

## Newsletter Summer 09

[www.nlhomes.org.uk](http://www.nlhomes.org.uk)

### **Message from the Chair:**

As the chair of Community Voice I would like to welcome you to our summer edition newsletter. Within the newsletter, you will find information and updates on the various meetings that tenant volunteers have been involved with. Can you also note that the details of all future meetings are listed at the end of this newsletter for your information.

We are also making arrangements for our next Annual General Meeting which will be held on 14<sup>th</sup> September 2009. Letters and nominations forms will be sent out nearer the time.

I would like to take this opportunity of thanking all those people who have given up their time and continue to provide commitment to the various resident involvement structures.

### **Involving More People – How?**

We need to promote the resident involvement Menu of Options.

This is the form that volunteers can use to register their interest in certain subjects or involvement structures. For example, if someone is really interested in repairs then they would complete a menu of options form, placing a tick under the repairs and improvements section. They would then send in the form to the Resident Involvement Team. Once the form is received at NLH, the volunteer's details would be entered onto a computer database, along with the area/s that they have registered an interest in. A Resident

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Involvement Officer would then make contact with the individual to discuss exactly how they would like to be involved in the future. In this example, the next time a focus group was arranged to discuss repairs, then people that have signed the menu of options form (indicating repairs as an interest) would be considered for inclusion within that focus group, or, if we were looking to conduct a survey of tenants on their thoughts on the repairs service then we would send the survey out to all of these tenants.

Currently there are only 106 tenants that have signed up to the NLH resident involvement Menu of Options. We have about 11,000 tenants out there. It is our job as Community Voice members to make sure that we get as many tenants as possible to sign up to involvement with NLH.

**We need to get tenants signing – committee members of our associations, our neighbours, tenants living on our estates, and other tenants at large. We also need to check that the Resident Involvement Team has a form for each of us, and if not, get the forms filled in.**

The forms are readily available from the Resident Involvement Team and can also be filled in on line on the NLH website –

[www.nlhomes.org.uk](http://www.nlhomes.org.uk)

## **Ordinary Members – North Lincolnshire Homes**

North Lincolnshire Homes will continue encouraging tenants and leaseholders to become Ordinary Members. We would like your help in doing this by passing the following information on to tenants / leaseholders living in your area:

As an Ordinary Member, you are entitled to attend and vote at the Annual General Meeting and vote to select which tenants join the board as Tenant Board Members. By attending the AGM, you would be present when the accounts for North Lincolnshire Homes are discussed and new independent board members are appointed.

Benefits:

- ◆ Be part of an exciting and ever evolving organisation
- ◆ As a tenant/leaseholder, be given a voice
- ◆ Vote in the elections of Tenant Board Members
- ◆ Attend and vote at the AGM
- ◆ An active say on possible changes to the constitution of North Lincolnshire Homes
- ◆ Develop more knowledge of the organisation

If anyone is interested in becoming a Tenant Board Member they can contact the Resident Involvement Team on (01724) 298871 or visit the website for an application form [www.nlhomes.org.uk](http://www.nlhomes.org.uk)

## **Tenant Services Authority (TSA)**

Social housing tenants from across the country took part in the National Conversation which was the first phase of the Tenant Services Authorities consultation on the proposals for draft standards. The top priorities highlighted from this include: getting repairs and maintenance right, ensuring homes are up to date and in a decent condition, tackling anti-social behaviour and being kept informed. The TSA will now use this feedback to propose new standards for landlords, the first ever to be developed, to help improve services for tenants.

