

EASE BRENT AREA HOUSING BOARD

Tuesday 5th March 2009

Present:

Pauline Fell	Chair
Mollie Ormonde	Marley Walk Tenants & Resident Association
Jasmine Davis	Marley Walk Tenants & Resident Association
Pat O'Connor	Clement Close Resident Association
Madeleine Coffey	Clement Close Resident Association
Patricia Hogan	Kilburn Square TMO
Evelyn Donaldson	Landau House TRA
Al Forsyth	Brondesbury TRA
Jeanette Ahearne	Pharamond Resident Association
S Beasley	St Andrews Resident Association
R Patel	St Andrews Resident Association
Felicity Jewell	Clement Close Resident Association
Suzanne Banton	Landau House TRA

1. Apologies:

Ms Maxwell, Ms Daniel, Mr Bradley, Ms Kilcoyne, Susan Ahearn and Bhadresh Patel

Officers: Christina Byrne – Neighbourhood Services Manager BHP, Veronica Asahene - Neighbourhood Services Team Leader BHP, Shaun Gillam – Project Manager BHP, Corrine Daley – Rents Income Manager BHP, Louise Egan – Clerk/Support Officer to Helen Evans & Gerry Doherty

Visitors: Luis Lopes – Wettons

Councillors: Cllr Mark Cummins.

Agenda Item	Minute	Action
2. Minutes of last meeting held on 4 th December 2008 and matters arising	<p>A Forsyth recommended that the wording 'visitors' was not the correct terminology for attendance of Councillors.</p> <p>C Daley advised that this has been the format for years, the reason why Councillors are addressed as visitors is because they are not on the Board and do not have voting rights.</p> <p>A Forsyth thought Councillors were more that just visitor's and suggested the wording to be changed.</p> <p>C Daley advised that they would still have to include</p>	

	<p>the word visitors in case of attendance from visitors.</p> <p>C Byrne advised that this will be looked at and will be reported back at next Area Housing Board.</p> <p>E Donaldson informed AHB that Landau House have not received Partnership News for nearly 2 years. C Daley advised that she would inform Orla Sedze (Communications Officer).</p> <p><u>Item 11 – in discussion</u></p> <p>C Byrne advised that this was unlikely to happen.</p>	<p>C Byrne</p> <p>C Daley</p>
<p>3. Minutes of the Brent Housing Partnership Board meetings held on 11th February 2009</p>	<p>C Byrne advised that the minutes were not approved by the Board. The minutes will be available at the Area Housing Board meeting which will take place on 11th June 2009. C Byrne informed members that the minutes will also be available on the internet once they have been approved.</p>	
<p>4. BHP Quarterly Performance Reports For the period 1st April-31st December 2008</p>	<p>C Daley presented the 3rd quarter Performance Report covering the period 1st April – 31st December 2008.</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>C Daley made particular reference to the following:</p> <p>C6b – meeting target</p> <p>C7 – Rent arrears of current tenants as a proportion of the rent roll – BHP missed target. C Daley advised that a lot of activity was taking place to ensure tenants are receiving additional help and information is being publicised in Partnership News.</p> <p>C20 – Percentage of stage 1 complaints. C Daley advised that BHP exceeded target of answering stage 1 complaints within 15 days, C Daley also advised that BHP have their own target of answering stage 1 complaints within 10 days but unfortunately missed this by 11.</p> <p>C21 – New stage 2 complaints. C Daley advised that this has increased. C Daley gave details of</p>	

	<p>improvements in place to rectify the increase of stage 2 complaints:</p> <ul style="list-style-type: none"> • Letter coaching with individual staff • Additional training within teams • 1-2-1 training <p>C24 – Percentage of domestic violence. C Daley advised that there had been 1 domestic violence case which had been resolved.</p> <p>D2 – Vulnerable tenants 100%.</p> <p>D10 – Anti Social Behaviour - 100%. C Daley advised that we have an in-house mediation team working really hard to achieve this figure.</p>	
<p>5. Major Works update</p>	<p>S Gillam 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>In Discussion:</p> <p>Contract PS07001 – 116A-F Tennyson Road. S Gillam advised that this was a large derelict house – a lot of work has taken place which has now been completed.</p> <p>25-30 Victoria Mansions - S Gillam advised that this was completed and that we are just waiting for electrical board to complete their work.</p> <p>Contract PS07002 – Tackling overcrowding. S Gillam advised that this contract is completed.</p> <p>Contract PS07004 – Slade Court. S Gillam advised that this contract is completed.</p> <p>Contract PS07008 – Major Works Voids TSC. S Gillam advised that this on-going.</p> <p>Contract PS08014 – Externals. S Gillam advised that this is a new contract which will start in July.</p> <p>P Fell requested information relating to the particular</p>	

