

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

**Board Room – Hexagon Tower
Friday 25 June 2010 at 2.00 pm**

Chair: Sue Ratchford

Present	Sue Ratchford (SR) Rachel Christie (RC) Karen Blackley (KB) Joan Fitzgerald (JF)	Chair Board Member Co-optee Co-optee
In Attendance	Mike Stevens (MS) Seema Kohli (SK) Claire Tyrrell	Director of Neighbourhood Services Performance Manager (Items 1-6) Head of Neighbourhood Services (Items 7-8)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions SR welcomed everyone to the meeting, which was agreed not to be quorate.	Agreed
2	Apologies for Absence Councillor Anna Trotman	
3	Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising There were no declarations of interest or confidential matters. Equality and Diversity items to be dealt with under agenda items.	
4	Minutes of Last Meeting – 28th May 2010 Minutes agreed. Matters arising - action at item 7 completed.	Agreed
5	Complaints and Compliments Policy SK introduced the report and drew attention to the main points. Sub Committee approved the report (for ratification when quorate).	Approved

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6	<p>Customer Journey Mapping</p> <p>SK introduced the report and drew attention to the main points.</p> <p>RC asked if the changes introduced as a result of the exercise had resulted in increased costs. SK said that they had not: they had been achieved by doing things differently.</p> <p>Sub Committee noted the report.</p>	<p>Noted</p>
7	<p>Estate Services</p> <p>CT introduced the report and drew attention to the main points, including summarising the situation in relation to cleaning communal areas in low rise flats. MS said that this might change in the light of work to be undertaken by MCC in the near future in relation to depooling service charges. Developments in relation to this would be reported to the Northwards Board in due course.</p> <p>SR said that estate environments were currently looking very good.</p> <p>Sub Committee noted the report.</p>	<p>Noted</p>
8	<p>Resident Involvement</p> <p>CT introduced the report and drew attention to the main points.</p> <p>MS updated on work currently being undertaken to involve residents in producing the Annual Report (this will be the subject of a separate report to the Board in July). MS also updated on the latest developments in relation to the future of the TSA and the recently introduced regulatory framework. MS said that a separate report would be provided to Board Members on the process for producing Northwards' Local Offer (including involving tenants). Reference would be made to this in the Annual Report; and it was envisaged that consultation would take place in the Autumn.</p> <p>MS also updated the Sub Committee on the help being provided by Northwards to MCC in creating a city wide Residents Network.</p> <p>Sub Committee noted the report.</p>	<p>Noted</p>
9	<p>Manchester Common Standards</p> <p>MS introduced the report and drew attention to the main points. MS said that, although Northwards had signed up to the standards now, they would be the subject of further discussion with tenants as part of discussions about developing a Local Offer (as discussed at item 8).</p> <p>Sub Committee approved the report (for ratification when quorate).</p>	<p>Approved</p>

ITEM	SUBJECT	ACTION
10	<p>Equality Actions 2009/10 – Q4 Update</p> <p>Sub Committee noted the report.</p>	<p>Noted</p>
11	<p>July Meeting</p> <p>It was agreed that there would be no meeting in July. Agreed</p> <p>MS to email all Sub Committee members about the date of the September meeting.</p>	<p>MS</p>
	<p>Meeting ended at 3.00pm.</p>	
	<p>Date of Next Meeting</p> <p>TBC</p>	