

Riverways Area Panel

Date: 21 January 2009

4.00pm – 6.00pm

Venue: Cariocca Business Centre, Miles Platting

Chair: Kath Hope

MINUTES

Attendance:

Kath Hope (KH)	Panel Member
Alice Needham (AN)	Panel Member
Pat Glazebrook (PG)	Panel Member
Barbara Grey (BG)	Panel Member
Rose McCarton (RM)	Panel Member
Ann McBride (AM)	Panel Member
Marlene Garnett (MG)	Panel Member
Fred Steadman (FS)	Panel Member
Julie Barton (JB)	Panel Member
Edith Webster (EW)	Panel Co-optee
Larry Patrick (LP)	Director of Property Services
Emma Foster (EF)	Head of Neighbourhood Services (Riverways)
Rob Doherty (RD)	Local Services Manager
Dave Collier (DC)	Repairs Services Manager
Andy Wood (AW)	Head of Responsive and Planned Repairs
Paul Maidment (PM)	Head of Home Improvements (Riverways)
Sharon McBride (SM)	Resident Involvement Officer (Riverways) – Minutes

Item	Description	Action
1	a) Welcome and Introductions KH welcomed all attendees. KH welcomed Edith Webster a co-opted Panel member from SHOUT TMO and introductions were made. b) Confirm Quorate Meeting was Quorate c) Meeting Rules KH drew attention to the meeting rules and it was affirmed that all present understood the rules.	
2	Apologies for Absence	
2.1	None	
3	Declaration of Interests/Confidential matters	
3.1	None	
4	Minutes of the last AGM and last meeting – 19 November 2008	

4.1	Agreed as a true record	
5	Matters Arising	
5.1	<p>5.1 Previously, PM explained that there £18,000 was given to Northwards Housing by British Gas to spend on projects that benefit the community. Northwards Housing has allocated £6,000 for each Panel. EF had suggested that the panel may like to consider an Ice Skating Event. EF had gathered information from the company that Dam Head had used to do their ice skating event in Charlestown. EF explained the prices and that it would cost £1700 for 8 hours use of the ice rink which is inclusive of all extras, e.g staffing, skates, insurance etc. Feedback from the Dam Head event had been very positive. EF added that they will get reduced costs for future hire of the ice rink.</p> <p>The Panel agreed it would be a good idea and to do 3 separate events in the Riverways area. EF to do a proposal. LP added that use of the ice rink should be free. The Panel agreed.</p>	EF
5.2	<p>12.1 Ivy Graham Close – KH announced that after sending a letter to McInverney Homes, requesting the company changes the proposed name of the street “Ivy Close” to “Ivy Graham Close”, she had received confirmation that they would make the change. The Panel were pleased with this decision to commemorate Ivy.</p>	
6	Inspection Update - Confidential	
6.1	Confidential minutes	
7	Repairs Update – Dave Collier	
7.1	DC issued the Repairs Performance Report 2008/09 which is now being produced in a new format and went through the details.	
7.2	AM highlighted a problem with the timings of the heating systems which meant many tenants that get up early are waking up to a cold property. Discussions took place about this issue and it was decided that this issue should be dealt with at a separate meeting by inviting the relevant officers, (Walter Dooley from Energy Efficiency and Northwards Housing’s Strategic Asset Manager). PM to arrange this.	PM
7.3	LP highlighted the issue of the rising energy costs which have impacted on the heating charges to properties.	
7.4	MG informed the Panel about an issue with replacing double glazing windows and the extended time that it has taken to do this. DC explained this type of repair does take longer as the window has to be specially manufactured.	
7.5	DC reiterated that any problems with repairs should be brought to his	

7.6	<p>attention preferably via the issue sheets before the start of the Panel meeting and he will ensure that they will be investigated.</p> <p>AW informed the Panel about the Proposed Revisions to the Empty Homes Standard and issued the document. AW asked Panel members to consult with Tenant and Resident Groups to get their feedback on these revisions and also to add any ideas if they have any. The more feedback received, the better.</p>	Panel
8	<p>Major and Environmental Works Update 2008 – Paul Maidment/Emma Foster</p>	
8.1	PM referred the Panel to The Home Improvements Summary and explained that there are currently 7 live schemes.	
8.2	PM said that they are introducing coffee mornings on the Troydale Estate to explain about the double glazing schemes and who will be getting them. Those properties that already have timber double-glazed windows will not have them replaced.	
8.3	PM explained that the Harpurhey sheltered schemes bathroom/kitchen projects will have their heating and hot water separate and that these schemes now have solar panels on their roofs.	
9	<p>Environmental Works Programme 2009 – Paul Maidment/Emma Foster</p>	
9.1	EF and PM updated the panel on the Environmental works programme which included a report of schemes that are now 100% completed and schemes that are 100% for future approved schemes. There is £400,000 to spend on the schemes plus £31,000 remaining from last years Capital Environment budget.	
9.2	EF reported that there is still some opposition on the Troydale Estate proposal for a play area which she is currently working on.	
9.3	PM explained that works would be undertaken to the Walk – up flats on Fernclough RD, Harpurhey, this would be funded via the revenue budgets so this is no longer an Area Panel Scheme.	
9.4	EF issued The Capital Environmental suggested schemes to the Panel and proposed that the Panel embark on a bus tour to visit these proposals before the next meeting. It was suggested that the Panel meet up at 1.30pm on 18 Feb 2009 at The Carriocca Community Room (If this not available another location will be announced) and have the bus tour before the Panel meeting. Refreshments will also be provided. Then, on the 25 Feb the Panel can meet up to make decisions. The Panel agreed this was a good idea. EF will do a proposal package.	EF
10	<p>LSM Update – Rob Doherty</p>	

