

SOUTH KILBURN AREA HOUSING BOARD

Tuesday 10th March 2009

Present:

Liz Leicester	Chair
Ms U Ngumoha	Alpha Gorefield & Four Courts
Ms A Hawthorne	Blake Court & Masefield House
Mr M Jennings	Carlton House
Mr P Jones	Hereford House & Exeter Court Community Group
Ms S Barrett	KCA Tenant Association (Kilburn Lane, Claremont Road, Allington Road)
Mr E Cunliffe	M to Z
Mr Ali Awes	William Dunbar and William Saville House
Mr J Healy	William Dunbar and William Saville House
Ms J Barnard	Malvern Road TRA

1. Apologies:

Cllr Jackson, Mae Oneyka, Joseph Awasika.

Officers and Visitors: Linda Footer – Head of Governance & Communication BHP, Joan McKoy - Neighbourhood Services Officer BHP, Marcus Gregory – Project Manager BHP, Jaqueline Mason – Tenancy Manager BHP, Andrew Reid – Technical Services Team Manager BHP, Christian Longdon – Head of ASB and Warden Services BHP, Louise Egan – Clerk/Support Officer to Helen Evans & Gerry Doherty

Agenda Item	Minute	Action
<p>2. Minutes of last meeting held on 9th December 2008 and matters arising</p>	<p>It was noted that J Healy was not on the minutes.</p> <p>It was noted that J Barnard had been spelt incorrectly on the minutes.</p> <p>In discussion</p> <p><u>Item 3 – Minutes of last meeting</u></p> <p>L Footer advised that a survey was sent to William Dunbar and William Saville, the response rate was very low. L Footer also advised that she felt she did not have the support of close the Community Careers. L Footer will write to Joseph.</p>	<p>L Footer</p>

	<p>It was noted that there were concerns as the NDC were funding £40,000 for 2009/10 and it was felt that Joseph had been benefiting from public funding and squatting illegally.</p> <p>L Leicester advised that the Community hall remains for the Community.</p> <p>L Footer advised that Joseph had been re elected as Chair and this is where it gets complicated because he is using building for role as Director of Community Careers.</p> <p>Cllr Dunn advised that they have asked Brent into Work to make a decision on Community Careers.</p>	
<p>3. Minutes of the Brent Housing Partnership Board meetings held on 11th February 2009</p>	<p>L Egan 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</p>	
<p>4. BHP Quarterly Performance Reports For the period 1st April-31st December 2008</p>	<p>J Mason 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>J Mason made particular reference to the following:</p> <p>C6b – J Mason advised that BHP are increasing the amount of support available to tenant within this difficult time. BHP as a whole have met target.</p> <p>C20 – Percentage of stage 1 complaints. J Mason advised that BHP are within target of answering stage 1 complaints within 15 days, J Mason also advised that BHP have their own target of answering stage 1 complaints within 10 days but unfortunately missed this target.</p> <p>C24 – Percentage of domestic violence. J Mason advised that BHP are within target.</p>	

	<p>D2 – Vulnerable tenants 100%.</p> <p>L Leicester advised that it would be helpful to have BHP definition and categories of vulnerable tenants.</p>	<p>BHP</p>
<p>5. Major Works update</p>	<p>M Gregory 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 51 - South Kilburn properties only. M Gregory advised that they are 55% into contract. A meeting was requested.</p> <p>Contract 52 – South Kilburn. M Gregory advised that works have started; scaffold will not start until Alpha House has finished.</p> <p>Contract PS07009 – Borough Wide. M Gregory advised that this is this on going.</p> <p>Contract PS080014 – Borough Wide. M Gregory advised that this contract is due to start in July/ August 2009.</p> <p>Cllr Arnold requested which properties were involved.</p> <p>M Gregory advised that contract covered 300 properties and would email list.</p>	<p>M Gregory</p>
<p>6. Environmental Improvement Programme updates</p>	<p>J Stringfellow gave an update on the South Kilburn Environment Improvement Update 2008/2009.</p> <p><u>Carlton House – S08-08</u> J Stringfellow advised that this had been postponed due to Major Works.</p> <p><u>Chichester House – S12-08/ S13-08</u> J Stringfellow advised that Connaughts had offered to pay for picnic tables.</p>	

