

## HABSTR AREA HOUSING BOARD

Tuesday 2<sup>nd</sup> June 2009

### Present:

P O’Riordan	Chair
C Parkes	Brentfield Estate
E Porter	St Raphael’s Estate
S Berjaoui	St Raphael’s Estate

### 1. Apologies:

Ms L Noel, Joyce Baldy-Gray, Mr Neville, M Ilyas, Cllr Ann John, Cllr Beswick, Cllr Coughlin, Cllr Long, Cllr John, Cllr Maloney, Cllr Van Kalwala, Cllr Jones, Cllr Anwar, Cllr Sneddon

**Officers and Visitors:** Linda Footer – Head of Governance & Neighbourhood Services BHP, Veronica Asahene - Neighbourhood Services Team Leader BHP, Fari Dehkordy – Neighbourhood Services Officer, Justin McCarthy – Head of Building Services, Barbara Rowe – Anti-Social Behaviour Team Leader BHP, Louise Egan – Clerk/Support Officer to Helen Evans & Gerry Doherty, Karin Jaeger – Vice Chair Board Member

Agenda Item	Minute	Action
2. Minutes of last meeting held on 3 <sup>rd</sup> March 2009 and matters arising	<u>Item 7</u> <b>V Asahene</b> advised members that A4 notice boards have been purchased and will contain cleaning schedules. <b>F Dehkordy</b> apologised to AHB members that the LEQ spreadsheet did not include the south of North Circular. FD commented that LEQ spreadsheets will be checked before distribution to AHB members.  Minutes were agreed.	
3. Minutes of the Brent Housing Partnership Board meetings held on 11 <sup>th</sup> February and 24 <sup>th</sup> March 2009	<u>Minutes: 11<sup>th</sup> February 2009</u> <b>L Footer</b> informed members that this related to Housing Revenue which was set by the Council. <b>L Footer</b> advised the AHB that BHP had lost the Older Persons contract and staff currently employed by BHP will transfer to Willow Housing Association.	

	<p><u>Minutes: 24<sup>th</sup> March 2009</u></p> <p><b>L Footer</b> confirmed that the Board met in March to set out performance targets for this forthcoming year.</p>	
<p>4. BHP Quarterly Performance Reports For the period 1<sup>st</sup> April-31<sup>st</sup> March 2009</p>	<p><b>B Rowe</b> presented the 3<sup>rd</sup> quarter Performance Report covering the period 1<sup>st</sup> April – 31<sup>st</sup> March 2009.</p> <p>Performance was summarized using ‘traffic light’ graphics to distinguish between performance on target (amber), above target (green) and below target (red).</p> <p><b>B Rowe</b> made particular reference to the following:</p> <p>C21, New stage 2 complaints as a percentage of stage 1’s – <b>B Rowe</b> advised that this is an area of concern and closer monitoring is in place to ensure there are fewer complaints escalating from stage 1 to stage 2.</p> <p>D2, Percentage of vulnerable tenants contacted in compliance with 6 monthly visit programmes – <b>B Rowe</b> commented that this had currently dropped 2% and also informed members this will be discussed with Willow Housing.</p>	
<p>5. Neighbourhood compact update</p>	<p><b>V Asahene</b> presented the report giving an update on the Neighbourhood Compact action plan for the period of April to June 2009.</p> <p><b>V Asahene</b> advised that the NST Team are working hard to increase the number of gold estates including:</p> <ul style="list-style-type: none"> <li>• carrying out bi-monthly random spot checks with Wettons and Connaught contract managers</li> <li>• making Wettons and Connaughts aware of any problems</li> </ul> <p><b>V Asahene</b> advised that the number of gold ratings had doubled since December 08 to March 09.</p> <p><b>V Asahene</b> notified members the NST team are encouraging residents to report more enviro-crime, communal repairs, abandoned vehicles, sub-letting and poorly maintained individual gardens. <b>V Asahene</b></p>	