10.1	RD distributed the LSM update and went through some key cases on the ASB report. There are currently 17 cases with ASBAT, last month there were 30. JB enquired about the timescales for serving a Noise Abatement Notice (NAN). EF explained that it varies from case to case as there needs to be enough evidence that it is an on-going issue affecting quality of life.	
10.2	RD went through the Void update and reported that there had been a slight increase since November's report.	
10.3	Discussions took place about adapted properties and how these are allocated. LP explained that they are allocated via "Aid and Adaptations" to ensure that the property goes to the right person. If they are unable to find a suitable person for the property, it then goes back to Northwards.	
11	<p>Community Update and Governance – Sharon McBride</p> <p>a) Attendance – Confidential</p> <p>b) Tenant Service Authority (TSA) – National Conversation – Tuesday 3 February – Manchester City Stadium 10-12 or 2-4</p> <p>c) Northwards Conversation- Wednesday 4 March – Sheridan suite, Oldham Road, 12 – 2 or 6 – 8. SM explained that about both events (under items 11b and c). The TSA have asked to invite Northwards tenants to their event and the closing date for this is 23 January. Northwards are also holding a similar event open to all tenants and residents in the Northwards Area. SM asked the Panel if anyone would like to attend to give her the details. Fred Steadman +2, Alice Needham and Marlene Garnett + 4 to attend the Northwards Conversation.</p> <p>d) Area Panel Action Plan Review</p> <p>e) Resident Involvement Agreement Review. (Items 11d and 11e were discussed together). SM explained that volunteers are required to help with reviewing the Area Panel Action Plan and Resident Involvement Agreement. SM suggested that these could be done together as it had been difficult to get enough volunteers. RM commented that many members are requested to attend many different meetings are sometimes find it difficult to attend. RM suggested that we issue Panel members with the documents beforehand for them to review then hold a meeting afterwards to go through, this will save time in attending too many meetings. SM to put suggestions forward to Claire Tyrrell and Diane Roberts.</p> <p>f) Revolve – This issue date for Revolve has now changed to the beginning of every month. SM will send out Revolve Via post/email when it comes out to all Panel members rather than bring to the meetings.</p> <p>g) Observers – None.</p>	<p>SM</p> <p>SM</p>
12	Customer Satisfaction – Emma Foster	
12.1	EF Highlighted the Customer Satisfaction report enclosed in the Panel papers for information.	

13	Neighbourhood Wardens – Emma Foster	
13.1	EF gave an update on the Neighbourhood Warden Scheme which has now been expanded to the whole of the Northwards Estates. The Wardens now have a new uniform as they have been re-branded to the Northwards Service. At the end of April/early May it is expected that the Wardens will patrol until 10pm on week days and also Saturdays. EF will speak to Tony Dalton, Neighbourhood Warden Manager to arrange contact with TA groups	EF
14	Community Facilities Review – Sharon McBride	
14.1	SM reported that the Resident Involvement Team are currently reviewing Northwards Housing's Community Facilities. SM will provide an update of the review at a future meeting.	
15	Any Other Business	
15.1	SM highlighted the leaflet about Eco House that she distributed and that Panel Members can telephone the contact number for more information.	
15.2	SM distributed an information leaflet about the Northwards Board who are seeking to co-opt a member on to the Board. SM asked the Panel to read and contact Diane Roberts Governance Office for further details.	
15.3	SM reminded those Panel members that had volunteered to help review the Induction Process for New Panel members and also the Constitution and asked if they still wanted to do this. RM explained it would be ok as long as the dates do not clash with other commitments.	
15.4	SM informed the Panel that the Wilton Panel Study Visit will not take place on 23 Feb 2009. An update will be given on the change of date at the next meeting.	
15.5	JB asked whether it was possible for Northwards to arrange for a member of staff to attend the next open meeting at Victoria Square to provide information on how the heating charge is calculated at Victoria Square. EF will arrange for next meeting	
	Date and time of next meetings	
	<ul style="list-style-type: none"> a) Riverways Area Panel meeting – Wednesday 18 February 2009 – Cariocca Community Room. b) ASB and Crime – Saturday 7 March 2009, 9.30am – 12.30pm Waterloo Centre Cheetham Hill. If you have not booked on, please book with Linda Ikin. 	

Meeting closed at 6.05pm