

## Northwards Housing Panel Meeting Minutes

### Panel:Riverways

Date: 23<sup>rd</sup> January 2008

4.00 p.m. to 6.00 p.m.

Venue: Carrioca Business Centre, Sawley Road

Chair: Vera Salvatore

Vice Chair: Pat Glazebrook

#### Attendance:

Vera Salvatore (VS)	Panel Member
Barbara Grey (BG)	Panel Member
Kath Hope (KH)	Panel Member
Ann McBride (AM)	Panel Member
Marlene Garnett (MG)	Panel Member
Rose McCarton (RM)	Panel Member
Alice Needham (AN)	Panel Member
Pat Glazebrook (PG)	Panel Member
Sue Abbott (SA)	Panel Member
Helen Walsh (HW)	Surveying Manager
Dave Collier (DC)	Repairs Services Manager
Matt Jarrott	Home Improvement Manager
Larry Patrick (LP)	Director of Property Services
Paul Maidment (PM)	Head of Home Improvements (Riverways)
Emma Foster (EF)	Head of Neighbourhood Services (Riverways)
Rob Doherty (RD)	Local Services Manager
Sharon McBride (SM)	Resident Involvement Officer (Minutes)

Observers: Fred Steadman

#### 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, Ivy Graham, Stan Wheeldon.	
3.	<b>Declaration of Interests/Confidential Matters</b>  3.1 None	
4.	<b>Minutes of the Last Meeting – 21<sup>st</sup> November 2007</b>	

	4.1 Agreed	
5.	<b>Matters Arising</b>  5.1 None	
6.	<p><b>Environmental Works Update – (Paul Maidmaent)</b></p> <p>6.1 PM introduced the new Home Improvements Manager – Matt Jarot.</p> <p>6.2 PM updated on the Riverways Environmental schemes proposals:</p> <ol style="list-style-type: none"> <li>1. 2.-6 Gilmerton Drive and 47-63 Briscoe Lane (Provide 1.8 m high metal palisade fencing with double gates to allow access for grass cutting).</li> <li>2. Shiredale Estate (Provide defensible space to numerous addresses across the estate)</li> <li>3. Queensferry Estate (Provide defensible space to properties that require it throughout the Estate)</li> <li>4. Winston Rd phase 1 (provide metal fencing and gates to certain addresses)</li> <li>5. Winston Road Phase 2 (Landscaping and metal fencing)</li> <li>6. 2-16 Hopgarth Walk and Woodgarth Ave/St Wilfred's School (Provide fence to the boundary line between St Wilfred's Primary School and Woodgarth Ave. Also to provide fencing to the rear of 2-16 Hopgarth Walk.</li> <li>7. Kingsbridge Play Area (Turn former garage demolition site into communal garden area).</li> <li>8. Orford Road Play Area (Install/redevelop play area providing flood lighting, basket ball court, football pitch).</li> <li>9. Troydale Play Area (Provide play area to the Troydale Estate).</li> <li>10. Culcheth Lane East (Provide fencing to 1-15 Aliminstone Close, 13-29 William Lister Close and 20-26 Warnford Close)</li> <li>11. Eastmoor Drive (Provide defensible space to properties throughout the Estate)</li> <li>12. Amos Ave (provide defensible space to properties throughout the estate.</li> <li>13. Droylsden Road (Provide defensible space to properties throughout the estate).</li> <li>14. Assheton Road (Provide defensible space to properties throughout the estate).</li> <li>15. Smithfield estate (Provide vehicle barriers)</li> <li>16. Routledge Walk (Provide defensible space to properties throughout the estate)</li> </ol> <p>6.3 RM had concerns about the Monsall Estate regarding the kick rails and there had been nothing done with the area since. RM said this instigates ASB which has been going on</p>	

	<p>since September 2007. RD to investigate</p> <p>6.4 AM highlighted tenants having problems putting up net curtains since the new windows have been installed. PM agreed that the UVPC frames can not have anything screwed into them and that he will raise this with his team.</p>	<p>RD</p> <p>PM</p>
7.	<p><b>Major Works Update (Paul Maidment) Groundwork</b></p> <p>7.1 PM informed the Panel that the Northwards website has now been updated with 2008/2009 programme. In this financial year, 16 schemes have been brought forward.</p> <p>7.2 PM issued the Northwards Housing Procurement Team Project Status Report. There had been no change of status to the report from the previous month and no new reports for December 2007. Overall, the feedback that Northwards has been receiving about the schemes has been excellent.</p> <p>7.3 PM explained there had been one issue with the works on installing CCTV and connection to Comsec control room. This should've been completed on 04/07/2007. The date has now been moved to 28/02/2008. The problems have arisen through the actual physical work and one trader blaming the other when the work has not been delivered. VS expressed concern over using Comsec because historically they have encountered problems with this company. LP explained that Northwards provides the room and equipment and Comsec provide the security personnel.</p> <p>7.3 VS asked if there is a cost incurred each time the security gates breaks down. RD confirmed that there would be no added cost. VS said that it should be noted that Tenants and Residents are dissatisfied with the service provided.</p>	
8.	<p><b>LSM Update (Rob Doherty)</b></p> <p>8.1 RD issued the LSM update which included anti social behaviour cases and empty homes in the area.</p>	
9.	<p><b>Community Update RIO (Sharon McBride) Northwards Natter Tenants Conference</b></p> <p>9.1 SM Northwards Natter – SM explained that unfortunately, no-one from the Area Panels was available to attend an ideas meeting for the content of the Area Panel slot that had been previously agreed within the Area Panel Action Plan. SM explained that this now needs to be progressed quickly and referred the Panel to the suggested format of the Outline to go in the Northwards Natter. The Panel were asked to consider the content and make any comments.</p>	

