

**COMMUNITY VOICE  
MINUTES OF MEETINGS**

Date: 6 September 2010

Time: 1.00pm

Venue: Baptist Church, Scunthorpe

Present: Janine Mee – Warley Road (Chair)

Mary Southgate – Sheltered Panel (Vice Chair)

Danny Moore – Market Hill (Treasurer)

Alison Highlands – Geographical Rep (Secretary)

Jim Newcombe – Healey Road

Joan Long – Healey Road

P Stephenson – Beechway

Barry Pridmore – Beechway

Don Robertson – Hillside

Pat Cowdell – Hillside

Rose Clifford – Lilywood, Broughton

Derek Clifford – Lilywood, Broughton

Jo Par – New Westcliffe

Steve Dale – Crosby Park

Denise Trowsdale – Victoria House, Barton

Alex Killen – Sheltered Housing

Richard Leach – RUG

Audrey Birkenshaw – Astley Corner, Elsham

M Dunderdale – Greenfields, Goxhill

Rukhsana Gul – BME Rep

Ron Weller – South Killingholme

Mo Weller – South Killingholme

Cherrill Page – Geographical Rep, Belton

Terry Chatwin – Haxey

Brian Duff – Swinburn Road  
Edna Kenyon – Market Hill  
Ken Willey – Swinburn Road  
Ann Harland – Lodgemoor  
Mark Harland – Lodgemoor  
Andy Orrey – Chief Executive NLH  
Steve Hepworth – Director of Operations  
Karen Cowan – RI & Community Development Manager  
Wendy Britcliffe – Senior RI Officer  
Ellis Crawford – Student Placement  
Toni Mosley – Policy & Performance Manager  
Lisa Fleming – PR & Communications Manager

Apologies: Andy Weller, Maureen Hardman, Mrs Parsons, Jean Turner

## **ANNUAL GENERAL MEETING**

### 1. Welcome & Introductions

Janine welcomed everyone to the meeting.

### 2. Previous Minutes from AGM 2009

The minutes were approved by Ann Harland and seconded by Terry Chatwin as a true record.

### 3. Chair Report

Janine stated that Janet Ayres and Sandra Day had both passed away during the last 6 months and will both be very sadly missed as they were both very active volunteers. Janine asked for 1 minutes silence as a show of respect.

Janine stated that it had been noticed that Community Voice are doing more work actively with NLH and that it showed in NLH achieving TPAS accreditation.

The conferences held at Harragate, Blackpool and Birmingham had been well attended by Community Voice members.

TPAS stated that in NLH receiving accreditation that it showed it was one of the best social housing landlords, we should not just sit on it but to keep aiming for even higher acclaim.

Karen handed out the Community Voice position statement to all members to take away.

#### 4. Treasurers Report – Danny Moore

Danny handed out the budget report to every one and also explained the report.

Edna stated that the 11<sup>th</sup> of December has been arranged for the Community Voice Christmas Party at the Cocked Hat.

#### 5. Election of Officers

The officers stood down from their positions and the meeting was handed over to Karen who carried out the elections as follows:

Two self nominees were received for Chair - Janine Mee and Ken Willey. A secret ballot was carried out and this resulted in Janine Mee being elected as Chair.

One self nomination was received for Vice Chair - Mary Southgate. The nomination was proposed by Terry Chatwin and seconded by Jim Newcombe.

One nomination was received for Treasurer – Danny Moore. The nomination was proposed by Brian Duff and seconded by Ann Harland.

One nomination was received for Secretary – Alison Highlands. The nomination was proposed by Edna Kenyon and seconded by Jim Newcombe.

It was stated that we should give credit to the Resident Involvement team in achieving the TPAS accreditation.

The AGM was closed.

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## COMMUNITY VOICE MEETING

### 1. Accuracy of Previous Minutes & Update of Action Plan

The minutes were proposed by Terry Chatwin and seconded by Jim Newcombe as a true record.

#### Update of Action Plan

The volunteers expenses policy was distributed with the previous minutes but the booklet still needs to be sent.

Action – WB to send the volunteer's expenses booklet out with the minutes of the meeting.

The land share scheme initiative has now commenced. The next stage will be to establish a working group to proceed with this venture.

Action – KC to establish a working group.

Steve stated that the Tenant Incentives would only affect those on benefits with savings as there is a limit to how much you can have.

Everything else on the Action Plan has been completed.

#### Decision Items

### 2. Tenancy Management & ASB Review – Steve Hepworth

Steve gave a presentation of the reports then asked for any questions.

Steve asked for members of Community Voice to be a working group for these reviews. The following people will make up the group: Mary Southgate, Edna Kenyon, Terry Chatwin, Ron Weller, Maureen Weller, Alex Killen, Joyce Par, Alison Highlands and Pat Cowdell.

Action – SH to arrange a meeting of the working group.

It was asked if a member of Community Voice was on a working group and also a Scrutiny Panel member what would happen. Steve replied that if the working group was being scrutinised then the Panel member would have to stand down for that particular scrutiny.

### 3. Local Offers/Service Standards – Toni Mosley

Toni gave a brief presentation of the local offers report and the Service Standards then asked for any questions.

