

Wembley's Area Housing Board Meeting

10th December 2009

1. Introductions and Apologies

Present:

Member	Area of Representation
G Loveridge	Chair
J Halpert	Alexandra Court RA
E Dee	Aneurin Bevan Court TRA
M Curran	Gauntlett Court TRA
A Humphreys	Gauntlett Court TRA
A Jain	Lodge & Manor Ct TRA
D Paine	Rokesby Place TRA
A Paine	Rokesby Place TRA
S Perry	The Groves RA
B Skeete	Eskdale & Lowewater Close

Officers and Visitors: Christina Byrne; Neighbourhood Services Manager BHP, Christine Bedward; Neighbourhood Services, Jacqueline Mason General Needs BHP, Peter Winchombe; Building Services, Patrick Femi Repairs BHP, Gary Chase, Director Finance BHP, Brian Litchfield; BHP Board Member, Karin Jaeger BHP Board Vice Chair, Fernando Cordeiro, Wettons Contract Manager, Ray Cassidy, Wettons Supervisor, Councillors V Brown and Moher .

Apologies were received from Mr Perry, P Fry, Kathy Ellison, Mrs Schofield, J Brereton, O Knight. Councillors Wharton, Mistry and Harihar

Agenda Item	Minute	Action
Minutes of the meeting held 16 June 09	Item 7, page 6 – passed to Major Works to deal with.	PW
	Item 2, M Curran advised the meeting that he had not received any invite to the Scrutiny Panel meetings since March of this year. C Byrne to confirm dates of any meetings held and future meetings.	CB
	Page 9 ; C Byrne confirmed that concrete works were carried out to a slope at Lodge Court.	
	Resolved: That the minutes are a true and accurate record	

	of the meeting.	
2. Minutes of the BHP Board Meetings of 26/2/09, 24/3/09, 9/7/09 and 23/7/09	K Jaeger , vice chair of the BHP board was present to take any questions. Members noted the report and no questions were raised.	
3. BHP Quarterly Performance Report	<p>J Mason went through the report highlighting areas of good and poor performance.</p> <p>C20A – J Mason explained that BHP was below target however, all staff have been trained in dealing with correspondence and improving responses. The investigations to each complaint should improve however, there are some complaints where further investigation is required and this may affect the response turnaround timescale.</p> <p>C21 Stage 2s – J Mason explained that where a resident has made a stage 1, and should they not be happy with the response from BHP they have the right to take their complaint to a stage 2, which is lead by a manager. All stage 2s must be responded to within 15 days.</p> <p>D10 – 21 out of 22 were dealt within the timescales.</p>	
4. Compact Update	<p>C Bedward presented this action plan. C Bedward went on to explain that the blitz had recently taken place in South Wembley and all communal repairs were being noted and will be carried out.</p> <p>Tackling poor performance – Defaults have been served, 19 in SW and 30 in NW. B Litchfield suggested that the figures are broken down monthly when presenting this report.</p> <p>Communal repairs – these are now noted in the blitz work and any abandoned vehicles are noted and details passed through to Brent Council.</p> <p>A Humphrey asked if BHP were removing vehicles that were on SORN. C Byrne explained</p>	

	<p>that BHP currently has no powers to do so, however, BHP is seeking legal advice on this and a procedure would be finalised once this was agreed. An update will be provided to the board once legal action has been agreed.</p> <p>M Curran requested that feedback from walkabouts should be received within 28 days. Gauntlett Court recently had a walkabout and the notes were yet received. C Byrne explained that officers have 28 days to deal with all the issues raised at the walkabout and notes of the meeting will be sent within the 28 days. There were some walkabouts cancelled during September to October due to staff shortages and the blitz work which was being carried out at the same time.</p> <p>S Perry stated that she had not received the notes following their last walkabout which had taken place in November and she noted that no works had taken place since the previous walkabout in February. C Byrne stated that she was aware that most of the repairs identified at The Groves was the responsibility of Brent Council as the roads were adopted. These repairs had been reported to Brent Council StreetCare department.</p> <p>Lodge & Manor Court – A Jain requested a copy of the works identified in the blitz.</p> <p>All members requested a copy of works for their area. C Bedward to arrange this.</p> <p>G Loveridge asked how the blitz on the sublets went. This information was no available and C Byrne agreed that the information would be available at the next meeting.</p> <p>G Loveridge went on to say that recently there was an issue with a leak, causing flooding to the flat below. G Loveridge added that BHP leasehold team had been very helpful to the resident concerned.</p> <p>Concern was raised where items were left in the</p>	<p>CAB</p> <p>CB</p>
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	<p>communal areas. It was agreed that more information regarding items in communal areas would be presented to the next meeting.</p> <p>A question was raised regarding the Council leasing/purchasing back properties from leaseholders. G Chase stated that he was not aware of the Council buying or leasing property from leaseholders however, it is understood that Housing Associations can lease property from leaseholders and in some instances may themselves be the leaseholder. G Chase also added that BHP is currently trying to buy back property from Council leaseholders.</p> <p>S Paine stated that she was aware that some people sublet their properties and live elsewhere, including abroad. It was agreed that leaseholders should notify the leasehold team if they are subletting their flat.</p> <p>Parking surveys – several surveys have been sent to blocks and several other areas will be carried out in the new year.</p> <p>J Halpert explained that Alexandra Court lost 5 spaces and that BHP has suggested that the residents do a petition and currently they have 44 signatures.</p>	
<p>5. Major Works Update</p>	<p>P Winchombe summarised the report updating on works being carried out in the Wembley area.</p> <p>J Halpert reported that the fire extinguisher in 17-32 Alexandra court is being removed and used as a door stop for the main entrance door. P Winchombe agreed to refer this to A Gushman at BHP.</p> <p>S Perry advised the meeting that approximately four years ago, Hawthorne Grove residents were promised new windows. Some of these residents are disabled and elderly and the windows are letting in water. S Perry stated that G Doherty agreed that this area would be looked at. P Winchombe to refer this matter to the Major Works team.</p>	<p>PW</p> <p>PW</p>