The second phase of the National Conversation has now been launched and the TSA have published a discussion paper on the draft standards that will apply to all social housing landlords in England from 2010. Further information on the second phase can be found on the website:

[www.nationalconversation.co.uk](http://www.nationalconversation.co.uk)

## **Update on Sub Groups**

There are numerous sub groups who meet regularly to discuss various issues, these include (but are not limited to):

- ◆ Home Improvement Panel
- ◆ Key News Sub Group
- ◆ Tenant Inspectors
- ◆ Resources Committee
- ◆ Sheltered Panel
- ◆ Internet Sub Group
- ◆ Gardening Competition
- ◆ DLO Review Sponsors Group
- ◆ Diversity Working Group

## **Targeting New Areas**

- ◆ A door knock and public meeting was held for tenants living in Scawby. There has been some interest but not enough volunteers to progress with an association. It has been agreed to hold a coffee morning and have one further attempt to encourage more people to get involved.
- ◆ Door knocks and public meetings have been arranged to target the following new areas:

Hinman Walk, Scunthorpe  
Overton Court, Barton  
Cathedral Closes, Scunthorpe  
Trent View House, Scunthorpe

At the public meetings, information will be provided on all involvement opportunities as listed in our Menu of Options.

## **Resident Associations update**

South Killingholme – the association have now adopted their constitution and are looking at organising fund raising activities for their area. The group will now be invited to future meetings of Community Voice.

Market Hill – consultation is being carried out on the re-development of the play area. A Fun Day was held to obtain views from residents living in the area. Results from this will be discussed at a further meeting.

Beechway – have been successful in securing funding from North Lincolnshire Council to provide Street Sports for the youngsters living in the area for a period of 10 weeks. The volunteers from the association will then take over this project and continue running Streets Sports.

Caistor Rd – a fun day has been arranged for July and there will be various activities held during the day to include: tombola, face painting, bouncy castle etc.

Healey Road – a coffee morning was held in May to promote ideas for the garden project on Pryme Rd.

S.W.E.L.L.S – the association are looking into providing Street Sports for youngsters in the area and committee members are currently waiting for CRB checks to be completed. North Lincolnshire Council have identified several locations that will receive improvements to their local parks. Work is due to be completed to the park on Lilac Avenue by 2010 and the association are planning to hold a family fun day to launch the new park.

Swinburne – a member of the committee completed a sponsored swim and raised a total of £1,300. A donation of £200 will be given to the resident association and the remainder will be donated to MENCAP.

Hi Crosby – the association hold regular coffee mornings which have become very popular and the funds raised from these help towards trips out for people living in the area.

Warley Road – received donations to help pay for public liability insurance and CRB checks for volunteers. The association are progressing with the development of a football pitch in the area which includes: fencing and marking out of the pitch.

associations have been struggling for support and will be planning public meetings to decide whether they will continue to operate in the future.

- ◆ Bushfield & Kingsway
- ◆ Mary Street West
- ◆ Grangefield, Winterton
- ◆ SCHEME

Resident Involvement will keep you informed of the progress of these groups.

## **Useful Information**

### **North Lincolnshire Credit Union (NLCU)**

The NLCU is a savings and loans co-operative, not a bank. It was set up to help those who are financially excluded, using government funding, and a branch has now started at Viking Resource Centre to help people in Barton with low-cost loans. The branch operates on Thursday mornings, 10.30am to 12.00noon.

The Credit Union also teaches financial awareness, working especially with people with special needs, the probation service, one-parent families, pensioners, etc. The main office for NLCU is based at 162 High Street, Scunthorpe. There will be further expansion into other rural areas in the future.

## **Estate Plans**

Following previous consultation with North Lincolnshire Homes, estate plans have been produced for all North Lincolnshire Homes estates and sheltered dwellings. The aims of the plans are to:

- ◆ Identify issues that are of concern to tenants and residents
- ◆ Identify maintenance issues
- ◆ Identify where improvements could be considered for outside the homes
- ◆ To prioritise the most important areas that need to be tackled

The information on each estate plan is regularly updated by your Housing Officer. If you would like to see a copy of the plan for your estate or sheltered scheme, or if you have idea's for improvements to your area that you wish to be considered, then please contact your Housing Officer on: 01724 279900 or visit the NLH website: [www.nlhomes.org.uk](http://www.nlhomes.org.uk)

## Improvement Programme

The improvement works are continuing to exceed initial targets.