It was stated that there was no mention of CCTV cameras in lifts in the document. Toni replied that if it was not in the document it could be put in at a later date.

It was asked why communal lighting was in the document. Toni stated that it needs to be in as it is a service that is provided.

It was asked if the heating service charge was less, would the tenant benefit by lower costs. Steve replied that if the costs went down then the charges would also go down.

Toni asked for a vote to endorse the document. The vote was unanimous therefore it will be endorsed.

Toni asked for a group of Community Voice members to work with her to design the look of the document. The following people will be in this group: Mary Southgate, Alex Killen, Mark Harland, Jim Newcombe & Edna Kenyon.

Action – LF to convene Local Offer working group.

### **Discussion Items**

#### **4. Performance Information/Scorecard – Toni Mosley**

Toni gave a presentation of the Scorecard and the performance information.

It was decided that to stop any confusion that after each spot-light report questions would be asked.

It was asked if we were getting more reports on anti social behaviour (ASB) due to it being easier to report it now and also tenants getting follow-up reports. Steve replied that this was the reason for the increase in the reports.

It was asked what is being done to rectify the problems with children climbing onto garage roofs. Steve said that it was difficult to take action as sometimes the people complaining do not know who the children are.

It was asked how this affects tenants who have problems with people who are not NLH tenants. Steve replied that we would not ignore the problem just because they were not tenants, we would work with the Council and the Police to tackle the issue.

There were no questions on the Human Resources spot-light report.

It was stated that we were puzzled as to why the statistics had worsened instead of improved on the Responsive Repairs spot-light report. Steve replied that NLH was investigating the reasons.

It was stated that it would be beneficial for workmen to phone ahead with the time of arrival for tenants.

There were no questions on the Voids Turnaround spot-light report.

Toni asked for any questions regarding the rest of the Scorecard.

It was asked how you decide which items to spot-light on. Toni replied that the ones which are included are the ones which are most common and are indicated red.

## **5. Low Demand Strategy – Steve Hepworth**

Steve gave a presentation of the strategy then asked for any questions.

It was asked if tenants were letting NLH know why a property is refused. Steve replied that tenants are routinely asked but do not always give a reason.

It was asked what happened to a property which is empty but there is no waiting list for that area. Steve replied that these properties were advertised as quick-key properties.

Steve asked for a vote to adopt the report. The vote was unanimous therefore the report will be adopted.

## **6. Resident Involvement Activity Report – Karen Cowan**

Karen gave a presentation of the report then asked for any questions.

It was suggested that members of Community Voice have an away- day to prioritise and action plan training for next year. It was suggested that a skills matrix be put together to identify what members of Community Voice know and where training is needed.

Action – KC to arrange CV Away Day

### **Information Items**

## **7. Annual Report – Lisa Fleming**

Lisa gave a presentation of the report which will go out in a magazine format with the next Key News which is due out late September. The TSA will receive this report by the end of the week.

Lisa asked for any questions.

It was suggested that copies should be checked before sending out to make sure that they are correct. Lisa replied that they would be and that the mistakes to our draft copies were due to the time-scale so that we could see it before it went out.

Terry thanked Lisa and her team for help in producing the report.

Karen passed on Andy Orrey's thanks to all those involved in the production of the report, stating that they had done an excellent job.

## **8. Any Other Business**

Janine read out a letter received from Brian Duff stating that he wished to resign from Community Voice. Karen said that she would have a word with Brian to see if we could change his mind as he is a valued member of Community Voice and also a very active volunteer.

Steve stated that a meeting will be arranged for the caretaking working group.

Action – SH to convene meeting of the Caretaking Working Group.

Steve stated that a contractor has been employed to lay out plans for the re-furbishment of the upstairs of the Cole Street Customer Centre.

The winning number of the Gas servicing prize draw is 365.

It was asked why a company in Rotherham has been used for the distribution of the Housing Officers Newsletters. Lisa replied that it was cheaper to use them.

It was asked who is replacing the phone lines that have been brought down when new windows and facias are being done. Steve replied that this problem will be taken to the next Improvement Panel meeting.

Action – KC to refer the issue to the Home Improvement Panel.

The observers to the next Board meeting will be: Ann Harland, Terry Chatwin & Mary Southgate. It was requested that dates of future Board meetings are provided.

Action – KC to supply CV secretary with list of dates.

It was requested that the contact details for the CV Officers be shared amongst all CV members.

Action – AH to include email addresses for CV Officers on the end of all CV minutes.

## **9. Date of Next Meeting**

Date: 11<sup>th</sup> October

Time: 1.00pm

Venue: Baptist Church, Scunthorpe.

### **E-Mail Addresses for CV Officers**

Chair, Janine Mee – [janinemee@hotmail.co.uk](mailto:janinemee@hotmail.co.uk)

Vice-Chair, Mary Southgate – [beth.51@live.com](mailto:beth.51@live.com)

Treasurer, Danny Moore – c/o [e.kenyon@yahoo.com](mailto:e.kenyon@yahoo.com)

Secretary, Alison Highlands – c/o [Jeanette.highlands@ntlworld.com](mailto:Jeanette.highlands@ntlworld.com)