

Northwards Housing Fourways Area Panel Meeting

White Moss Local Services Office – 8 May 2009 – 1.30pm – 3.30pm

Minutes Chair: John Biggs

Attendance:

John Biggs (JB) – Panel Member
Grace Choularton (GC) – Panel Member
Dorothy Le Moignan (DL) - Panel Member
John Ward (JWa) – Panel Member
Peggy Yuill (PY) – Panel Member
Charlotte Grant (CG) – Panel Member
Joan Fitzgerald (JF) - Board Member
Michael Graham (MG) - British Gas
David Heys (DH) - Head of Home Improvements (Fourways)
Gary Walsh (GW) - Repairs Service Manager (Fourways)
Rob Doherty (RD) – Local Services Manager
Larry Patrick (LP) – Director of Property Services
Julie Wilson (JWi) - Head of Neighbourhood Services (Fourways)
Sharon McBride (SM) – Resident Involvement Officer (Minutes)

| Item | Description | Action |
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| 1 | a) Welcome and introductions – JB welcomed that Panel and introductions were made. b) Confirm quorate – Meeting was quorate. c) Meeting rules – JB confirmed the meeting rules. | |
| 2 | Apologies for absences | |
| 2.1 | Carol Downes and Mavis Harris | |
| 3 | Declarations of interests/confidential matters | |
| 3.1 | None | |
| 4 | Minutes of the last meeting – 5 March 2009 | |
| 4.1 | Agreed as a true record | |
| 5 | Matters Arising | |

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| 5.1 | None | |
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| 6 | Business and Delivery Plan Update | |
| 6.1 | <p>LP reminded the Panel about the Business Plan Event that took place at The Waterloo Centre in January 2009 which focussed on tenants and residents putting forward their priorities over the coming year. LP referred the Panel to the enclosed report which set out the scores from the Northwards Conversation. LP asked the Panel to check the report and commented that Northwards are now looking at the priorities that tenants and residents had put forward. There will be a second report which will be brought to the Panel Meeting next month.</p> | LP |
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| 7 | Repairs Update – Gary Walsh Gas Servicing – Michael Graham | |
| 7.1 | <p>GW referred the Panel to the general figures from the Repairs Performance Report 2008/09. GW reported that customer satisfaction is improving and they've received over 50% return on surveys. GW informed the Panel that the next report will contain information from the whole of Northwards so that they will be able to compare how all areas are getting on.</p> | |
| 7.2 | <p>JF noted that she has received complaints in the local area that workers were not turning up for appointments. GW advised that complaints need to be put in writing with the specific details in order for them to be investigated.</p> | |
| 7.3 | <p>MG attended the Panel to update on the changes to gas servicing. MG explained that Corgi gas registering is no longer valid. This has changed now to "Gas Safe Register", which is overseen by the HSE. MG distributed a sample ID card which has information on the back telling customers what gas engineers are allowed to do. From 1st April 2009 Corgi has no legal status. LP added that there will be an article informing tenants about the changes in the next Northwards Natter.</p> | |
| 7.4 | <p>MG said that they are planning to fit stickers over the key holes on doors explaining action that will be taken when they have not been permitted entry to properties. The sticker will be put on after 3 visits and without a response from the tenant. PY said it is worth considering that some people only use the back door instead of the front.</p> | |
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| 8 | Major Works Update – David Heys | |
| 8.1 | <p>An error was noted on the name of the scheme "Dam Head/White Moss"; it should have read "Dam Head/Crosslee".</p> <p>DH ran through the report, noting specific highlights. The progress on the Dam Head/Crosslee project had been affected because asbestos had been found but this is now moving forward. There had been delays with the New</p> | |

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| | <p>Moston Corrolites scheme because of bad weather. DH noted that customer satisfaction levels have had consistently high scores. JWi added that the results for satisfaction on the Moston Mill and Charlestown Estates are fantastic given that the previous feedback from the Moston Tea Mobile had reported that tenants were dissatisfied previously.</p> | |
| 9 | <p>Environmental Works Update - 2008</p> | |
| 9.1 | <p>JWi reported that all the 2008 schemes are now complete.</p> | |
| 10 | <p>Environmental Works Programme 2009 – David Heys/Julie Wilson</p> | |
| 10.1 | <p>JWi explained that she had met with Panel members last Thursday to discuss the proposals. The group had ensured that the works were also identified as priorities in the relevant Ward Plans. JWi advised that the funding had been allocated as follows: Clifford Lamb Court (pathways to perimeter of court and garden areas) - £35K Hillingdon Drive (re-surface car-park and mark parking bays) £45K Damhead Walk up flats (upgrade communal area x 3) £18K Damhead Environment (improve grot spot areas) - £4k (£2k from Local services budget Anfield Road (re-new gates and pathways to 50% of properties - £50K. The total allocation is £150K.</p> | |
| 11 | <p>LSM Update – Rob Doherty</p> | |
| 11.1 | <p>RD introduced himself as the LSM for White Moss Office replacing Mike Hutton who is now the LSM for Monsall Office. Jacqui Tomlinson remains the LSM at Cheetham Office.</p> | |
| 11.2 | <p>RD went through the Void report. PY was concerned about a property that had been void since January. LP went through the procedure of what action is taken if there is a suspected abandoned property.</p> | |
| 11.3 | <p>The Panel requested that the Void Status report was formatted so that each area has its own page.</p> <p>JB reported that a visit regarding ASB at the White Moss Centre and was concerned about the appropriateness of this. JWi will investigate.</p> <p>JWi explained about the staff shortages over the last few weeks but these are being managed and the standards of service have been maintained.</p> | <p>RD</p> <p>JWi</p> |
| 12 | <p>Estate Services – Julie Wilson</p> <p>JWi referred the Panel to the Report on Estate Services. The</p> | |

