

Northwards Housing Panel Meeting Minutes

Panel: Wilton

Date: 02 December 2009

6.30 p.m. to 8.30 p.m

Whitemoss Road Local Services Office, Community Room

Chair: Anne Heywood

Attendance:

Anne Heywood (AH)	Panel Member (Chair)
Charles Taggart (CT)	Panel Member (Vice-chair)
Jim Burke (JB)	Panel Member
Mavis Wilkinson (MW)	Panel Member
Mark Bainbridge (MaB)	Panel Member
Janice Fitton (JF)	Panel Member
Tunde Martins (TM)	Co-optee
Samuel Jacob (SJ)	Co-optee
Julie Wilson (JW)	Head of Neighbourhood Services (Fourways)
Jacqui Tomlinson (JT)	Local Services Manager
Danny Whitelock (DW)	Repairs Services Manager (Wilton)
Steve Kirkham (SK)	Head of Home Improvements (Wilton)

6.00pm refreshments and questions to officers. The meeting commenced at 6.30pm.

Item	Description	Action
1	Welcome and introductions	
1.1	a) AH welcomed attendees to the meeting. AH extended a special welcome to new panel member Janice Fitton.	
1.2	b) Quorate was confirmed	
1.3	c) AH explained the meeting rules.	
2.	Apologies for Absences	
2.1	Apologies had been received from Councillor Barnes, Carol Connolly, Sue Ratchford, Melanie Beckford, Mike Stevens, Claire Tyrrell and Julie Goreham.	
3.	Declaration of Interests/Confidential Matters	
3.1	There were no declarations of interest and no confidential items would be discussed.	

4.	Minutes of last meeting 02 November 2009	
4.1	TM asked that the word "action" to be added before plan in 7.3	
5.	Matters arising	
5.1	5.1 – CMT is still chasing AK for maps and is hoping to get them for next meeting.	CMT
5.2	5.4 - SK confirmed he had contacted Melanie Beckford and updated her.	
5.3	6.6 - MaB advised that he had checked and it was his telephone tariff which was the problem not the 03000 number.	
5.4	8.4 - Action to be carried over to next meeting	KB
5.5	9.6 - AH explained the panel had another two months to come up with ideas and any comments from the panel would be welcomed.	ALL
5.6	12.2 - duplicate action to 5.4	
6.	Community Update and Governance - Julie Wilson/Jacqui Tomlinson	
6.1	a) JT distributed copies of Revolve and invited articles for the next edition. JT pointed out an article in Revolve relating to Northwards Local Offices opening hours over Christmas. It was noted that the Whitemoss and Monsall Offices would be closed Christmas week but the Cheetham Hill Office would be open as normal except Christmas and New Years Eve when the office would close at 2pm. JW pointed out the article relating to Norman Hart being successful at being appointed to be a TSA inspector. AH wanted to pass on congratulations on behalf of the Wilton Panel.	
6.2	b) JT explained to the panel that the TSA Formal Consultation had started and that there would be more information available at the next meeting.	
6.3	c) JT explained to the Panel that the 2010 meetings calendar was enclosed in the papers.	
6.4	d) JT explained to the panel that Mike Stevens would provide full feedback on the Excellence Committee at the next meeting.	MS
7.	Customer Satisfaction Survey	
7.1	JW explained that overall Northwards were pleased with the results of the customer satisfaction survey but would like to improve the figures for satisfaction with ways to get involved with Northwards. JW invited ideas from the panel on how to improve this figure as it has remained the same for the last two years.	

7.2	MaB asked why the ASB and Crime target for 2011 had not been increased as the 2009 target figure had already been met. JW explained that the target is a Manchester City Council target and Northwards had asked our questions in the exact same way as MCC. She felt that Northwards could review their target because the 60% had already been met. JW explained that in comparison to other parts of the city that Northwards had scored highly.	
7.3	TM asked what the representative sample of the people surveyed was. JW explained that all of Northwards 12500 households were sent a customer satisfaction survey and that the return was 19%.	
8.	Quarter 2 Performance Report	
8.1	JW advised the panel that the report was enclosed in the papers. MaB asked why the average working days lost to sickness and absence due to disputes within the workplace were included in the sickness figures. JW agreed with MaB comments.	
9.	Inspection Action Plan Update	
9.1	JW advised the panel that the report was enclosed within the papers. MW asked what the Signed with Pride certificate was. SK advised that it was a statement of intent from contractors that they took pride in the work that they had done. SK commented that the resident also had to sign the certificate as well so it was a two way process. SK explained that the certificate goes on file along with the customer satisfaction questionnaire. MW asked if it was advertised anywhere like the Northwards Natter. SK explained that it was still a fairly new thing but that was something that could be considered for the future.	
10.	Repairs Update (Danny Whitelock)	
10.1	DW explained that he would provide a report for the panel for the next meeting. DW stated that at present the performance indicators looked positive. At present there are issues with follow on work from jobs not being communicated to tenants effectively. This was being looked at and changes were being made with the customer contact centre and MWL to try and resolve issues. DW state that they were looking at the amount of emergency jobs being raised. The Repairs Services Managers had been spending time at the customer contact centre as part of the review into the process.	
10.2	DW reported that the surveyor's inspection in Higher Blackley had increased to 50/60 per week. DW commented that maybe it was to do with the time of year.	
10.3	MaB asked why if you order a repair you get a satisfaction questionnaire but you do not get this if you order a repair to your new boiler which is still under warranty. SK said would look into this.	SK