	<p>made the AHB aware of the training session conducted for Block Champions and encouraged members to attend.</p> <p><b>L Footer</b> informed members the NST Team were increasing the rate of post inspections of communal repairs and in order to do this the NST Team were:</p> <ul style="list-style-type: none"> <li>• carrying out area wide inspections by several officers at a time.</li> <li>• employing Linbrooks to send in a team of contractors to the area following inspections and carry out post inspections of all works undertaken.</li> </ul> <p>Discussion was raised about the poor condition of many individual street gardens such as those on the St Raphael's estate and street properties in Harlesden &amp; Brentfield, Members requested this be added to the neighbourhood action plan.</p> <p><b>V Asahene</b> promoted the free training available for residents and encouraged them to attend.</p> <p><b>C Parkins</b> advised that the training he had attended previously with Brent/ Brent Housing Partnership was very good.</p> <p><b>Members</b> commented on the problem of increasing incidents of public drinking in blocks around the area.</p> <p><b>V Asahene</b> suggested arranging a meeting with colleagues from the ASB team to discuss what measures could be put in place to tackle the impact of public drinking.</p> <p><b>L Footer</b> informed members the NST Team achieved an Encams (Environmental Campaigns) award for Wembley and East Brent. LF stated the team were in the process of submitting an application to ENCAMS for Harlesden &amp; Brentfield, St Raphael's and the South Kilburn area.</p> <p><b>V Asahene</b> notified members that BHP will be refurbishing 46 Henderson Close meeting room to improve their facilities and offer training to local residents..</p>	<p><b>V Asahene</b></p>
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<p>6. Major Works update</p>	<p><b>J McCarthy</b> presented the Major Works Projects Update.</p> <p>The report provided an update on the progress of the major capital works projects, showing in particular the nature and location of works, progress towards completion and reasons for any delay.</p> <p><b>In Discussion:</b></p> <p>3.1 Contract PS07010 – 114 Non-traditional properties on Brentfield Estate. <b>J McCarthy</b> advised this contract will commence in July.</p> <p>3.3 Proposed additional works 2009/2010. <b>K Jaeger</b> commented that she had attended a meeting about this contract and informed members the external decorations on Brentfield have finished.</p> <p>3.4 Insulation Programme. <b>J McCarthy</b> advised that works started on 1<sup>st</sup> May and also advised that works at Marley Walk have now been completed.</p> <p><b>K Jaeger</b> queried if assistance could be offered to help clear out lofts, <b>J McCarthy</b> confirmed that he would look into this request. <b>J McCarthy</b> also advised that there should not be anything stored in lofts as this is a fire hazard but appreciated the difficulties this would cause residents..</p> <p>4.1 Contract BSE060002. <b>J McCarthy</b> advised that procurement is currently with LAPN. The contractor employed on this contract previously worked on similar contracts in South Kilburn and that the contract is due to complete in 2010.</p>	<p><b>J McCarthy</b></p>
<p>7. Environmental Improvement Programme updates</p>	<p><b>V Asahene</b> presented a report on the Brent Environmental Improvement Update.</p> <p><b>V Asahene</b> informed members that the project list for 2009 – 2010 will concentrate on health and safety issues namely resurfacing, potholes and paving works.</p>	

	<p><b>V Asahene</b> advised that a survey application form has been sent to all chairs, vice-chairs, secretaries and treasurers to seek new proposals on what projects they would like in their neighbourhoods. Only three have been received. The deadline for applications to be submitted is 30<sup>th</sup> June 2009. VA requested members to contact her if they required an application form.</p>	
<p>8. LEQ update 1<sup>st</sup> January-31<sup>st</sup> March 2009</p>	<p><b>F Dehkordy</b> presented the results of the LEQ inspections for each area, which had been carried out by the Neighbourhood Services Officers.</p> <p><b>F Dehkordy</b> advised that the aim of these inspections is to help bring all estates to gold standard. FD mentioned that residents can update the LEQ form online and make their own comments on the grading.</p> <p><b>L Footer</b> pointed out that NST officers can only visit once every quarter and encouraged residents to get involved and call the office with any issues on their estates or to update the online form.</p> <p><b>L Footer</b> informed members that the NST Team have produced a pictorial guide with two training sessions on 11<sup>th</sup> June 09 at:</p> <p>2.00pm – 4.00pm 6.30pm – 8.30pm</p> <p><b>C Parkes</b> was pleased to note informed that the overall standard has gone up.</p>	
<p>9. Cleaning and grounds maintenance survey</p>	<p><b>L Footer</b> explained that 1200 residents across the borough are surveyed each quarter to gauge satisfaction levels for cleaning, grounds maintenance and communal repairs.. LF stated that recent telephone surveys had produced better rates of return than the previous postal surveys and therefore the telephone surveys would continue. LF confirmed that current satisfaction levels were around 92% for cleaning and 88% for grounds.</p>	
<p>10. BHP community</p>	<p><b>L Footer</b> informed members there was £30.000 available for BHP community funding and encouraged</p>	

funding	<p>residents associations to apply,</p> <p><b>L Footer</b> advised that £5.000 was the limit for each application and informed members that the application was available to download on the intranet.</p> <p><b>L Footer</b> confirmed that the application should:</p> <ul style="list-style-type: none"> <li>- Clearly state what money is going to be used for</li> <li>- Name of association</li> <li>- How residents will benefit</li> </ul> <p><b>K Jaeger</b> gave examples previously used for community funding:</p> <ul style="list-style-type: none"> <li>- Gardening Team</li> <li>- Recyclable teenagers</li> <li>- Swimming</li> <li>- Computer Training</li> </ul> <p><b>K Jaeger</b> stated that she is currently planning visits to community groups who have previously received funding from BHP to see how the community fund money has been spent and also encouraged members to apply for community funding.</p>	
11. Any Other Business	<p><b>V Asahene</b> advised that the Contract Monitoring meeting will take place on 17<sup>th</sup> June at 10.00am, letters will be sent out shortly.</p> <p><b>V Asahene</b> commented that the NST were inviting BHP residents to a day trip to Bognor Regis on Saturday 11<sup>th</sup> July 2009 and confirmed the cost of the trip is £5.00. For more information residents should contact the NST Team.</p> <p><b>L Footer</b> informed AHB embers that Officers were available on the day for residents to ask questions and residents are asked to complete satisfaction surveys about various services provided by BHP.</p>	

The meeting closed at 8.30pm having completed its business. The Chair thanked Members for their attendance.

**Chair** .....

**Date** .....