

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

**Minutes of Meeting held at 1.30pm, 4<sup>th</sup> June 2009  
White Moss Road Office**

**Chair: Peggy Yuill**

**Attendees:**

Peggy Yuill (PY)	-	Panel Member
Grace Choularton (GC)	-	Panel Member
Dorothy LeMoignan (DL)	-	Panel Member
John Ward (JWa)	-	Panel Member
Joan Fitzgerald (JF)	-	Board Member
Charlotte Grant (CG)	-	Panel Member
Mavis Harris (MH)	-	Panel Member
Carol Downes (CD)	-	Panel Member
Mike Stevens (MS)	-	Director of Neighbourhood Services
Julie Wilson (JWi)	-	Head of Local Services (Fourways)
Rob Doherty (RD)	-	Local Services Manager
David Heys (DH)	-	Head of Home Improvements (Fourways)
Gary Walsh (GW)	-	Repairs Service Manager (Fourways)
Andy Steele (AS)	-	Resident Involvement Officer (Fourways)

ITEM	SUBJECT	ACTION
1	<p><b>a) Welcome &amp; Introductions</b> – PY welcomed the Panel and introductions were made.</p> <p><b>b) Confirm Quorate</b> – Meeting was quorate</p> <p><b>c) Meeting rules</b> – PY confirmed the meeting rules</p>	
2	<b>Apologies for Absence:</b>	
2.1	John Biggs & Larry Patrick	
3	<b>Declaration of Interests/Confidential Matters:</b>	
3.1	None raised	
4	<b>Minutes of last meeting:</b>	
4.1	14.2 PY requested this item should be amended as this did not give a clear account of what was said at the	

ITEM	SUBJECT	ACTION
	<p>previous Area Panel meeting. PY said:</p> <p>“The Handyman Service took my details and I received a card to inform me that I will get an appointment in approximately 6 weeks. As yet this appointment has not arrived and it has been longer than 6 weeks.”</p> <p>GW to speak to Larry Patrick to see what improvements to the service have been made.</p>	<b>GW</b>
<b>5</b>	<b>Matters Arising</b>	
<b>5.1</b>	<p>14.5 RD stated that the exterior water tap had been ordered and should be fitted within 3 weeks.</p>	
<b>6</b>	<b>Business and Delivery Plan Update</b>	
<b>6.1</b>	<p>MS stated that the document was not complete as the “What Northwards is doing” sections have not been written.</p> <p>The draft document was distributed to the panel members and comments were welcomed.</p> <p>PY stated that the colour of the text on page 6 of the document may prove hard to be read by visually impaired readers. (This to be reported to Diane Roberts).</p> <p>MS stated that once the final document has been decided upon this would be distributed to panel members for approval.</p>	<b>AS</b>
<b>7</b>	<b>Quarter 4 Performance Report</b>	
<b>7.1</b>	<p>MS gave an explanation of what the document was and stated that overall the results were positive.</p>	
<b>8</b>	<b>Inspection Action Plan Update</b>	
<b>8.1</b>	<p>JWi introduced the document for panel members to read and welcomed questions about it.</p>	
<b>8.2</b>	<p>PY asked about point REI1d – Set clear targets for reducing the number of refusals</p>	

ITEM	SUBJECT	ACTION
8.3	<p>MS explained that targets have now been set for the next 3 years and that the next report will contain more narrative regarding what Northwards are doing to actively reduce the number of refusals. For example how we manage properties and carrying out multiple viewings of void properties.</p> <p>MS also stated that MCC policies on rehousing are currently being reviewed.</p>	
9	<p><b>Customer Satisfaction Survey</b></p> <p>9.1 MS introduced the satisfaction survey and gave an update of where the surveys were up to: -</p> <p>9.2 High Rise Living Survey – Successful and an action plan has been agreed following results.</p> <p>9.3 Time and Housing Satisfaction Survey – will be going out within the next week.</p> <p>9.4 Northwards Annual Satisfaction Survey – still being finalised for distribution in July.</p> <p>9.5 Manchester Working’s switch to PDA hand-held technology means that the satisfaction survey is completed at time of repair – there was some discussion based upon this item. GW to investigate why some operatives are completing the surveys instead of handing the PDA to the tenant to complete.</p> <p>9.6 JWi informed the group that the PDA surveys were still at the pilot stage and any comments would be taken into account as and when this is being rolled out across the organisation. The panel will be kept updated.</p>	GW
10	<p><b>Repairs Update – Gary Walsh</b></p> <p>10.1 GW informed the group that the update now contains data specific to the Fourways area separate to the data for the whole organisation.</p> <p>10.2 JWi indicated that the target for the percentage of emergency repairs completed on time for the Fourways area is not clear on the diagram (NHL809).</p> <p>10.3 GW indicated that this target is 99% and that 99.2% of</p>	

