

**COMMUNITY VOICE**

**MINUTES OF MEETING**

Date: 5<sup>th</sup> July, 2010

Time: 1pm

Venue: Baptist Church

Present: Janine Mee – Warley Rd (Chair)

Mary Southgate – Sheltered Housing (Vice Chair)

Danny Moore – Market Hill (Treasurer)

Alison Highlands – Geographical Rep (Secretary)

Ken Willey – Swinburn Rd

Edna Kenyan – Market Hill

Terry Chatwin – Hallcroft

Brian Duff – Swinburn Rd

Ann Harland – Lodgemoor

Mark Harland – Lodgemoor

Jean Lurner – Leaseholder Rep

Denise Trowsdale – Victoria House

Mo Weller – South Killingholme

Ron Weller – South Killingholme

Don Robertson – Hillside

Barry Pridmore – Beechway

Pat Stephenson – Beechway  
Jim Newcombe – Healy Rd  
Shazeda Haque – BME Rep  
Steve Dale – Crosby Park  
Andy Orrey – Chief Executive  
Steve Hepworth – Director of Operations  
Karen Cowan – RI & Community Development Manager  
Toni Mosley – Policy & Performance Manager  
David Brown – NLH  
Carol Prendegast – NLH  
Chris Baker – NLH

## 1. Welcome, Apologies & Housekeeping

Janine welcomed everyone to the meeting.

Apologies received from: Joan Long, Cherrill Page, Alex Killen, Jo Parr, Richard Leach, Mr & Mrs Clifford, Wendy Britcliffe and Pete Woodcock.

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

It was asked what TSA stood for. The reply was Tenant Services Authority.

The outcome of a survey is still to be done on the bungalows.

The minutes were approved by Terry and seconded by Brian as a true record.

### Update of Action Plan

The Audit Commission Action Plan meeting has been arranged for the 12<sup>th</sup> of July.

The Resident Involvement Strategy meeting has been arranged for the 8<sup>th</sup> of July.

The other items on the Action Plan have been completed.

### 3. Reminder of Repairs Log – Janine Mee

Janine reminded all Community Voice members that the log was available for any individual issues and should be filled in at the coffee break.

## **Decision Items**

### 4. Service Charge Consultation Plan – Steve Hepworth

Steve gave a presentation of the plan which all Community Voice members had received.

Steve stated that we will have a focus group to discuss this further, then asked for any questions.

It was asked if pull cords were included in the service charge. Steve replied that pull cords & warden charges are separate as it may not be NLH who will run them in the future.

Steve stated that any tenant who does not want these services will have their charges removed. Likewise charges and increases will only apply to tenants that opt to continue receiving these services.

It was asked if the rents would be reduced for those who don't receive these services. Steve replied that rents would not be reduced but that the rent monies received would be used to pay for other NLH departments, e.g. additional repairs.

It was asked what the tariff was for the electricity supplied in communal areas. Steve replied that at the moment it was on timers and in the future it would be done differently according to what the tenants want. He did not know what the tariff was but would check to find out.

It was asked how are the charges for water consumption in communal areas are charged. Steve replied that as no-one had asked before he did not know but would look into it.

## **Discussion Items**

### 5. Performance Information Scorecard – Toni Mosley

Toni gave a brief presentation of the scorecard then asked for any questions.

It was asked how are the external gas services doing. Toni replied that there was nothing outstanding.

Why are long term vacancies so high? Toni replied that some of them are bed-sits and 1 bedroom sheltered accommodation which are hard to let.

Why is the turnover of staff high? Toni replied that a more detailed report would be given as a spotlight report.

Why is the % of emergency repairs low? Toni replied that in the next scorecard this percentage should be improved.

Now that the new I.T system is up and running does that mean tenants will be given job numbers? Steve replied that job numbers are not routinely given out but when tenants ring up and give their name & address all the relevant information is brought up on the screen.

Terry stated that this new system is absolutely brilliant and works efficiently.

It was asked how the long term vacancies were split up into different categories. Toni replied that this was done on a spotlight report.

Epworth & Ulceby still have bed-sits with communal bathrooms. What will happen to them? Steve replied that these bed-sits are being looked at as tenants no longer want these properties.

Who is responsible for repairs to adaptations, NLH or Brumby Resource Centre. Steve replied that NLH were responsible.

It was stated that scaffolding surrounding the maisonettes on Market Hill were being climbed on by youths and that NLH have to be made aware of this.