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| | Concessionary and Void Gardening Works went out to tender and Manchester City Council Street Scene Services have been successful in obtaining the contract. JWi explained that the Mobile Cleaning team are now managed by Northwards. There are signs up in communal areas timetabling when cleaning is carried out. | |
| 12 | Charlestown/New Moston – British Gas Sponsored Event. | |
| 12.1 | JWi explained that both Northwards and partner agencies including MCC are continuing to engage with residents in the ‘hard to reach’ areas of Charlestown and New Moston Wards. Feedback from the Councils State of the Ward report, Northwards Satisfaction Survey and local knowledge from Councillors and Panel members has identified that people living in these areas are least likely to engage with agencies and also report high levels of dissatisfaction with public services. The very successful Fourways Panel Tea Mobile event was just one method of engagement that Northwards had embarked upon to increase resident engagement. To continue to build upon this work the panel agreed to work with partner agencies to host an event. In this instance North Manchester Regeneration Team, Ward Co-ordination and the North City Youth Activities Group. By pooling resources this will ensure a bigger event that will hopefully attract more people and ensure that there is sustainability after the event. That is, activities and information will be available on the day, those residents who are interested in engaging with agencies and services will be directed to mainstream services and we can ensure that any views/suggestions/enquiries raised will be fed back to the appropriate agencies. The event is planned to take place on Broadhurst Fields and Northwards will ensure that we target our residents and encourage them to attend. The event will take place in late August 2009. JWi will continue to work with the panel, consult further and update. | JWi |
| 13 | Community Update and Governance – John Biggs/Sharon McBride | |
| 13.1 | a) Revolve – Issued. SM highlighted the Neighbourhood Day Grants and explained that the deadline is 11 th May for applications. | |
| 13.2 | b) NorthAwards – SM asked the Panel to feedback ideas for ideas of types of awards. c) Observers (Confidential) | |
| 13.3 | d) Events 09 update – SM informed the Panel that the planning for FaD 09 on Thu 28 May 2009 event is well underway and asked for Panel Volunteers. DAMRA will be volunteering on the day to do a hanging basket stall. e) Chairs/Vice Chairs Meeting – JB reported on the meeting f) Area Panel Social Event – SM asked the Panel if they are ok with Wed 15 th July 2009 for the event to be held on. Panel agreed. In addition to this, SM asked the Panel to think of ideas for the Social Event. Ideas were, A Race Event or 10 pin bowling. JF said to be mindful of some people having difficulty bowling. | |

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| | <p>g) Resident Involvement Agreement Review update – SM reported this has been reviewed and the finished copy is due to go to print in July 2009.</p> <p>h) Constitution and Action Plan Update – The Constitution is going to the Board on 12 May and then to the Panel at the Social Event.</p> <p>i) Tenant Services Authority (TSA) Update – Still awaiting report from TSA. The TSA are currently running a BME consultation.</p> | |
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| 14 | AOB | |
| 14.1 | PY referred to Wilton Panel minutes regarding installation and repair of fires. LP explained that the case referred to was in a particular type of property and therefore the installation of fires would not be replaced across the whole of the board. | |
| 14.2 | PY had experienced problems with the Handyman Service – LP to investigate. | LP |
| 14.3 | JW gave an update on the Care and Repair Programme | |
| 14.4 | SM distributed the “In Step” training programme and asked Panel members to have a look through to see if there is anything they are interested in. | |
| 14.5 | JB read a request from a tenant in Cartmel Court which asked for a water tap to be installed outside Cartmel court for the flower beds. RD to deal with. | RD |
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| 15 | <p>Date and Time of next meetings</p> <p>a) Area Panel Meeting – 4 June 2009 – 1.30pm – 3.30pm (<u>Note printing error in 7 May minutes it's not 2 June</u>)</p> <p>b) FaD 09 – 28 May 2009 at Abraham Moss.</p> | |

Meeting Closed 3.10pm