

**Northwards Housing  
Customers and Communities Sub-Committee Meeting**

**Board Room – Hexagon Tower  
Friday 25 September 2009 at 1.30 pm**

**Chair: Joan Fitzgerald**

<b>Present</b>	Sue Ratchford Councillor Anna Trotman (AT) Karen Blakeley (KB) Joan Fitzgerald (JF)	Board Member Board Member Co-optee Board Member
<b>In Attendance</b>	Mike Stevens (MS) Claire Tyrrell  Anne Duffield	Director of Neighbourhood Services Head of Neighbourhood Services – Wilton (Items 1-6) Head of Policy and Housing Options

ITEM	SUBJECT	ACTION
1	<b>Welcome and Introductions</b>  JF welcomed everyone to the meeting, which was agreed to be quorate.	<b>Agreed</b>
2	<b>Apologies for Absence</b>  Paul Seymour Rachel Christie	
3	<b>Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising</b>  There were no declarations of interest. Equality and Diversity items to be dealt with under agenda items.	
4	<b>Minutes of Last Meeting – 25<sup>th</sup> September 2009</b>  One amendment – JF welcomed everyone to the meeting (not AT).  Otherwise the minutes were agreed as a true record.  <b>Matters Arising</b>  Survey – MS confirmed ward analysis has been shared with the Area Panels.  Charges for gardening work – CT confirmed details would be included with the next Estate Services update report. A feature would also appear in a future Natter.	

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	Blackley walkabouts – CT will make sure AT is advised of future walkabouts.	
5	<p><b>Resident Involvement</b></p> <p>CT introduced the report and summarised the main highlights, including the work being undertaken to engage with young people and BME residents. CT confirmed that we will be carrying out a proper evaluation of 2009 events as part of the 2010 budget and business planning process (to make sure resources are being effectively targeted on events which increase Northwards' profile and engagement with residents).</p> <p>CT drew attention to current discussions, to which Northwards is contributing, about replacing MRA (eg with some kind of Manchester Tenants Forum).</p> <p>Resident Involvement Agreement – amend page 3 (“what do we mean by residents?”) and page 8 (delete reference to Housing Management Services Task Group). Also update RIO contact details. Otherwise agreed.</p> <p><b>Sub-Committee noted the report and approved the updated Resident Involvement Agreement.</b></p>	<p><b>CT</b></p> <p><b>Noted and Approved</b></p>
6	<p><b>Community Facilities</b></p> <p><b>Sub Committee noted the actions taken and planned.</b></p>	<p><b>Noted</b></p>
7	<p><b>Rehousing and Allocations</b></p> <p>AD introduced the report and summarised the highlights. AD also presented details of current activity; including registrations, offers, lets and refusals.</p> <p>Turnover – further more detailed work to be undertaken to understand and respond to the recent increase. Details to be brought back to Sub Committee in the next update.</p> <p>Voids – to be discussed further at proposed joint meeting with Asset Management.</p> <p>Welcome Survey – targets approved, performance noted.</p> <p><b>Sub Committee noted the report</b></p>	<p><b>Noted</b></p>
8	<p><b>Evaluating the ‘Downsizing’ Initiative</b></p> <p>AD introduced the report and summarised the main points.</p> <p>AD noted the interest already generated in Whitebeck Court and Fairholme Extra Care schemes.</p>	

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	<p>Sub Committee to be kept updated.</p> <p><b>Sub Committee noted the report.</b></p>	<p><b>Noted</b></p>
<p><b>9</b></p>	<p><b>Lettings to Staff, Board Members, Co-optees and their relatives</b></p> <p>Sub Committee approved the new procedure; but did not want reports bringing to Sub Committee (as suggested in section 3 of the report).</p>	<p><b>Approved</b></p>
<p><b>10</b></p>	<p><b>Co-optees</b></p> <p><b>Sub-Committee noted the new arrangements for Co-optees, as agreed at the September Board Meeting. No suggestions at this stage.</b></p>	<p><b>Noted</b></p>
<p><b>11</b></p>	<p><b>Any Other Business</b></p> <p>No other business.</p>	
	<p>The meeting ended at 3.15pm.</p>	
	<p><b>Date of Next Meeting</b></p> <p>Friday 25<sup>th</sup> October - 1.30pm - Board Room, Hexagon Tower</p>	