	<p>roads that were involved.</p> <p>S Gillam advised that this is on the internet but can be printed off and brought to the next AHB.</p> <p>Contract PS08016 – Summit Court. S Gillam advised that this is a new contract which will start in July/ Aug.</p> <p>Contract BSE060002 – Digital TV. P Fell advised that she was not happy with end date April 09.</p> <p>Contract PS08052 – Digital TV. S Gillam advised that this contract is completed.</p> <p>A Forsyth raised the subject that North Kilburn was the old term. S Gillam confirmed that he had taken this on board and will use the correct term East Brent in further reports.</p>	<p>S.Gillam</p>
<p>6. Neighbourhood Improvement Compact & action plan</p>	<p>V Asahene gave an update on the Neighbourhood Improvement Compact & action plan for the period of Jan 09 – Mar 09.</p> <p>V Asahene advised that the number of Gold had increased to 5% since Sept 08 and the number of silvers had also risen 16% since Sept 08.</p> <p>V Asahene advised that there will be bi-monthly random spot checks with Wettons and Connaughts contract managers. The next visit for Connaughts is 8th April 08 and the next visit for Wettons is 18th March 08.</p> <p>V Asahene advised that there had been 5 walkabouts undertaken, reports completed and sent to resident representatives and contractors within 28 days.</p> <p>V Asahene advised that the NST encourage block champions and are preparing training to take place, date to be arranged which will be advertised in Partnership News.</p> <p>V Asahene advised that there will be notice boards fitted, in the mean time we are working with Wettons to put a list on the wall to show records of the cleaning.</p> <p>P Fell advised that we have been waiting over a year for these notice boards.</p>	

	<p>A Forsyth advised if NST are ordering 150 notice boards then they should all have the same keys. This was noted.</p> <p>V Asahene advised that the last training will take place in March for Equality and Diversity.</p> <p>C Byrne advised that the training needs assessment form had been sent out and encouraged members to fill out in order to confirm what training residents have attended and also to look at what their needs are for the coming year.</p>	
<p>7. Environmental Improvement Programme updates</p>	<p>V Asahene gave an update on the East Brent Environment Improvement Update 2008/2009.</p> <p><u>Field House E15-08</u> V Asahene advised that consultation had taken place but had not been very good.</p> <p><u>Gladstone Park E21-08</u> P Fell requested clarification on the garages being knocked down.</p> <p><u>Pharamond E11-08</u> V Asahene advised that works were not going to take place, tenants will be written to shortly advising them.</p> <p><u>St Andrews E27-08</u> It was noted that pot holes were still not done and clarification on fencing to be advised accordingly.</p> <p><u>Windmill Court – E29-08</u> V Asahene advised that works have been withdrawn until next year. It was noted that there were problems with rubbish trucks collecting rubbish.</p>	<p>NST</p> <p>S. Carter</p> <p>S.Carter</p> <p>NST</p>
<p>8. LEQ update September-December 2008</p>	<p>V Asahene presented the results of the LEQ checks for each area, which had been carried out by the Neighbourhood Services Officer.</p> <p>The checks covered graffiti, internal cleaning, and grounds maintenance. The results were graded between gold, silver and bronze.</p>	

	<p>V Asahene advised that the main aim is to reach 100% gold inspections. The number of gold had fallen and silver had improved to 75%.</p> <p>V Asahene reminded members that this can now be done by completing forms on line or by contacting the office.</p> <p><u>Brands House</u> It was noted that 3 garages were being vandalised, C Byrne advised that this would be taken up with the Tenancy Manager.</p> <p><u>Woodbridge Close</u> NST to chase with Streetcare.</p>	<p>C Byrne</p> <p>NST</p>
<p>9. Cleaning and grounds maintenance survey</p>	<p>V Asahene advised that the response rate had been low and asked residents to encourage other residents in their blocks to return the forms. This was now being done through a telephone survey.</p>	
<p>10. Consultation on Lean Fundamental Review of Cleaning/grounds maintenance contracts</p>	<p>C Byrne advised that the NST were going through a lean fundamental service review.</p> <p>C Byrne informed members that they found they were going through a lot of processes and sometimes, it could take 2 or 3 days before an issue is brought to the attention of the contractor.</p> <p>C Byrne advised that one of the things the review picked up on was Contract Monitoring Meetings; it was recommended that they are held quarterly with all Contractors and representatives. This, NST believe will be more productive than having 5 meetings a month and give both officers and contractors more time out on site getting the works and inspections completed.</p> <p>P Fell agreed that it was not fair to have 5 meetings a month.</p> <p>It was agreed by the board that these meetings will now take place quarterly.</p>	
<p>11. Grassroots Grants</p>	<p>V Asahene advised that Grassroots Grant was a grant that is available for resident's association to apply for. It is government funded which has been allocated to support various groups and projects to improve local</p>	

	<p>communities.</p> <p>Letter, application form and guidance notes were handed out.</p>	
<p>12. Any Other Business</p>	<p><u>Minutes</u></p> <p>P Fell requested to have minutes as soon as possible.</p> <p>C Byrne apologised and took sole responsibility as she had received the minutes but had not sent them before she went on leave but ensured this would not happen again.</p> <p>A Forsyth thanked BHP for diaries but would appreciate them earlier.</p> <p>M Ormonde advised that this would be her last meeting as she is resigning as Secretary at Marley Walk.</p> <p>The Chair thanked M Ormonde for her participation and wished her well.</p>	

The meeting closed at 8.45pm having completed its business.

Chair

Date