## 6. Tenant Incentives – Steve Hepworth

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

It was asked if tenants would need to have a clear rent account to be able to take up this. Steve replied that if the arrears were small the tenant could still apply for this and any outstanding arrears would be taken out of any money given.

It was stated that this scheme should be made public so that tenants know about it.

It was asked if those tenants who are on benefits would lose out on this scheme. Steve replied that he did not know but would find out.

It was asked is the decorating grant separate from this incentive. Steve replied that it was.

A vote was asked to agree to put this document forward to the Board for approval. The result of the vote was 18 yes, 2 no and 1 abstention.

## 7. Resident Involvement Report – Karen Cowan

Karen gave a presentation of the report given to all members of Community Voice.

Karen stated that Denise is the final member of the Scrutiny Panel which means we now have 8 members. The next meeting is on the 9<sup>th</sup> of July.

The deadline for applications for the Board is the 9<sup>th</sup> of July.

It was decided that separate meetings for Resident Associations would be held quarterly to discuss issues in their areas.

Diary Dates: RI Strategy Review – 8<sup>th</sup> July  
TPAS Accreditation – 9<sup>th</sup> July  
Audit Commission Action Plan – 12<sup>th</sup> July  
CV Constitution Review – 15<sup>th</sup> July  
Multi Cultural Event – 28<sup>th</sup> July  
NLH Family Fun Day – 5<sup>th</sup> August

Karen asked for any questions. There were none.

#### 8. Choice Based Lettings – Steve Hepworth

Steve gave a brief update of the document then asked for any questions. There were none.

### **Information Items**

#### 9. Key to Success Initiative – Chris Baker

Chris gave a presentation on the report then asked for any questions.

It was asked if it was just aimed at NLH properties or also private landlords. Chris replied that at the moment it was just NLH.

It was asked if it was just aimed at the young. Steve replied that at the moment it was but in the future it could be aimed at everyone.

It was asked if this could be made a requirement of a new tenancy. The reply was that it could not be made as a condition but those who use it are given more points and a welcome pack.

It was asked what is the criteria for this scheme. Steve replied that it was aimed at the under 25s who are not previous tenants of NLH.

It was asked if the tenants were checked. Steve replied that the only checks NLH do are on housing records and personal records.

It was asked if they had to be over 18 before applying. The reply was that they could apply before reaching 18 but would only be given a tenancy once they reached 18.

It was asked if there was any priority given to ex-service persons. The reply was that they were given extra priority.

#### 10. Any Other Business

Karen stated that Alex has been asked to take part in the recruitment panel for the new NLH Finance Director. Some members were not happy about the way it was done. Karen replied that a decision had to be made immediately.

Alison stated that a programme on TV told of a land share scheme where tenants gave over part of their gardens that they could not manage to other tenants who wanted more land for growing veg. Alison asked if this type of scheme could be done through NLH. Chris replied that this scheme sounded a good idea but a lot of work would need to be done to make sure all tenants involved felt secure in doing this.

Janine stated that on her estate there were swarms of insects in the trees and round chimneys, they were not wasps or bees but stuck to clothing and could sting. Janine asked what could be done about them? The reply was to get in touch with Environmental Health to find out what they were and how to get rid of them.

Steve stated that on the 18<sup>th</sup> of July there will be a fun day run by Crosby Residents Association at Sheffield Park.

It was asked why tenants are being brought into villages even though there are people who are born in the villages unable to get housing in the village. Steve replied that the housing list was available to all and that it also went on a points system.

It was asked why there is no law or legislation to let tenants know when pheodophiles move into their area. Steve replied that this issue would have to be discussed outside of this meeting.

Steve stated that although on the news it stated that the TSA will no longer exist, it is still up and running.

It was asked if the bathrooms in the sheltered scheme at Barton would be renovated this year. Steve stated that the final report is

due now and the relevant information will be given at the next Community Voice meeting.

It was asked if NLH have a disaster plan in place for emergency housing. The reply was that NLH do not but NLC do as they have large buildings for this and of course it would depend on what the disaster was.

It was stated that in the newspaper that the Tenant Reward Scheme is not viable. Steve replied that the comments made were not by any tenants of NLH.

Karen stated that taxis for Community Voice meetings should be booked through Danny or Edna and for all other meetings it should be booked through Resident Involvement.

#### 11. Date of Next Meeting

Date: Monday, 9<sup>th</sup> August 2010

Time: **5.30pm**

Venue: **Meridian House**