



Sheltered Housing Panel Meeting

27th May 2008

Martins Close, Barrow
Time: 2.00pm to 4.00pm

Attending:

Karen Cowan (NLH) - Chair
Dave Smith (NLH)
Ian Bridge (NLH)
John Healy (NLH)
Mrs M Ireland (Broadlands House)
Horace Cox (Wold Court)
M Lindsey (Horsefair Paddock)
Mrs Goodhand (Horsefair Paddock)
J Taylor (?)
Caroline Hurrell (guest from Martins Close)
Ron Hurrell (Martins Close)
Alex Killen (Martins Close)
Roy Davies (Ermine Grove)
Betty Llewellyn (Ermine Grove)
Dorothy Franks (Chatterton Crescent)
Eileen Hall (Chatterton Crescent)
Gordon Denton (Manor Gardens)
Jean Hall (Manor Gardens)
Sam Briggs (School Close)
Mary Southgate (Albion Grove)
Terry Chatwin (Hallcroft)
Ruth Wilkinson (Day Close)
Marion Howes (Day Close)
Mr Bunting (Pryme Road)
Mrs Smithson (Pryme Road)

Apologies:

Linda Muscroft, Malcolm Dunderdale and Wendy Britcliffe

1. Welcome & Introductions

Karen welcomed everyone to the meeting and introductions of guests were given. Karen introduced Mrs Wilkinson as the new representative for Day Close and Gordon Denton for Manor Gardens.

2. Scheme Issues

- Albion Grove – trees and paths still slippery and grass needs cutting near British Legion monument.
Screws on wooden seat loose.
Action John to refer above issues to caretaking.
- Ermine Grove – John advised that a tender had been put out for the door entry system.
Action – John to provide update to the next meeting.
- School Close – Computer not working. Some of the paths have been cleared but half are remaining and are slippery.
Action – John to refer computer to ICT.
Action – John to refer paths to caretaking.
- Manor Gardens – Representatives concerned that they were only given 3 week's notice of the closure of the group dwelling. Questions were asked as to whether any new build would include provision for communal activities, i.e. bingo. Lighting in the surrounding area also needs consideration. John confirmed that consultation is required with residents to talk about future plans for the redevelopment of the area.
Action – John to gain information on the date for demolition of the site and to inform neighbouring properties.
- Hallcroft – Car park needs weeding. Pot hole in basin.
Action – John to refer to caretaking.
- Martins Close – Roads, pathways and car park in a bad state of repair as reported in previous minutes.
Estate walkabout promised in previous minutes. This hasn't happened.

Representative unhappy that the health and safety notice on display in the communal room doesn't indicate contact names or assembly point.

Shortage of cutlery in the communal kitchen.

Problem with ASB from teenagers being left alone in property on the estate (parents left property).

Can carbon monoxide detectors be provided to properties?

Action – Karen to refer roads, pathways and car park to Roger Ayre. Roger to check on ownership and responsibility.

Action - Karen to chase Roger Ayre re estate walkabout.

Action – John to update health and safety notice with required information.

Action – John to provide cutlery for communal kitchen.

Action – Karen to refer ASB issue to housing management.

Action – Karen to investigate provision of carbon monoxide detectors.

- Horsefair Paddock – Number 6 feels that the old windows are causing condensation in the property. Representative expressed concern that there is only one opening window to the upstairs of property and no double glazing. Karen confirmed that windows will be replaced in 2011 as part of the improvement programme works.

Can grab rails be installed next to the fire door to the laundry room?

Slab near front door uneven and hazardous.

Back yard requires clearing.

Computer still not working.

Action - John to refer request for grab rails.

Action – John to put job in to make slab safe.

Action – John to refer back yard to caretaking.

Action - John to refer to ICT.

- Chatterton Crescent – Improvement work materials from Abey Gardens currently being stored at Chatterton Crescent. Karen confirmed that works are almost complete and materials will be removed within the next few days.

When will communal areas be painted at Chatterton?

Cleaning of building to be organised for end of improvement works.

Can open staircases be blocked in as currently children can get through them?

Action – Karen to check when painting will take place.

Action – John to arrange one off cleaning of building.

Action - John to refer request for blocking of open staircases to Asset Management.

- Pryme Rd – Grass over paths and conifers require cutting.
Gates at front of bungalows rotten.
Lead being pinched off bungalows.
Hedge has been cut beautifully and paths done at Healy Rd.
Internal communal areas been painted. When will new carpets be provided?
Action – John to refer paths and conifers to caretaking.
Action - John to identify timeline for renewal of carpets.
- Day Close – Rain pouring in from gable ends, near number 21.
Question raised as to why £70 decoration grants were given to properties within sheltered scheme following improvement works, whilst properties in surrounding roads were allocated £120.
Karen explained that this could be due to some properties only receiving a partial wiring upgrade, whilst others had full re-wires.
Concerns raised regarding new tenants in area, with children playing football.
Number 21 is the only property not to have a blue switch (to prevent flooding).
Service charge discrepancies. Why are some tenants paying £9.71 and others paying £3.71 for the same service?
Action – Karen to refer guttering for repair but to also check on improvement programme as to when skyline works will be renewed.
Action – Karen to investigate discrepancy in decoration allowance.
Action – Karen to refer tenancy issue to housing management.
Action – Karen to check blue switch issue.
Action – John to investigate service charge discrepancies.

3. Supported Housing Service

North Lincolnshire Council is putting the supported housing service out to tender. It is estimated that the new contract for this service will commence in April 2009.

The service will be geared to people getting support as a result of an assessment of their needs, rather than support being based on where somebody lives.

The council will require support plans to be put in place for each service user, with these plans being outcome based. This means that any service provided to an individual must result in a difference being made to that individual's quality of life.

The alarm call equipment will also be reviewed.

North Lincolnshire Homes will keep service users informed of developments throughout the tender process and will send out an information leaflet to tenants' homes to tell them about the situation to date.

4. Future Meetings

Representatives asked that future meetings give more time for discussion. A proposal was put forward for meetings to commence at 1.30pm and finish at 4.30pm.

Next Meeting to be held at
Venue: Communal Room, Broadlands House, Ashby
Date: Friday 26th September 08
All representatives will be sent a letter of invite.