

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

**Minutes of Meeting held at 1.00pm, 20 November 2008
White Moss Road Office**

Chair: John Biggs

Present:	John Biggs (JB)	Panel Member (Chair)
	Carol Downes (CD)	Panel Member
	Mavis Harris (MH)	Panel Member
	John Ward (JW)	Panel Member
	Peggy Yuill (PY)	Panel Member (Vice Chair)
	Jack Dawson (JD)	Panel Member
	Dorothy LeMoignan (DM)	Panel Member
	Joan Fitzgerald (JF)	(Board Member)
	Julie Wilson (JWi)	Head of Neighbourhood Services
	Michael Hutton (MHu)	Local Service Manager
	Gary Walsh (GW)	Repairs Service Manager
	David Heys (DH)	Head of Home Improvements
	Larry Patrick (LP)	Director of Property Services
	Diane Roberts (DR)	Governance Officer
	Julie Goreham (JG)	Resident Involvement Officer (minutes)
Observer:	Margaret Byrne (MB)	Naseby TARA
	Stephen Byrne (SB)	Naseby TARA

ITEM	SUBJECT	ACTION
	<p>Election of Panel Members DR explained that due to errors in the election at the AGM a re-election of panel members would be taking place. Pam Angelucci, Grace Choularton, Jack Dawson and John Ward were elected into the tenant vacancies. Dorothy LeMoignon was elected as an Owner Occupier. PY asked if a place was being held for Moston. DR explained that a Co-optee place was being held.</p>	
1	<p>Welcome and Introductions DR explained that John Biggs and Peggy Yuill had been nominated as Chair and Vice Chair respectively, and that no other nominations had been received. DR invited other nominations, none were received. The panel supported JB and PY in their re-election.</p>	
1.1	DR explained that John Biggs and Peggy Yuill had been nominated as Chair and Vice Chair respectively, and that no other nominations had been received. DR invited other nominations, none were received. The panel supported JB and PY in their re-election.	
1.2	JB welcomed attendees to the meeting. He explained the meeting rules. A full quorum was in attendance.	
2	<p>Apologies for Absence Apologies were received from: Pam Angelucci, Grace Choularton, Hazel Entwistle and Rhonda Finlayson.</p>	
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3 3.1	Declaration of Interests/Confidential Matters There were no declarations of interest and no confidential matters to be discussed.	
4 4.1	Minutes of AGM and Last Meeting The Minutes of AGM and meeting on the 23 October were approved, with the following amendments: Item 8.1 (in AGM minutes) - PY and JF had attended the town hall for a Valuing Older People event	
5 5.1	Matters Arising DH asked if panel members had come up with suggestions for the British Gas partnership funds. JWi explained that she had discussed ideas with JB and suggested an ice rink event in Charlestown Road, a Garden Party in Clifford Lamb Court, and event in Moston working with the 19 people who had expressed an interest in getting involved. JB asked if there is a deadline for the spending. LP explained that it would be the end of the financial year. JWi asked for any other ideas to be sent to her. JB asked if something could be done in Moston. JWi suggested the Broadway Baths estate where a group had just started. DH explained that British Gas would prefer it to be a project which leaves a legacy.	
6 6.1	Business Delivery Plan (Larry Patrick) LP explained that the business delivery plan is updated every year, and that panels have an opportunity to input into this. There is an event on 17 January. If there are any areas for special attention for the January event, or areas to be added, removed etc then contact LP to build into January event. DR explained that Riverways had asked for a overview to start the event, and for a focus on housing management, Anti-Social Behaviour and community spirit. PY, JF and JW plan to attend the event	
7 7.1	Repairs Update (Gary Walsh) GW reported that there are more smiley faces in this month's report. GW explained that the figure for measure NHL 824 in October was disappointing, and the team is investigating this. They are carrying weekly monitoring making sure that jobs are appropriately categorised, and fed back to local services and contractors. Manchester Working have agreed to provide feedback from operatives so it's possible to record cases where an emergency repair has been reported but actually the	

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	<p>repair is not an emergency. On Call is also recording calls and the operatives are then contacted to provide feedback.</p> <p>7.2 GW explained that following the performance management event the repairs reports would be changing format as requested by panel members. The change would start in January.</p> <p>7.3 PY expressed concern that some tenants are having to wait a long time for heating repairs because of waiting for parts. GW explained that such cases need to be looked into and asked for details of them to be given to him after the meeting. They had received reports of this which they have brought up with Manchester Working.</p> <p>7.4 GW explained that Manchester Working has been assisting Northwards with home fire risk assessments. Doors have been removed from some properties creating an increased fire risk. GW explained that the team was considering sending letters out to tenants explaining the fire risks and offering to restore doors and recharge this work. There was general agreement with this course of action.</p> <p>7.5 GW explained that the hand held devices would be phased in from early December, starting with 20 devices.</p>	
8	<p>Major and Environmental Works Update (David Heys/Julie Wilson)</p> <p>8.1 DH explained that the three of the home improvements schemes for Moston are due to be completed within 3 weeks, and three in Charlestown within 4 weeks. The Corrolites scheme is going well. The Mill estate scheme needs a lot of work.</p> <p>8.2 JF asked whether handrails were due to be installed in Newick and other locations as part of the scheme. JWi explained that the scheme is complete. JWi will check that handrails have been fitted in areas agreed and report back.</p> <p>8.3 JD reported that residents were pleased that the scheme had started early in Deepdale Court. DH explained that work is being undertaken in 2 properties so that an assessment can be made of the works before the scheme starts.</p> <p>8.4 JWi explained that the washing line works are complete,</p>	<p>JWi</p> <p>JWi</p>

