

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

**Minutes of Meeting held at 1.30pm, 6th August 2009
White Moss Road Office**

Chair: John Biggs

Attendees:

John Biggs (JB)	-	Panel Chair
Peggy Yuill (PY)	-	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
Julie Wilson (JWi)	-	Head of Local Services (Fourways)
Rob Doherty (RD)	-	Local Services Manager
William Hargreaves (WH)	-	Home Improvement Service Manager
Gary Walsh (GW)	-	Repairs Service Manager (Fourways)
Andy Steele (AS)	-	Resident Involvement Officer (Fourways)
Cllr Basil Curley (BC)	-	Ward Councillor

ITEM	SUBJECT	ACTION
1	<p>a) Welcome & Introductions – JB welcomed the Panel and introductions were made.</p> <p>b) Confirm Quorate – Quorate was confirmed</p> <p>c) Meeting rules – JB confirmed the meeting rules</p>	
2	Apologies for Absence:	
2.1	Larry Patrick, Grace Choularton, Carol Downes	
3	Declaration of Interests/Confidential Matters:	
3.1	None raised	
4	Minutes of last meeting:	
4.1	WH indicated that David Heys attended the previous meeting but was omitted from attendance list.	

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<p>5</p> <p>5.1</p>	<p>Matters Arising</p> <p>12.1 GW indicated that at present increasing the font size on the repairs update reports is not possible at present. He has contacted ICT to request if this is likely to be available in the future. GW will report back when update is available.</p>	<p>GW</p>
<p>6</p> <p>6.1</p> <p>6.2</p> <p>6.3</p>	<p>Resident Involvement Agreement</p> <p>AS stated that the Northwards On Call contact number in section 19 is wrong as this changed to 03000 123123 on 1st July 2009.</p> <p>BC stated that this is a good strategy document however there is no mention of how to measure success nor is there any indication of how to resolve problems should they happen.</p> <p>JWi agreed that she would feedback to the relevant parties.</p> <p>JB asked how was the document devised.</p> <p>AS stated that there was a lengthy consultation with resident groups and the Resident Involvement Forum on the content of the Agreement.</p>	<p>JWi</p>
<p>7</p> <p>7.1</p> <p>7.2</p>	<p>Repairs Update</p> <p>GW introduced the report and stated that data is shown in two forms, graphs and a chart with 'smiley faces' to indicate the trend.</p> <p>PY asked why there are sad faces on NHL810 (% of routine work completed on time), NHL804 (Average number of days to complete non-urgent work) and NHL817 (% of work orders that tenant confirms completed at first visit).</p> <p>GW admitted that although the overall picture is positive there are some areas where improvement is slow. There are regular meetings held with contractors in order to drive improvement in these areas. An example how improvement has been made was that there is a 40%</p>	

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<p>7.3</p> <p>7.4</p> <p>7.5</p>	<p>reduction in cancelled work, this has been mainly due to the introduction of Opti-time.</p> <p>JWi asked if there has been issues with work orders taking longer due to additional tasks being required than was first ordered.</p> <p>GW said that this has been an issue, however the problems have not affected this particular report.</p> <p>BC stated that the narrative at the beginning of the report did not fit some of the data in the report.</p> <p>GW answered that the narrative was pulled directly from the asset management system and the reason it did not fit some of the data was due to the fact that the Area Panel wanted area specific data to be included on the report.</p> <p>BC requested that for future reports some of the narrative should be broken down to show analysis of savings / improvements made as a result of changing Northwards' relationship with contractors.</p> <p>JB stated that the report in the format with 'smiley faces' was easier to understand and clearer than the graphs from Covalent. He suggested that future reports be given in this format. Area Panel agreed.</p> <p>GW will produce the report in that format in future.</p>	
<p>8</p> <p>8.1</p> <p>8.2</p>	<p>Major Works Update</p> <p>WH stated that there was only one date change to the planned works. Item 13 (which will affect item 14), window rectification works has been delayed due to unforeseen problems with roof leaks. These appear to have been caused by the installation of some rooftop equipment such as satellite receivers. WH informed the panel that contractors are working hard to try and reduce the delays and make up this lost time. Target Completion Date is now 28/1/2010.</p> <p>CG informed WH that she has received a complaint from one of the tenants in Kentmere Court due to the attitude of some of the contractors. The complainant is currently refusing to allow remedial works to be carried out in his</p>	