11.	Major Works Update (Steve Kirkham)	
11.1	SK explained that the report was enclosed. JB reported some issues around properties in the Plant Hill area. SK will look into these issues and update JB.	SK
12.	Environmental Works Programme (Steve Kirkham)	
12.1	SK reported that the Centaur Way scheme is completed.	
12.2	SK reported that Central House scheme is due to start on Monday 7 December.	SK
12.3	SK explained that the Hendham Vale sign will be approved by planning on 12 January 2010. MW asked where the sign will be put. SK advised that it will be put at the plot of land opposite the pub.	
12.4	SK reported that the Kilmarnock Walk and Moxley Road schemes will be started after Christmas.	
12.5	SK circulated the new plans for the Boothroyden Road scheme. SK explained that the issues regarding the tree had now been resolved. AH asked for a vote regarding the scheme. The vote was carried for approval of the scheme unanimously.	
12.6	SK showed the panel photographs relating to the Chantry Walk scheme. AH asked for a vote regarding the scheme. The scheme was approved.	
12.7	SK asked the panel to vote regarding the Alconbury Walk/Silsden Walk scheme. The scheme was approved.	
12.8	SK showed the panel pictures relating to the Rosewood play area scheme. AH asked for a vote regarding the scheme. The scheme was approved.	
12.9	SK advised the panel that costing had now been obtained for the Temple Square scheme. AH advised that it was the rear gardens not the front gardens that the scheme was for. The panel discussed whether the scheme should be passed and should Local Services be looking to do enforcement on tenant who didn't maintain their gardens. JT commented that the recent eviction that Local Services had secured for property and garden condition was on Temple Square. JW commented that the scheme would be good if aesthetically it finished the estate off. AH asked for a vote. The scheme was approved.	SK
12.10	SK showed the panel pictures relating to the Heaton Park Road/Victoria Avenue scheme. The panel discussed whether this scheme was necessary. SK agreed to go away and look at other options. SK stated he would ask an operative to arrange a meeting on site with MaB to explore this.	SK

12.11	MaB asked if the panel could revisit the Chain Road scheme if the proposed new bungalows were not to be built on that site. SK confirmed that the bungalows would not be built on this site. The panel agreed that this scheme would go back on schemes for re consideration.	
12.12	SK reported to the panel that planning would only allow two parking spaces on Babbacombe. SK reported that he had looked into Cllr Barnes' suggestion that the land be cleared up and showed the panel pictures of the land currently. The panel discussed what else could be done with the land and a vote was carried to reject this scheme.	
12.13	MW asked when the consultation would start for the Crumpsall schemes and what this would entail. SK said that the consultation would start in January 2010 and that residents would be asked for any ideas regarding what they want and any design ideas.	
12.14	JB advised that there had been issues with the contractors on Longton Road who are doing the pointing. JB reported that the contractors were leaving gardens a mess and not jet washing them unless residents complained. SK said he will look into it and update JB.	SK
13.	LSM Update (Jacqui Tomlinson)	
13.1	Voids AH asked why there were so many properties which are ready to let. JT advised that the Local Services team were actively signing up properties within 3 days and that we were working closely with the Rehousing team to ensure that when properties become ready to let that there is a rehousing applicant waiting to be signed up for it.	
13.2	JB advised that he had reported some issues with concessionary gardens to Claire Tyrrell and was waiting for feedback on the issues raised. JT will ask Claire to contact JB.	JT/CMT
14.	Any other business	
14.1	AH advised that the panel induction meeting scheduled for the next day had been cancelled.	
15.	Date and time of next meetings	
	<ul style="list-style-type: none"> a) Tuesday 2 February 2010. Cheetham Hill Local Services b) Joint Board and Area Panel meeting Tuesday 15 December 6.30pm Hexagon Tower. c) Area Panel induction Wednesday 2 December (Cancelled) d) Business Plan Event – It's Your Business – Saturday 30 January 2010 	

Meeting closed at 8.15pm