

## South Kilburn Area Housing Board Meeting

8<sup>th</sup> December 2009

### 1. Introductions and Apologies

#### Present:

##### Member

Liz Leicester  
Anne Hawthorne  
Peter Jones  
John Healy

##### Area of Representation

Chair Alpha Gorefield and Fourcourts  
Bronte & Fielding TRA  
Hereford House & Exeter CT TRA  
William Dunbar & William Saville TRA

**Officers and Visitors:** Corrine Daley; Clerk BHP, Linda Footer; Head of Governance and Communications BHP, Jill Stringfellow; Neighbourhood Services BHP, Karin Jaeger; BHP Board Member, Gerry Doherty; Director of Housing Management BHP, Jacqueline Mason; Tenancy Team Manager BHP, Irene Barrett and Kevin Barrett of Kilburn Village, Cllr Dunn, Siva German; BACES, Marcus Gregory; Major Works Team BHP.

Apologies were received from Cllr Bacchus.

It was agreed that although the Area Housing Board was inquorate the only items on the agenda were for information so the meeting could continue.

Agenda Item	Minute	Action
<b>Tabled Item – Kilburn Village opposition to the Albert Road Project</b>	<p><b>I &amp; K Barrett</b> of the Kilburn Village Residents Association voiced concern regarding the new blocks planned for Albert Road. Their initial thoughts are that the site is being overbuilt and attended the AHB meeting to gain the thoughts of the residents of the SKL estate.</p> <p><b>L Leicester</b> advised that this is an issue that the AHB are not able to do anything about however the members are more than welcome to advise of any concerns that they may have.</p> <p><b>Cllr Dunn</b> advised that this is not the correct forum for this discussion and suggested that the Kilburn Village RA attend the forthcoming South Kilburn Housing and Infrastructure meeting. <b>Cllr Dunn</b> advised that the new blocks will be lower</p>	

	<p>than William Saville and William Dunbar Houses and believes that a shading survey has been carried out to ascertain the affect of the new buildings will have on property north and south of the railway tracks.</p> <p>It was agreed that the issue would be discussed separately outside of the meeting.</p>	
<p><b>2. Minutes of the meeting held 8<sup>th</sup> September 09 and Matters Arising</b></p>	<p><u>Item 2 – Elections</u>  Typographical error; <b>J Stringfellow</b> advised that she was not at the previous meeting and that <b>L Footer</b> carried out the election process.</p> <p><b>J Healy</b> advised that the Membership sheet needed to be changed to include his name. <b>L Footer</b> acknowledged the omission and agreed to amend the page for future meetings.</p> <p><u>Item 3 – Minutes of the meeting held 25<sup>th</sup> June 2009</u></p> <p><b>L Footer</b> advised that the William Dunbar/Saville association’s AGM scheduled for the first week in December was inquorate. A letter has been sent to the committee to advise them that the elections were invalid. As yet a date is to be fixed for the AGM.</p> <p><b>Cllr Dunn</b> advised that he believes there to be an agreement reached with regard to the use / rent of the meeting room. However is unsure if any rents charged have yet been paid. <b>L Footer</b> stated that rent is to be charged and there is an agreement that the Community Alliance be offered a space in a business premises in South Kilburn.</p> <p><b>G Doherty</b> advised that there is a proposal that the South Kilburn Partnership, Brent Housing Partnership and the council’s South Kilburn Housing Team are to co-locate at the community resource centre. The South Kilburn Partnership have offered to refurbish a unit in Peel Precinct for the Community Alliance to occupy and that negotiations are in process.</p>	<p><b>L Footer</b></p>