	<p><u>Fielding House – S11-08</u> J Stringfellow to clarify.</p> <p><u>Wordsworth House</u> J Stringfellow advised that this had been completed.</p> <p>J Stringfellow advised that next year the priority will be pavements, tarmac and designing out crime.</p> <p>L Footer advised that money will be spent concentrating on Health and Safety.</p>	<p>J Stringfellow.</p>
<p>7. LEQ update September- December 2008</p>	<p>J Stringfellow 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>J Stringfellow advised that the overall results for South Kilburn were:</p> <ul style="list-style-type: none"> - 4 Gold - 26 Silver - 9 Bronze <p>J Stringfellow advised that the NST are making improvements and hope to have no bronze in the future.</p> <p><u>Dickens House</u> It was noted that Connaughts do not have decent brooms; L Footer advised that she will raise this with Connaughts.</p> <p><u>Carlton House</u> It was noted that there are 6 or 8 bags of rubbish.</p> <p>M Jennings advised that Connaughts have improved:</p> <ul style="list-style-type: none"> - No rubbish lying around - Cleaning has improved over the last 4 months - Grounds maintenance is very good <p><u>Hereford House</u> Question was raised, why had this slipped to bronze? J McKoy advised that this had slipped because of</p>	

	repairs and not because of cleaning.	
8. Cleaning and grounds maintenance survey	<p>J McKoy advised that there had been 423 surveys carried out with only 23% returned.</p> <p>L Footer advised that the postal survey was not working as response rate was consistency low, we have now decided to do telephone surveys which seems more realistic and more meaningful.</p> <p>M Jennings requested a box at the front of South Kilburn office where tenants can give feedback.</p>	
9. Consultation on Lean Fundamental Review of Cleaning/grounds maintenance contracts	<p>L Footer gave an update on Lean.</p> <p>L Footer informed members that the purpose of Lean was to make processes more efficient.</p> <p>L Footer advised that they went out on site with operatives and watched what they were doing, it was clear that there was a communication problem as operatives did not have mobiles phones.</p> <p>L Footer advised that processes are now place to help make the NST more efficient.</p>	
10. Neighbourhood Improvement Compact & action plan	<p>J Stringfellow gave an update on the Neighbourhood Improvement Compact & action plan for the period of Jan 09 – Mar 09.</p> <p>J Stringfellow advised there were a slight decrease in gold and an increase in silver.</p> <p>J Stringfellow advised that there had been 5 walkabouts undertaken with reports completed and sent to resident representatives and contractors within 28 days.</p> <p>J Stringfellow advised that there had been 150 orders raised since Jan 09 and 94 had been completed with 19% post inspected.</p> <p>J Stringfellow advised that the NST are holding training for block champion's end of April possible on a Saturday for ½ a day, date to be confirmed and</p>	

	<p>advertised in Partnership News.</p> <p>L Leicester advised that NST may need to do 2 training sessions.</p> <p><u>Tackling the impact of drug use</u></p> <p>C Longdon advised that he is unable to disclose too much information, he is dealing with the Police and can not give details of action taken at this stage.</p> <p>C Longdon advised that next year there will be a reduction to the Warden Service, there will only be 2 wardens instead of 4. The reason for this is the NDC will not fund it.</p> <p>M Jennings stated: ‘We strongly urge the NDC to look again at not cutting the Warden Service’.</p> <p>E Cunliffe requested more recycle bins.</p> <p>L Footer advised that she has asked Street Care to provide more bins.</p>	
<p>11. Any Other Business</p>	<p><u>Defect works at Thames Court</u></p> <p>A Reid advised that the Project Team did not carry out defects. BHP have employed SDS Consultancy to draw up a schedule of reports which are currently out to tender which will be out shortly.</p>	

The meeting closed at 9.00pm having completed its business.

Chair

Date