

# Harlesden & Brentfield and St Raphael's Area Housing Board Meeting

3<sup>rd</sup> March 2009

## 1. Introductions and apologies

### Representative in attendance:

Saad Berjaoui	Chair
Philomena O'Riordan	Brentfield Estate
Cecil Parkins	Brentfield Estate
Diane Champion	Brentfield Estate
John Pilgrim	Bernard Shaw House
Y Abdi Mohammed	James Dudson Ct and Wybourne Way
K Marshal	St Raphael's
L Noel	St Raphael's

Officers and visitors Present: Christina Byrne – Neighbourhood Services Team (NST) Manager BHP, Sharon Carter –Special Projects Team Leader BHP, Luis Lopes – Wettons Cleaning and Grounds Maintenance Services, Corrine Daley – Income Management Manager BHP, Justin McCarthy – Property Services Manager BHP, Barbara Rowe – Manager ASB Team BHP, Fari Dehkordy – NST BHP, Cllr Ann John, Andy Donald and Melissa Clarke – Brent Council Policy and Regeneration Team. Mr Alton Adedeji – St Raphael's Estate Resident

Apologies for absence were received from Cllr Lesley Jones, Cllr Janice Long , Mary Rands, Mrs Molloy, Mr Ilyas and Karin Jaeger.

Cllr Jones asked that the meeting remember Mr and Mrs Gulson of Eilerslie Gardens who we have recently past away. Members also remembered Philomena McNally.

Agenda Item	Minutes	Action
<b>2. Minutes and Matters Arising of the Meeting held 2<sup>nd</sup> December 2008</b>	<p>Minute 8 – C Parkins raised the question as to why the even numbers on the North Circular Rd were not reported as part of the LEQ update. S Carter confirmed that they were reported, however they were further down the list than the odd numbers.</p> <p>Minute 9 – S Carter reported that St Raphael's residents were opposed to a clamping scheme on the estate and that further consultation on resolving the parking issues will take place this</p>	

	<p>week. S Carter reported that the Residents of Ellerslie Gardens also opposed the scheme.</p>	
<p><b>3. North Circular Road Regeneration</b></p>	<p>A Donald the assistant Director for Policy and Regeneration in Brent advised that they have been looking at the North Circular Rd (NCR) area for regeneration. They are at the ideas stage at the moment and have been consulting residents for the last 2 – 3 months.</p> <p>Consultation has taken place on-line, on the streets and with leaflets sent to resident's homes. To date they have received 1000 responses.</p> <p>The policy and Regeneration team are about to report back to the Council's executive to prioritise the ideas that will be taken forward. They would be happy to come back to a future meeting to update following the meeting in April.</p> <p>M Clarke advised that the regeneration team looked at the area from Park Royal to Staples Corner including Brentfield and the Welsh Harp. Looking at negatives such as pollution and noise disturbance and the positives such as green spaces. It is based on the proximity to the road.</p> <p>There are 4 key objectives;</p> <ol style="list-style-type: none"> <li>1. Improve the quality of the physical environment</li> <li>2. Improve the quality of space in areas and make access easier.</li> <li>3. Improve public transport and provide better pathways</li> <li>4. Continue to promote economic and social regeneration</li> </ol> <p>M Clarke advised that 8,000 households were consulted via leaflets; there were street surveys and attendance at the ACF. There is also ongoing consultation on-line at <a href="http://www.brent.gov.uk/northcircularroad">www.brent.gov.uk/northcircularroad</a></p> <p>Questions from the board:</p> <p>D Champion does not remember receiving a survey despite living on the NCR. And further advised that a lot of residents had queried this. A Donald would like to take the thoughts of the residents on board.</p>	

	<p>P O’Riordan stated that she feels there has been no consultation and that the council have already made up their minds as to what plans will go ahead. A Donald was sad to hear this and is very aware that some of the ideas will prove to be controversial which is what will prompt reactions and involvement from the residents. Disagrees that there has been no consultation as they have received 1,000 responses.</p> <p>It was recommended that they do a sample survey to find out if all residents were consulted through a phone survey, as some residents present, did not receive any survey. This was noted by A. Donald and M. Clarke.</p>	
<b>4. Minutes of the BHP Board Meeting 11<sup>th</sup> February 2009</b>	The minutes have not yet been approved and will be presented at the next AHB meeting	
<b>5. BHP Quarterly Performance Reports</b>	<p>C Daley went through this report highlighting arrears of good and poor performance.</p> <p>She advised the board that BHP are doing extra work on rent recovery and support and are trying to recover arrears and offer financial advice and referral services to tenants in arrears.</p> <p>No questions were raised.</p>	
<b>6. Major Works Update</b>	<p>J McCarthy presented this report.</p> <p>3.4 D Champion queried when the window works will be done. J McCarthy advised that he would pass information to S Gillam and advise to liaise directly with D Champion.</p> <p>3.7 is now underway – should have the contractor appointed by April.</p> <p>4.1 S Berjaoui queried the contract start date. J McCarthy advised that it went to tender and is due to start April / May. He went on to advise that BHP are picking up cases that were missed in phase1 (2007) and that BHP has more control over the contractor in this phase.</p> <p>Y Mohammed queried replacement Windows at</p>	