	<p><u>Item 7 – Major Works Update</u></p> <p>4.1 – <b>J Healy</b> advised that the aerial had been installed at William Dunbar House and also that the sockets have been installed in the dwellings; however the cables had not yet been connected. <b>J Healy</b> stated that he had been advised that the signal was being blocked by the telecoms aerials on the roof. <b>M Gregory</b> agreed to look into the issue and advise <b>J Healy</b>.</p> <p><b>A Hawthorne</b> advised that Sky+ was not available in Fielding House as there was only feed supplied. This was very inconvenient as <b>A Hawthorne</b> has recently upgraded to Sky+ only to find out at the installation stage that it was not possible to have it. There is concern that this could pose problems for other residents. <b>Cllr Dunn</b> agreed stating that this could become a problem across the borough. <b>G Doherty</b> agreed to take the issue away and look into it.</p> <p><u>Item 9 – Fire Risk Prevention</u></p> <p><b>J Healy</b> advised that smoking in stairwells is happening and that the signs have been removed from the communal areas. <b>J Healy</b> asked if there was an anti-vandal sign that could be used. <b>A Hawthorne</b> advised stencilling the signs.</p> <p><b>L Footer</b> agreed that it is a problem and advised that the cleaners should replace signs that are removed. <b>L Footer</b> welcomed suggestions from everyone as to how to tackle the issue. <b>Cllr Dunn</b> suggested fusing the signs to the glass in the fire doors. <b>A Hawthorne</b> advised that the cleaners are not replacing the signage.</p> <p><u>Item 10 – Environmental Improvement Plan</u></p> <p><b>A Hawthorne</b> asked what is being done with the potholes in Cambridge Road. <b>L Footer</b> advised that the 2009/10 budget was allocated specifically for health and safety works such as</p>	<p><b>M Gregory</b></p> <p><b>G Doherty</b></p>
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	<p>paving and resurfacing, however it has been allocated for this financial year. There will unfortunately be no budget available for environmental improvement in 2010/11, however any health and safety works identified will be addressed; extensive resurfacing works will be put on hold, but pot holes will be filled where possible.</p> <p><b>L Leicester</b> advised that pot holes at Alpha Place were on the programme however due to major works being carried out presently it is hoped that they will be repaired once the major works are complete.</p> <p><u>Item – 11 LEQ Update</u></p> <p><b>A Hawthorne</b> asked what LEQ was an abbreviation of. <b>L Footer</b> advised it was Local Environment Quality.</p> <p>Resolved: That the minutes be a true and accurate account of the meeting.</p>	
<p><b>3. Minutes of the BHP Board Meetings of 9/9/09, 24/9/09 and 21/10/09</b></p>	<p>Minutes of 24/9/09</p> <p><b>L Footer</b> advised that D Woolcock, J Baldy-Gray and K Jaeger were re-elected to the BHP Board</p> <p><u>Minute 8 – Top Ten Risks; Health and Safety</u></p> <p><b>J Healy</b> feels that the word “Onerous” is very strong and that he among other has a real concern being a tower block resident.</p> <p>Minutes of 21/10/09</p> <p><u>Minute 17 – Office Accommodation</u></p> <p>J Healy raised his concern that BHP are continually moving north, away from the South Kilburn residents, who already dislike travelling to Chancel House. The Civic centre is even further away. <b>J Mason</b> reminded the board that there are still surgeries at the SKL office;</p>	

	<ul style="list-style-type: none"> <li>• Mondays – Tenancy</li> <li>• Tuesdays – Housing Benefit</li> <li>• Thursdays – Rents</li> </ul> <p><b>C Daley</b> suggested running a reminder of the surgeries in Partnership News.</p> <p><b>Cllr Dunn</b> advised that travelling to the civic centre would be easier than that to Chancel House.</p>	
<p><b>4. BHP Quarterly Performance Report</b></p>	<p><b>J Mason</b> summarised the report highlighting areas of good and poor performance;</p> <p>C6b – <b>J Mason</b> advised that the current economic climate has meant that there has been an increase in Housing Benefit (HB) claims. However HB are currently piloting Lean Fundamentals which is having an impact on claims being assessed and payments being made to BHP. <b>J Mason</b> also reiterated what <b>C Daley</b> had stated at the last meeting;</p> <p><i>“<b>C Daley</b> advised that BHP’s Income Management team are doing a lot of activity including working with the CAB to prevent home loss through rent arrears / debt. She encouraged the board to promote the financial assistance services that BHP have in place advising of the number to call should anyone be interested. 020 8937 2730 / 40.”</i></p> <p><b>J Mason</b> also encouraged residents to apply for a referral to the Citizen’s Advice Bureau from their Housing Officer as rent recovery action is held whilst the case is being assessed.</p> <p>C6c – <b>P Jones</b> asked what period the figures cover. <b>C Daley</b> advised it was quarterly and that the notices are produced automatically when accounts reach £250 arrears. <b>P Jones</b> asked how long the notices are valid for. <b>J Mason</b> advised that they expire after 28 days at which point action can be taken. The notice is valid for one year.</p>	