ITEM	SUBJECT	ACTION
<p>10.4</p> <p>10.5</p> <p>10.6</p> <p>10.7</p>	<p>emergency repairs were completed on time in the Fourways area.</p> <p>PY noted that the target for routine repairs completed on time was not met (NHL810 – Target 95.0%, achieved 90.79%). She also indicated that the target for repairs where an appointment was made and kept (NHL815 – Target 96%, achieved 95.16%) for April 2009 was also not met.</p> <p>MS asked what the factors that affected the figures where targets were not met.</p> <p>GW indicated that although the target was not met, the overall trend is one of improvement and there were a number of factors for example the number of emergency repairs raised unnecessarily as well as there being a period of technical difficulties with the new PDA system. He indicated that the technical difficulties were now resolved</p> <p>GW informed the panel that he sits on the Heating Repairs Group to improve the service for the forthcoming winter. He acknowledged the difficulties experienced by tenants last winter and the group are looking to implement the following measures to ensure the difficulties do not reoccur: -</p> <ul style="list-style-type: none"> <li>• MWL heating engineers to attend training by Potterton Boilers as to common faults to their equipment.</li> <li>• Potterton Boiler to equip engineers with a ‘spares kit’ of parts which fail more frequently.</li> </ul> <p>DH informed the panel that through the decent home works the majority of boilers in Northwards’ properties are manufactured by Pottertons Boilers.</p>	
<p>11</p> <p>11.1</p>	<p><b>Major Works Update</b></p> <p>DH introduced the timetable of scheduled works and highlighted the following points: -</p> <ul style="list-style-type: none"> <li>• Moston, Broadway Window &amp; External scheme is now including the environmental improvements planned for Anfield Road.</li> <li>• Window Rectification works to high rise blocks are making good progress with the roof sealing works to be included on Kentmere Court.</li> <li>• Whitebeck Court refurbishment – 7 potential contractors are being interviewed for the contract,</li> </ul>	

ITEM	SUBJECT	ACTION
<p>11.2</p> <p>11.3</p> <p>11.4</p>	<p>update to given at next area panel meeting.</p> <ul style="list-style-type: none"> <li>The environmental schemes for Charlestown and Damhead are provisional dates only as these need to be confirmed with contractors.</li> </ul> <p>CD asked about the doors which were missed from the window replacement scheme on Damhead.</p> <p>DH stated that these were to be done on an individual basis and that tenants who feel they were missed should contact the Home Improvement team to be assessed.</p> <p>DL asked if owner occupiers can have an opportunity to buy a new kitchen or bathroom at a reduced rate.</p> <p>DH indicated that they will not have the opportunity to purchase the kitchens / bathrooms at a reduced rate, but can order them through the Home Improvement teams at a competitive rate as Northwards and its partner contractors have negotiated a very good rate. This will be offered to Owner Occupiers via a letter.</p> <p>JF asked what provision will be made for the Christmas period, and if tenants will be left with incomplete works over the festive period.</p> <p>DH told the panel that no properties will be 'opened' four weeks before Christmas so as to be completed in time.</p>	<p>DH</p>
<p>12</p> <p>12.1</p> <p>12.2</p>	<p><b>Environmental Works Programme 2009-06-11</b></p> <p>JWi informed the group that the Broadhurst Park event has been confirmed for Thursday 20<sup>th</sup> August 2009. The panel will discuss how they will participate nearer the time.</p> <p>There will be a Northwards' Caravan Event (Tea-Mobile) taking place on the Mill Estate in Moston. This will be attended by Groundworks as well as other partner agencies. This is aimed at highlighting the increase of anti-social behaviour and to attempt to gain more resident involvement in the area.</p> <p>JWi asked for panel members to attend, PY, JF, DL, MH, CG, JWa and CD all expressed interest in attending. Details of location and times to be given to the volunteers once these have been confirmed.</p>	<p>ALL</p> <p>AS</p>

ITEM	SUBJECT	ACTION
<p><b>13</b></p> <p><b>13.1</b></p> <p><b>13.2</b></p> <p><b>13.3</b></p> <p><b>13.4</b></p>	<p><b>LSM Update</b></p> <p>RD distributed report to panel members for their information. He indicated a mistake on section 2 – Void Report where the number for Charlestown Area is 19 and this should have been highlighted as an increase of 8 from May’s report instead of a reduction.</p> <p>RD informed the panel that White Moss Road Local Services is being used as pilot to help reduce the time taken to let void properties. Multiple viewings are being carried out whereby upto 3 potential tenants view the same property at the same time. If the potential tenant who has the highest priority refuses the property then gets offered to the second highest priority potential tenant at the viewing. This has proved to be successful so far and will be reviewed in 3 months.</p> <p>RD distributed the updated contact sheet for White Moss Road Local Services indicating which officers are responsible for each patch.</p> <p>RD distributed the latest walkabout sheets to the panel for information. He invited members to attend the next walkabouts with the Environment Officers, dates and times of which can be obtained by contacting the EO in question.</p>	
<p><b>14</b></p>	<p><b>Community Update &amp; Governance</b></p> <ul style="list-style-type: none"> <li>a) Revolve - AS distributed the latest copy for members’ information.</li> <li>b) Observers – None present</li> <li>c) Events ’09 – North City Festival to take place in Queen’s Park on 11<sup>th</sup> July 2009. Northwards are to have a large area for activities. Everyone welcome.</li> <li>d) Revised Constitution – AS informed the group that the constitution is due to be formally adopted at the Area Panels’ social event and that any objections or amendments need to be declared as soon as possible to make this possible.</li> <li>e) AGM &amp; Recruitment – AS showed the group the flyer for FaD ’09 where one side was dedicated to trying to encourage more people to get involved</li> </ul>	

ITEM	SUBJECT	ACTION
	<p>with the community groups.</p> <p>f) Fair and Equal Service Forms – AS reminded the panel members that these should be completed and returned to him as soon as possible.</p> <p>g) NTV Update – AS drew members’ attention to the document included in the information pack for panel members.</p> <p>h) MWL Resident Partnership - AS drew members’ attention to the document included in the information pack for panel members.</p> <p>i) Northern Regional Focus - AS drew members’ attention to the document included in the information pack for panel members.</p>	
15	<p><b>Any Other Business</b></p> <p>None raised</p>	
16	<p><b>Date and time of next meeting</b></p> <p>a) Area Panel Meeting – 9<sup>th</sup> July 2009 1.00pm – 3.30pm</p> <p>b) Area Panel Social and Adoption of new Constitution - 15<sup>th</sup> July 2009 – Time and location to be confirmed once arranged.</p>	
	<p><b>Meeting closed at 2.55pm</b></p>	