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	<p>property.</p> <p>WH said he was already aware of a number of complaints from the block, but if CG could supply the complainant's details, he will ensure that his issues are addressed.</p> <p>BC suggested that where contractors' attitude towards tenants is called into question, these contractors should be removed from the projects altogether. There should be a zero tolerance approach to this.</p> <p>8.3 BC also suggested that an assessment needed to be carried out as to determine what benefit the installations are to the roofs of the multi-storey buildings.</p> <p>WH agreed to look into the benefits of the installations on roofs.</p> <p>8.4 BC questioned if the windows being used are appropriate for multi-storey blocks.</p> <p>WH said that the windows being used are appropriate and the sealing materials is the best available on the current market.</p> <p>8.5 PY indicated that the start date for Haverfield Kitchens / bathrooms scheme has been put back.</p> <p>WH replied that he was not aware that this was the case, however he will investigate this further and report back to next meeting.</p>	<p>WH</p>
9	Environmental Works Programme	
9.1	<p>JWi informed the panel that the arrangements for Broadhurst Field Fest have been finalised. The event will take place on Thursday 20th August from 1pm – 5pm. She invited members of the Area Panel to help out at the event with registering and providing general information regarding Northwards Housing.</p>	

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<p>10</p> <p>10.1</p> <p>10.2</p> <p>10.3</p> <p>10.4</p> <p>10.5</p>	<p>LSM Update</p> <p>RD directed panel members to the report starting on page 55 of the members' pack.</p> <p>Anti-Social Behaviour - RD indicated that WMR are busy and have secured several legal cases ongoing at present. An interim ASBO has been secured against a youth in the Clough Top Road area. It is anticipated that this will be changed to a full ASBO at a forthcoming hearing. RD will update the progress of this case at the next meeting.</p> <p>WMR have been the first local service team to have explored the use of Community Conferencing within a particular avenue where ball games have become an issue. This is seen as a positive way to attempt to resolve differences within an area. RD will update the progress of this at the next panel meeting.</p> <p>Voids – the report is approximately 2 weeks old and this does not necessarily reflect the exact position at the time of the meeting.</p> <p>JB asked RD for a breakdown of the number of properties on the Charlestown estate to help with a funding application. RD will provide this to JB.</p>	<p></p> <p>RD</p> <p></p> <p>RD</p> <p></p> <p>RD</p>
<p>11</p> <p>11.1</p> <p>11.2</p> <p>11.3</p> <p>11.4</p>	<p>Community Update and Governance</p> <p>a) Revolve - AS distributed the August edition to members.</p> <p>b) Observers and Panel Membership - No requests had been received prior to the meeting. AS to contact TRGs in area to offer places to observe.</p> <p>c) AGM & Recruitment - AS suggested holding the Area Panel AGM at St Matthew's RC High School on the Mill Estate as this area of the Fourways area is under-represented. St Matthews are keen to promote their links with the community. The Area Panel members agreed this unanimously. AS to make arrangements and feedback to next meeting.</p> <p>d) Broadhurst Event Update – JW i provided the update earlier in the meeting.</p>	<p></p> <p>AS</p> <p></p> <p>AS</p>

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11.5	e) Fair and Equal Service Form – AS asked those that had not yet completed and returned these to do so as soon as possible. AS to enquire which members forms were still outstanding and to contact these members individually.	AS
11.6	f) Constitution – The updated version was distributed for members to sign and return.	
11.7	g) Inclusion of other meetings' minutes – AS asked if the inclusion of the minutes of the other Area Panel meetings and sub-committee meetings were needed by this Panel's members. It was suggested that these should be distributed to the Chair and Vice Chair routinely and if other members required them, they can contact AS to obtain them. All agreed.	
12	Any Other Business	JWi
12.1	<p>JF suggested that to save postage costs the minutes should be sent via the internal mail to the Local Services Office for members to collect.</p> <p>DL pointed out that some of the panel members have mobility / transport issues and this would not be practical in all cases. All agreed to keep current arrangements.</p>	
12.2	<p>JF enquired about the health of Police Inspector McClure.</p> <p>JWi informed group that he was still not in work and is still ill.</p>	
12.3	<p>MH claimed that she has still never seen the Neighbourhood Wardens walk past her property.</p> <p>JWi will contact the Neighbourhood Wardens to resolve this situation.</p>	
16	<p>Date and time of next meeting Area Panel Meeting – Thursday 10th September 2009 1.00pm – 3.30pm</p>	
	Meeting closed at 3.15pm	