	<p>C20a – <b>J Mason</b> advised that overall BHP is on target in this area. <b>Cllr Dunn</b> advised that although BHP and housing issues in general receive a lot of complaints, there have been no ombudsman referrals this year which is excellent.</p> <p>C21 - <b>L Footer</b> advised that the figure has clearly worsened and highlights that staff require further training to prevent escalation from stage 1 to stage 2. Something that the senior management team are looking into..</p> <p><b>A Hawthorne</b> stated that the colours in the key when compared to the colours used on the reports are not very clear – the blue &amp; green in particular.</p> <p><b>J Healy</b> asked how one reports on crime committed against a disabled person, and also how BHP report this. <b>J Mason</b> advised that any ant-social behaviour should be reported to the tenancy team who will refer it to the ASB team if necessary. Criminal acts should always be reported to the police. <b>L Footer</b> confirmed that they would be included with D10, BHP do not report separately on ASB against disabled residents.</p> <p><b>A Hawthorne</b> asked if a crime is reported to the police, are BHP made aware. <b>J Mason</b> advised that BHP are not and reiterated that any ant-social behaviour should be reported to the tenancy team and crime to the police.</p> <p><b>L Leicester</b> advised that this is the kind of information on which the board would appreciate general statistics from the ASB team.</p>	
<p><b>5. London Tenants Federation</b></p>	<p>The LTF did not attend the meeting but it is hoped they will be able to send a representative to the next AHB.</p>	
<p><b>6. Keep Britain Tidy Quality Mark</b></p>	<p><b>L Footer</b> advised that ENCAMS have reverted to their formerly well recognised name; Keep Britain Tidy and that BHP have applied for HABStR and South Kilburn to be awarded the Kitemark, having won the award for North and South</p>	

	<p>Wembley earlier this year. BHP are currently awaiting the date for the inspection.</p> <p><b>A Hawthorne</b> stated that the current contractors are the best ever.</p>	
<p><b>7. BACES (Brent Adult Community Education services)</b></p>	<p><b>S German</b> attended the meeting to raise the profile of BACES in the community and believes that the resident representatives can spread the word about the services as there are not many students from the immediate area attending the SKL campus.</p> <p><b>L Footer</b> offered <b>S German</b> an article in the spring edition of Partnership News which was welcomed by <b>S German</b>. <b>S German</b> will submit information to <b>L Footer / N Khan</b> (Communications Officer).</p> <p><b>S German</b> advised that BACES offered a lot of courses which tie into the brief of being a resident representative, and BACES can also assist in training residents to get back into work. They offer lots of courses to increase ones skills base such as;</p> <ul style="list-style-type: none"> <li>• Childcare</li> <li>• Food hygiene</li> <li>• First aid</li> <li>• English for retail</li> </ul> <p><b>S German</b> left some prospectuses for the reps to take back to their residents and <b>C Daley</b> advised that she would gladly have some on display in the South Kilburn Area Office reception for tenants to pick up.</p>	
<p><b>8. Kilburn Ward Panel Meeting</b></p>	<p>Unfortunately no one was present; however <b>C Daley</b> advised that they welcomed TRA reps to attend the Safer Neighbourhood Panel meetings.</p> <p>Please contact <b>C Byrne</b> if you are interested.</p>	
<p><b>9. Compact Update</b></p>	<p><b>J Stringfellow</b> advised that there will be a new compact at the next AHB meeting fro 2010 which will also cover local priorities of the residents. <b>J Stringfellow</b> summarised the updates for the last</p>	

	<p>quarter;</p> <ul style="list-style-type: none"> <li>• Cleaning and Grounds Maintenance – 29 defaults were served against the contractors for poor performance. They are working to improve their services.</li> <li>• Communal Repairs – the Neighbourhood Services Team are aiming for 100% post inspections and are expecting to see an increase in the figures for this quarter. The Neighbourhood Services Team have been “blitzing” the estates to identify and resolve communal repairs including health and safety works for which the works are identified, ordered, carried out and post inspected within a specified period. This process has also helped identify and resolve outstanding repairs issues. 53% of sites inspected in SKL required a communal repair.</li> </ul> <p><b>A Hawthorne</b> asked whether resident receive £500 for reporting sub let flats. <b>L Footer</b> advised that she believes it to be following the successful prosecution of the tenant.</p> <ul style="list-style-type: none"> <li>• Training – <b>J Stringfellow</b> advised that the 2010 training brochure will be available shortly.</li> <li>• Recycling – The Neighbourhood Services Team are aware of the issues with contamination of recycling on the estate and are working towards improving this.</li> </ul> <p><b>A Hawthorne</b> asked what is being done to maintain the existing playgrounds. <b>J Stringfellow</b> advised that an independent contractor carries out annual and quarterly health and safety inspections (which started today) further to which there are weekly inspections by the Neighbourhood Services Team. <b>L Footer</b> advised that copies of all reports are available if they are requested. <b>A Hawthorne</b> agreed that the inspections are being carried out, however when bark is replaced, it is often moved making some areas dangerous as is the case with the</p>	<p><b>L Footer / J Stringfellow</b></p>
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	<p>playground at Fielding House. <b>L Footer</b> and <b>J Stringfellow</b> agreed to look into this issue as there may be a need to review the surfaces used. <b>L Footer</b> advised that the inspections are very thorough and that the team would await the findings of the current inspections. <b>A Hawthorne</b> confirmed that she had discussed the issue with the inspector having seen him on site.</p>	
<p><b>10. Major Works Update</b></p>	<p><b>M Gregory</b> apologised for the absence of <b>A Loizou</b> and summarised the program of works scheduled for and being carried out in the South Kilburn area;</p> <p>Contract 52 – is due for completion in February 2010. The Bison Blocks will receive concrete repairs and an overhaul of the windows which will mainly be repairs. <b>G Doherty</b> confirmed that two letter drops were carried out regarding resident’s windows and 75 cases for replacements were identified. Repairs will be carried out on all other windows which will also include mechanical testing.</p> <p>Thames Court defects – the contractor will be on site in January 2010 to commence defects works.</p> <p>Major Works to concierge areas – re-decorating of the concierge areas commenced last week. <b>Cllr Dunn</b> asked if the intercoms would be repaired as people are often left outside and when eventually let in advised that the intercoms are not working. <b>A Hawthorne</b> confirmed that the intercoms do not work internally or externally for the concierge at Fielding House. <b>M Gregory</b> will advise the project manager.</p>	<p><b>M Gregory</b></p>
<p><b>11. Environmental Improvement Programme Update</b></p>	<p><b>J Stringfellow</b> advised that two of the jobs are now complete and that the majority of the remaining works are under tender with a view to complete by the end of the financial year as the funds are only available until then.</p> <p><b>J Healy</b> asked how the works get onto the list. <b>L Footer</b> stated that an article was placed in Partnership News asking residents for their</p>	