RESPONSE: The Groves are not included in this Financial year 2009/2010. Major Works will be reviewing the properties to be included in next year's budget 2010/2011 The Groves will be included in the review, however, it is not a guarantee the properties in The Groves area will be included in the programme.

S Perry also reported that 4 years ago The Groves had new kitchens & bathrooms fitted under the decent homes programme. However her property has substantial condensation, worst in the bathroom where there is significant condensation mould growth. **P Winchcombe** advised that he would inform Major Works to carry out a survey as this may be a latent defect from the decent homes project.

Cllr J Moher added to The Groves window replacement question and specifically asked about the bungalows in Hawthorne Grove, reporting the concrete canopy's above the front doors in a poor and dangerous condition with possible injury to the occupants. In most cases the concrete has cracked and detached from the front elevation of the bungalow. **P Winchcombe** advised he would report the canopy's to Major Works for urgent assessment and the window replacement for consideration in next year's programme. **Cllr J Moher** – Confirmed he would be writing to BHP about The Groves window replacement and Hawthorne Grove.

A Humphrey requested an update on the digital aerials. **P Winchcombe** explained that the project is on target and Gauntlett Court will probably be surveyed next year (2010). Approximately 24% of all external areas had been completed and the main issues for the contractor was getting access into properties. All works will be covered under a 12 months defect period.

B Litchfield asked that due to the recent fire in

PW

	<p>Camberwell, had all BHP properties been inspected. Update to be provided at the next meeting.</p> <p>J Halpert stated that some residents smoke in the communal areas and where possible, residents should build up a rapport with the local neighbourhood police as this is an illegal offence.</p>	PW
<p>6. Environmental Improvement Programme Update</p>	<p>C Bedward updated the board on the progress of the projects for this year, advising that all works will be subject to section 20 notices and leasehold recharges.</p> <p>It was also agreed that where necessary 3 comparative quotes were sought.</p>	
<p>7. LEQ Update July – September</p>	<p>C Bedward reported that the following grading;</p> <p>NW, 29% Gold, 41% Silver and 30% Bronze SW, 52% Gold, 29% Silver and 19% Bronze</p>	
<p>8. Results of Cleaning & Grounds Maintenance Survey</p>	<p>C Bedward advised that as part of the contract, 600 residents are surveyed each quarter for each service area. These surveys are now carried out by telephone, in order to gauge a higher response rate.</p> <p>September results</p> <p>Internal Cleaning satisfaction;</p> <p style="padding-left: 40px;">% Satisfied</p> <p>NWM 93%</p> <p>SWM 96%</p> <p>External Cleaning satisfaction;</p> <p style="padding-left: 40px;">% Satisfied</p> <p>NWM 96%</p> <p>SWM 91%</p> <p>Grass Cutting;</p> <p style="padding-left: 40px;">% Satisfied</p> <p>NWM 93%</p> <p>SWM 95%</p> <p>S Perry stated that the grass cutting at the Groves was very good and that she recommended that if residents had any issues with the grounds, they could approach Wettons</p>	

	staff directly as she found them very helpful. G Loveridge also stated that he was very satisfied with the grounds at Hyde Court also.	
9. A.O.B	G Loveridge thanked all for attending and wished all a very happy Christmas and best wishes for the new year.	

The meeting closed at 8:15pm having concluded its business.

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G Loveridge, Chair

Minutes confirmed by Chair 16/02/10