	<p>Wybourne House and James Dudson Court. J McCarthy advised that he would pass the query to Major Works to advise.</p>	
<p><b>7. Environmental Improvement Programme Update</b></p>	<p>S Carter reported that Bernard Shaw House flooring has had to be postponed as there are issues with the timing required to allow the flooring to dry – some 6 hours that it would not be able to be walked on.</p> <p>There have also been some issues with the notice board works, as the larger boards have problematic locks. S Carter is currently looking for suitable replacement boards.</p> <p>The landscaping at Wyborne House is now being carried out at the front of the block due. The trees at the rear of the block were also being looked at. Y Mohammed stated that he was happy that the trees were being looked at also as they are becoming a trip hazard and also blocking light.</p> <p>S Carter advised that some works will be carried over to next year, and the NST will also be looking at any paving that is causing a health and safety issues. All health and safety issues will be made a priority.</p> <p>Residents present were very pleased with all these new improvements that have taken place.</p>	
<p><b>8. LEQ Update Sept - Dec 2008</b></p>	<p>F Dehkordy advised that the way in which the weighting of the results are calculated has been changed.</p> <p>C Byrne reminded the board that the results are only valid on the day the estates are inspected. C Byrne went on to explain that BHP want all estates to have a GOLD rating and encouraged residents to get involved and rate their own estates so that there are more regular ratings than those of the quarterly officer inspections. This service is available on line.</p> <p>C Byrne notified the board the BHP were proud holders of the Encams Kitemark. This is an environmental award for which BHP were awarded the exemplar level (the highest) for East Brent (North Kilburn) and Wembley. BHP are also the first housing organisation in the country to achieve this award. BHP will be looking at HABSTR and South Kilburn areas in the near</p>	

	<p>future.</p> <p>S Berjaoui advised that he would be more than happy to assist in any way possible on order to achieve this award for the St Raphael's area.</p> <p>C Parkins advised that he could not see the south of the NCR on the LEQ report. F Dehkordy advised that BHP are aware of this problem and hope to have it resolved by the next quarter's report.</p>	
<p><b>9. Results of Cleaning and Grounds Maintenance Surveys</b></p>	<p>C Byrne advised that 600 tenants from each area are surveyed each quarter. Should the satisfaction rate be 85% or over, the contractor will be awarded a bonus. This is in line with their contract.</p> <p>C Byrne reminded everyone of the importance of responding to the surveys so that a true reflection of satisfaction can be seen. Currently the response rates are so low, that contractors can be issued a bonus on a block where only 1 resident has responded as long as they are satisfied. As a result, future responses will be carried out by phone in the hope that the response rate increases.</p>	
<p><b>10. Lean Fundamental Review of Cleaning and Grounds Maintenance Services</b></p>	<p>C Byrne advised that BHP is looking at ways to improve the way in which services are delivered, and reduce the number of complaints.</p> <p>NST are trying to carry out 100% post inspections, with C Byrne and L Footer doing spot checks also with contractors.</p> <p>The cleaners have raised issues with water facilities on site which are being looked into. Rest areas are also an issue that was raised however supplying them would cost a lot and NST will be entering into discussions with the contractors on these matters.</p> <p>It was noted that the current 5 contract monitoring meetings per month means that there are 5 days lost on site for the contractors and for officers Therefore NST are consulting on having one meeting per area per quarter so that there is more free time to be on site.</p> <p>P O'Riordan is happy with the suggestion of less meetings and asked that Shackleton House be</p>	

	<p>included as part of the Brentfield Estate. C Byrne agreed.</p> <p>S Berjaoui and L Noel requested that St Raphael's meetings continue to be monthly due to the size of the estate. This would be looked at further and reported back at the next meeting in June.</p>	
<p><b>11.</b> <b>Neighbourhood Compact</b></p>	<p>S Carter advised the board of the updates to the action plan which was revised at the last meeting, highlighting areas of improvement and those where improvement is needed.</p> <p>C Byrne reminded everyone that Block Champions are still required. Cllr John advised that the Safer Neighbourhood Team is also looking for volunteers to sit in the SNT Panel. It is a great opportunity for people to get involved in their local area.</p> <p>S Carter advised that there will be a new training programme for the forthcoming year, for which there will be approximately 1 session per month.</p> <p>S Carter went on to advise that refurbishment works are being carried out at 46 Henderson Close.</p> <p>S Carter requested that any representatives that feel their play areas needs and assessment should contact her to make arrangements.</p>	

The meeting closed at 8:30 having concluded its business.

Signed.....

Saad Berjaoui

Chair