	<p>environmental priorities and in addition letters were sent to all chairs, secretaries and treasurers of residents associations asking them for environmental priorities for their areas. NST staff also put forward their suggestions. Full consultation is carried out with all residents in a particular estate unless the work is health and safety related. LF confirmed that there will not be a budget available next year, however any resident with issues that they feel attention need should contact the Neighbourhood Services Team.</p> <p><b>Cllr Dunn</b> queried what an FED was. <b>L Footer</b> confirmed it stood for Front Entrance Door.</p>	
<p><b>12.LEQ Update 1<sup>st</sup> July – Sept 2009</b></p>	<p><b>J Stringfellow</b> advised the board that the report will now be presented in the new format which summarised the results for the area. The full report is available on-line.</p> <p>Results;</p> <p>April to June 2009;</p> <p>1% Gold 59% Silver 40% Bronze</p> <p>July to September 2009;</p> <p>14% Gold 57% Silver 29% Bronze</p>	
<p><b>13.Results of Cleaning &amp; Grounds Maintenance Survey</b></p>	<p><b>J Stringfellow</b> advised that as part of the contract, 600 residents are surveyed each quarter for each service area. Overall 86% of residents surveyed across the borough were satisfied with the services provided. 72 SKL residents were surveyed and at the time Connaught were in place for cleaning and Wettons for Grounds Maintenance;</p> <p>90% of residents were satisfied with the internal cleaning. 91% of residents were satisfied with the external</p>	

	<p>cleaning. 93% of residents were satisfied with the grass cutting.</p> <p><b>A Hawthorne</b> thanked BHP for the improvement in the cleaning services, it is very much appreciated.</p>	
<p><b>14.A.O.B.</b></p>	<p><b>Cllr Dunn</b> requested an update regarding the number of squatters on the estate. <b>G Doherty</b> agreed to take the issue back to BHP for discussion. <b>L Footer</b> advised that the squatters are believed to have a tool to remove the Sitex doors put in place to “protect” the properties.</p> <p><b>G Doherty</b> confirmed that there is an issue that BHP are aware of and are discussing amongst other issues. BHP are also aware that they are dealing with very determined, organized groups of squatters. <b>Cllr Dunn</b> stated that he was under the impression that removing squatters was a straight forward process if forced entry could be proven.</p> <p><b>G Doherty</b> advised that BHP have pressed the council regarding interim use of the properties as a way of tackling the problem, however no decision will be made before the meeting of the executive in February at which the proposal will be discussed.</p> <p><b>Cllr Dunn</b> stated that that was unacceptable for a local authority with a waiting list of more than 19,000 homeless applicants. <b>Cllr Dunn</b> advised that he would try to jump start the proposal by BHP.</p> <p><b>L Leicester</b> stated that everyone must appreciate the difficulties faced by existing residents in having to deal with squatter groups.</p>	<p><b>G Doherty</b></p>

The meeting closed at 8:45pm having concluded its business.

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L Leicester, Chair