The current overall progress with completed works is detailed in the table below:

<b>Summary</b>	<b>Year 2 total Completed works</b>	<b>Year 1 total Completed works</b>	<b>Total works to date</b>
Electrical upgrades	1903	1286	3189
Bathroom	1657	1118	2775
Kitchen replacements	1018	977	1995
Heating Upgrades	1050	1436	2486
External wall re-pointing	334	169	503
Rainwater Goods	1873	1548	3421
Fascia & Soffits	1872	1588	3460
Roof Replacements	713	725	1438
Chimney Works	342	661	1003
Loft Insulation	307	87	394
Windows Properties	2485	1780	4265
Doors ( Units)	4286	3854	8140

## **Training Calendar**

A new Volunteers Training Calendar has been produced, sessions include:

- ◆ Tenant Involvement in Repairs
- ◆ Energy Efficiency
- ◆ How to Deal with Difficult People
- ◆ Value for Money
- ◆ Developing Newsletters

## **Crosby Community Association**

A multi agency family fun day has been arranged for Sunday 19 July on Sheffield Park, Scunthorpe (11.00am – 4.00pm). There will be various activities held during the day and other agencies involved. Staff from Resident Involvement will be attending to provide a NLH display and to promote the resident involvement Menu of Options.

## **Plowright Theatre, Scunthorpe**

'Fish & Flicks' events are being held at the Plowright Theatre in Scunthorpe. The cost for these events is £6 per head (discounts are available for groups of 20 or more). Prices per film £3.50. A Film including a fish and chip lunch will cost £6.00. Food is served between 12noon and 1.30pm. Pre-booking is essential for the lunch and film combination. The film screening time is 2pm. To book tickets for any show contact the Box office on: 01724 277733.

## **Independent Living North Lincolnshire**

Independent Living offers practical and emotional support for vulnerable adults to help them to continue living in their own home. Services offered include:

Regular gardening (£12 per hour), shopping (£8 if shopping done for client, £10 for accompanied shopping trips), and benefits advice. All these services are working at full capacity at the moment and they are waiting for news on funding. The services will continue even if the funding is not successful but the level may change. Referrals are still being taken but there are waiting lists. The Head Office is based at 50 Holydyke, Barton on Humber.

## **Future Dates for Community Voice Meetings**

### **Community Voice**

Date: 13<sup>th</sup> July 09  
Time: 1.00pm  
Venue: Baptist Church

### **Community Voice**

Date: 10<sup>th</sup> August 09  
Time: 1.00pm  
Venue: Baptist Church

### **Community Voice - AGM**

Date: 14<sup>th</sup> September 09  
Time: 1.00pm  
Venue: Baptist Church

### **Community Voice**

Date: 12<sup>th</sup> October 09  
Time: 1.00pm  
Venue: Baptist Church

**Please Note: The Community Voice meeting are all held at The Scunthorpe Baptist Church, Ashby Road**

## **Special Meetings for All Community Voice Members**

### **Community Voice Pre Inspection Meeting**

Date: Friday 17th July 09  
Time: 12.00noon  
Venue: Meridian House

### **Community Voice Constitution Review**

Date: Wednesday 5th August 09  
Time: 12.00noon  
Venue: Baptist Church

## **Future Dates for Tenant Inspectors Meetings**

### **Tenant Inspectors**

Date: 4<sup>th</sup> August 09  
Time: 1.30pm  
Venue: Meridian House

### **Tenant Inspectors**

Date: 6<sup>th</sup> October 09  
Time: 1.30pm  
Venue: Meridian House

### **Tenant Inspectors**

Date: 1st December 09  
Time: 1.30pm  
Venue: Meridian House

### **Tenant Inspectors**

Date: 2nd February 2010  
Time: 1.30pm  
Venue: Meridian House

### **Review the Quality Lettable Standard of Voids (Special Meeting)**

Date: Monday 6th July 09  
Time: 1.00pm  
Venue: Meridian House