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	and doors have been ordered. Ideas are coming for Clifford Lamb Court. Edith Cliff court is complete. The kick rails have been installed in Haverfield. JWi will put pictures of completed schemes up in the Whitemoss Road Community Room for panel members to see.	
9	<p>Environmental Works Programme 2009 (David Heys/Julie Wilson)</p> <p>9.1 DH explained that there would be funding for future environmental schemes, approximately £734,000 over 3 years: £150,000 for 2009-2010, £220,000 for 2010-2011 and £373,000 for 2011-2012. He invited panel members to submit ideas to JWi. JB explained that MB and others not involved in the panel are able to bring forward ideas also.</p> <p>9.2 DH explained that projects will be costed and then the panel can look at priorities before deciding on projects to fund. JF and PY expressed concern that some areas might not submit bids as they are not represented at the panel, and may not have tenants groups. JWi explained that NSOs and EOs would be suggesting projects. JG explained an advert had gone in Revolve.</p> <p>9.3 JF expressed concern about the roads in the area, and asked if the panel could put together a letter to Highways and Councillors on behalf of the area. JB agreed that a letter could be put together to go to Councillors, and have the issue raised at Ward meetings</p>	??
10	<p>LSM Update</p> <p>10.1 MHu circulated a report on Voids. There are 163 for the whole Northwards area. This is 12% lower than the figure for November 2008. Fourways figures have decreased by 5 in the last month. There are now 7 Ready to Lets, a decrease of 15 from the last report.</p> <p>10.2 CD felt that it is unacceptable that properties are empty for 8 weeks. MHu added that the waiting list is huge. JWi explained that there are 2 issues, the first being timing as it is not clear what will be found when properties are vacated so it is difficult to plan ahead, but Northwards is trying to get better. The second is that those on the waiting list can check with the rehousing officer that they have the highest possible priority for their circumstances e.g. "Community Connection"</p> <p>10.3 MHu reported that there are 69 open cases of Anti-social</p>	

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<p>10.4</p> <p>10.5</p>	<p>behaviour in the Fourways area. 12 are with ASBAT for legal action. 1 tenant has been excluded from the Miners' estate and there are possession proceedings currently underway. There are 2 Ex-parte injunctions. PY was sorry to see Steve Gravener leave, others agreed that he would be missed. MHu explained that Bernadette Bollard is coming back.</p> <p>JB expressed concern at the anti-social behaviour taking place at the Whitemoss Shops. MHu explained that there are 4 ASBO warnings going to be referred to ASBAT concerning youths who hang around the shops. JWi reported that she has sent a note to the police and Lindsay Laidlaw.</p> <p>Angela is back on 24 November.</p>	
<p>11</p> <p>11.1</p> <p>11.2</p> <p>11.3</p> <p>11.4</p> <p>11.5</p> <p>11.6</p> <p>11.7</p> <p>11.8</p> <p>11.9</p> <p>11.10</p>	<p>Community Update and Governance</p> <p>a) DR will circulate minutes of the chairs and vice-chairs meeting when they have been approved.</p> <p>b) DR explained that those elected onto the panel had been elected on three year terms, except for JD who was elected on a 2 year term.</p> <p>c) DR asked for volunteers for the constitution review – DM, MH and PY volunteered</p> <p>d) DR asked for volunteers to help produce an induction programme for new panel members. JF, PY and JB volunteered</p> <p>e) DR asked if anyone else wished to become involved in the steering group to plan the next tenants conference event(s). JD and DM expressed interest</p> <p>f) LP reported that the Performance Management event had been successful, and the notes from this were enclosed.</p> <p>g) DR explained that there is a proposal to move the panel to the first week of the month rather than the third week, if all of the panels are in agreement. This would help provide more up to date repairs information in the panel because of when this information is made available. The panel had no objections. DR will confirm meeting dates before Christmas. PY asked if meetings could be held in Moston twice a year. DR will look into costs and venues. LP suggested that dates could go into the Northwards Natter.</p> <p>DR explained that the Issues sheet is now an Issues and Ideas sheet so suggestions and improvements can be included on these sheets</p> <p>h) JG circulated copies of Revolve.</p>	<p>DR</p> <p>JD/DM</p> <p>DR</p> <p>DR</p>

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11.11	i) There had been no requests for Observers.	
<p>12</p> <p>12.1</p> <p>12.2</p> <p>12.3</p>	<p>Any Other Business</p> <p>DR reported that the Tenant Service Authority will come into force on 1 December – they will be carrying out a period of consultation and setting standards in the new year. The panel will be kept informed of the events and consultations from January.</p> <p>PY thanked those who are working behind the scenes to keep things ticking over</p> <p>DM explained that she was concerned by a letter she had received claiming to be from Northwards and asking people to ring a number for a prize. JWi said she would arrange for the letter to be picked up, as it sounded suspicious.</p>	
<p>13</p> <p>13.1</p>	<p>Date and Time of Next meetings</p> <p>a) No meetings in December – 2009 meetings TBC</p> <p>b) Christmas social – Thursday 18 December, 1-5pm, Whitemoss Road</p> <p>c) Business Planning – Saturday 17 January 2009, 9.30-12.30</p> <p>d) ASB and Crime – Saturday 7 February 2009, 9.30-12.30, Waterloo Centre, Cheetham Hill</p>	
	Meeting closed at 2.55pm	