	<p>9.2 SM reported that it has been suggested that Northwards holds a Tenants' Conference this year and that they are looking at holding this in September 2008. SM asked for volunteers to attend a meeting to look at ideas for the conference. The meeting is to be held on 05/02/2008 at 1pm. Vera Salvatore volunteered.</p> <p>9.3 SM distributed to the Panel the first issue of a new Resident Involvement Newsletter "Revolve" developed by the Resident Involvement Team. SM explained that previously the Community update and Tenant and Residents monthly mailout did not have any set format which instigated the idea to do a monthly newsletter. SM said the newsletter would be sent to Tenants and Residents groups and also given to the Area Panels at the meetings – it will also be made available for anyone else that requests it. SM said the newsletter is a form of two way communication and hopes to include updates regarding Resident Involvement in the newsletter. In addition to this, SM said it is also to be used by tenants and residents to share their news and views and asked for any comments.</p> <p>9.4 RM suggesting putting updates in the Northwards Natter about the Environmental works, the Panel agreed and said it would be a good way of promoting how effective the Panel working together with Northwards has been.</p>	
10.	<p><b>Resident Involvement Agreement Review (Vera Salvatore/Sharon McBride)</b></p> <p>10.1 VS informed the Panel that the Resident Involvement Agreement has recently been reviewed. This was achieved via a working group of Area Panel Volunteers. VS explained the changes that had been made and that they were really just to bring the agreement up to date. SM thanked all the volunteers that helped review the Resident Involvement Agreement.</p>	
11.	<p><b>Governance – Confidential (Emma Foster)</b></p> <p>Separate minutes</p>	
12.	<p><b>Action Plan Update (Rep)</b></p> <p>12.1 SM explained that a meeting is being held on 15/02/2008 to go through the action plan and to ensure that all actions are on track. RM suggested bringing the Action Plan to the next Panel meeting to go through this. SM to do.</p>	SM

13.	<p><b>Repairs Update (Helen Walsh/Dave Collier)</b></p> <p>13.1 HW introduced DC the Repairs Manager from the Home Improvements Team. HW said her contact number is: 0161 795 7020. HW leaves soon for maternity leave but will return in 6 months.</p> <p>13.2 VS raised concerns about adaptation works and the attitude of staff whilst in properties, such as leaving tools lying around making it difficult to access rooms. LP said he will bring this up with MEAP (Manchester Environment Adaptations Partnership)</p> <p>13.3 The Panel discussed further issues regarding adaptations and PM said he would discuss these individually after the meeting.</p>	<b>LP</b>
14.	<p><b>Responsive Repairs Service (Helen Walsh/Dave Collier)</b></p> <p>14.1 DC referred the Panel to the Equality Impact Assessment – Existing Policies. HW explained that the purpose of the assessment is to review the policies and procedures to ensure that Northwards does not discriminate against certain groups. DC added that there has been an amendment to The Race Relations Act which is the reason why the review has been done. HW explained that in the Assessment there is a list of recommendations. Furthermore, it is a rolling document so anything can be added/omitted and asked the Panel to have a look and comment.</p> <p>14.2 AM enquired about grid cleaning services. RD to look into.</p> <p>14.3 KH queried the procedure for when a surveyor comes to visit a property. LP explained that firstly on returning to the office, the surveyor will book the job onto the system. Secondly, they will contact the tenant with an appointment. Thirdly, the contractor will then come to the property to begin the work. RM noted that sometimes tenants can wait in all day and the contractors don't turn up.</p>	
15.	<p><b>Resident Involvement and Customer Care Action Plan Update</b></p> <p>15.1 SM referred the Panel to the Action Plan and explained that this is regularly updated.</p>	
16.	<p><b>AOB</b></p> <p>16.1 SM asked any Panel Member that had not completed the Fair and Equal Service forms if you would be able to do this. LP added that all tenants that complete the form will be entered into a prize draw to win either a new</p>	

	<p>kitchen/bathroom or garden makeover.</p> <p>16.2 RM asked if it could be possible to review the way the page numbers are put on the Panel minutes to make it easier to refer to certain items.</p> <p>16.3 EF issued a letter from Mike Stevens about the RESPECT agenda and Panel members are invited to attend either one, two or all three of the sessions.</p>	
<b>17</b>	<p><b>Date and Time of Next Meetings</b></p> <p>a) Business Plan Consultation – Pot of Gold 02/02/2008, Waterloo Centre</p> <p>b) 19/02/2008 next Panel Meeting – “Breaking down the barriers” event White Moss Road Office</p>	
	<b>Meeting closed at 5.35pm</b>	