Northwards will be taking legal action.</p>	
10.	<p><b>Community Update (Sharon McBride)</b></p> <p>9.1 SM distributed the Community Update report. This covered what the Resident Involvement Officers had been up to over the last month, this included; Fundraising Training, Scarman Trust Event and Lap it up event. SM explained that the Resident Involvement Team have been currently reviewing the training offered to Tenant and Resident Groups and this is ready to roll out next year on a regular basis. KH added that it may be a good idea not to have many training sessions in December as this is a busy time of year. SM said</p>	

	<p>this would be considered but also that because the training will be offered on a rolling programme if you are unable to attend one session it will be offered again at a later date.</p> <p>9.2 SM explained that the Resident Involvement Officer for Wilton Area Nicola Holmes will be leaving Northwards in December 2007. It is hoped that her replacement will be in post by December 2007/January 2008.</p>	
11.	<p><b>Action Plan Update</b></p> <p>11.1 VS explained that she attended the Area Panel Action Plan Meeting along with other Panel Member Volunteers on 02/11/2007. VS informed the Panel that there had been a suggestion that each Panel do their own newsletter. In addition to this, it was also suggested that the Panel visit another ALMO that has already been awarded 3 stars and the Panel agreed that this was a good idea.</p>	
12.	<p><b>Repairs Update (Danny Whitelock)</b></p> <p>12.1 DW explained that he still does not have the information for the KPI but hopes to have this by the end of the week. DW to update at next Panel.</p>	<b>DW</b>
13.	<p><b>Voids Standard (Danny Whitelock)</b></p> <p>13.1 DW distributed the Empty Homes Booklet. KH highlighted a problem with Waste Pipes being vandalised and how could this problem could be resolved. Methods of combating the problem was discussed but ultimately, LP explained that once the defendable railings are put in place on the estate this problem should cease.</p>	
14.	<p><b>IT Feedback</b></p> <p>14.1 The Panel were referred to the report about IT provision for Area Panel Members. The report indicated that the cost of providing IT facilities to Panel Members works out at £700 set up cost and £510 maintenance cost per Panel Member per year. This works out at a total set up cost of £18100 and maintenance cost of £13300 per year for all Panel Members. LP asked the Panel for feedback which would be taken to the Resource and Audit Sub Committee. The Panel agreed with the report.</p>	
15.	<p><b>Complaints and Praise Quarterly Update</b></p> <p>15.1 VS referred the Panel to the enclosed report and asked for any comments. No comments were raised.</p>	
16.	<p><b>Tenant Inspectors Update</b></p> <p>16.1 VS referred the Panel to the enclosed report. EF</p>	

	<p>explained that anything that had been passed to the Monsall Office for action had been resolved.</p> <p>16.2 AM expressed an interest in becoming a Tenant Inspector. SM said she will pass on her details to Seema Kohli to contact AM.</p> <p>16.3 LP explained that Tenant Inspectors do not inspect the area where they live. They look at issues objectively. The Tenant Inspectors will inspect a range of areas/properties/services (e.g. communal areas in flats, estate walkabouts, void properties). The Tenant Inspectors will choose on the day where they will be going to ensure that they get a true picture of the areas that they inspect.</p> <p>16.4 EF said that Northwards could provide Panel members with more detailed information if requested.</p>	SM
<p><b>17</b></p>	<p><b>Right to Manage Update</b></p> <p>17.1 The Ballot for Croydon Drive (Avro Hollows TMO) closes at lunchtime 23/11/2007. The results of the ballot will be announced on Monday 26/11/2007.</p> <p>17.2 BE explained that SHOUT TMO will be hold an Extraordinary Meeting on Friday 30/11/2007 because they are considering with merging the TMO with an extra 166 properties in the local area. SHOUT TMO will be negotiating with Northwards for allowances and feasibility of the merge.</p>	
<p><b>18</b></p>	<p><b>AOB</b></p> <p>18.1 SM asked for a Volunteer who has recently had their Kitchen done for this to be photographed for the Northwards 2008 calendar. VS volunteered.</p> <p>18.2 SM distributed the Fair and Equal Services form and asked Panel Members to complete and return in the pre-paid envelope.</p> <p>18.3 SM asked for a Volunteer for the Strategic Housing Partnership - Diversity Workshop being held on 18/12/2007.</p> <p>18.4 RM explained that a petition has been organised in the Canons Grove area of Monsall about removing the toilets from downstairs and putting them upstairs in properties, PM explained he was aware of this and feasibility studies have already been carried out.</p> <p>18.5 BG queried about cupboards being taken out from above sinks when new kitchens are being installed and new cupboards not being fitted. PM explained the reason for this is that it contravenes Health and safety.</p>	

	<p>PM explained that they would ensure that kitchens would have enough cupboard space and would liaise with tenants when designing the kitchens.</p> <p>18.6 PM mentioned the Repairs and Improvements Task Group that Panel Members are welcome to attend. PM said he would liaise with SM over this.</p> <p>18.7 Observer Requests (<b>Confidential</b>)</p>	<b>PM/SM</b>
19	<p><b>Date and Time of Next Meeting and Future meetings.</b></p> <p>a) 1 December 2007 – Rainbow Review @Waterloo Centre 9.30am – 12.30pm</p> <p>b) 13 December 2007 – Area Panel Christmas Party @Irish Centre Queens Road 7.00pm</p> <p>c) Draft Future Meeting dates – VS referred the Panel to the enclosed calendar.</p> <p>d) <b>Next Panel Meeting Wednesday 23<sup>rd</sup> January 2008, Cariocca Community Room, 2pm – 4pm.</b></p>	
	<b>Meeting closed at 5.45pm</b>	