

## EAST BRENT AREA HOUSING BOARD

Tuesday 8<sup>th</sup> Sept 2009

### Present:

F Jewell	Clement Close
P O'Connor	Cavendish Close
M Coffey	Cavendish Close
P Hogan	Kilburn Square Housing Co- op
S Taylor	Landau House
A Forsyth	Brondesbury Residents and Tenants (Joined meeting at 8.00pm)

### 1. Apologies:

Pauline Fell, Cllr Anthony Dunn, Rahini Patel

**Officers:** Linda Footer – Head of Governance and Communication BHP, Jill Stringfellow - Neighbourhood Services Team Leader BHP, Pauline Somers – Rents Manager BHP, Shaun Gillam – Senior Project Manager BHP, Justin McCarthy – Head of Building Services BHP, John O'Mahoney – Project Engineer, Louise Egan – Support Officer/ Clerk

**Visitors:** Cllr Mark Cummins, Mrs Major - Bhatti

Agenda Item	Minute	Action
2. Minutes of last meeting held on 2 <sup>nd</sup> June 2009 and matters arising	<p><b>L Footer</b> informed members that minutes cannot be agreed as we do not have a quorum. In addition elections for chair and vice chair cannot take place. In the absence of the chair and because the elections could not take place LF chaired the meeting.</p> <p><u>Item 4 – Performance Reports.</u></p> <p>In response to a question raised about BHP's role in dealing with vulnerable tenants, <b>L Footer</b> advised that Willow Housing had been awarded the contract, following a tender process, to deal with specific casework with vulnerable residents. BHP's role is primarily to refer vulnerable residents to Willow Housing and to ensure vulnerable residents receive contact from our officers at least once every six months by the following methods or that they contact us:</p> <ul style="list-style-type: none"><li>- Phone call</li><li>- Personal visit every 6 months</li><li>- Payment of rent</li></ul>	

	<ul style="list-style-type: none"> <li>- Email or letter sent by the tenant</li> <li>- Someone calls BHP on tenants behalf</li> </ul> <p><u>Item 6 – Insulation Programme.</u> Query was raised as to how the insulation programme is being financed. <b>J McCarthy</b> advised that the insulation programme was being funded by central Government.</p> <p><b>J McCarthy</b> agreed to look into the possibility of more funding from the Housing and Communities Agency.</p> <p><u>Item 6 – 4.2 Contract ML060001.</u> It was confirmed that Peter and Keto had done a walkabout and this has now been resolved.</p>	
<p>3. Minutes of the Brent Housing Partnership Board meetings</p>	<p><u>In discussion:</u></p> <p><u>Minutes: 26<sup>th</sup> February 2009</u></p> <p><u>Item 8 – The Retirement &amp; Election of Tenant Board Members</u></p> <p><b>L Footer</b> advised that there will be a ballot taking place in north and south of the borough for three tenant board members who have to stand down. <b>L Footer</b> confirm that all residents should receive ballot forms in the post and encouraged members to vote and post back the surveys. The results will be collated and published via Partnership News magazine.</p> <p><u>Minutes: 24<sup>th</sup> March</u></p> <p><u>Item 61 – Granville New Homes</u></p> <p><b>L Footer</b> informed members that BHP are now landlords for Granville New Homes having purchases the buildings containing 110 flats. The majority of lettings at Granville New Homes are going to families being decanted from other buildings in South Kilburn due for demolition.</p> <p><u>Minutes: 23<sup>rd</sup> July 2009</u></p> <p><u>Item 65 – Presentation on Plans for North Circular Road</u></p>	

	<p><b>Cllr Cummins</b> suggested it would be useful that the minutes provided information regarding who Melissa Clark was and her role.</p> <p><u>Item 66 – Progress update on Civic Centre</u></p> <p><b>L Footer</b> updated members on the new civic centre, she commented that the Council are keen for BHP to move to the new civic centre.</p>	
<p>4. BHP Quarterly Performance Reports For the period 1<sup>st</sup> April-30<sup>th</sup> June 2009</p>	<p><b>P Somers</b> presented the 3<sup>rd</sup> quarter Performance Report covering the period 1<sup>st</sup> April – 30<sup>th</sup> June 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>P Somers</b> made particular reference to the following:</p> <p>C6b, The Percentage of local authority tenants with more than seven weeks of rent arrears as a percentage of the total number of council tenants – <b>P Somers</b> informed members that East Brent were within target.</p> <p>C7, Rent arrears of current tenants as a proportion of the rent roll - <b>P Somers</b> informed members that East Brent were within target.</p> <p>C20, Percentage of stage 1 complaints answered in 15 working days (General Needs) - <b>P Somers</b> advised members that BHP were on target.</p> <p>C21, New stage 2 complaints as a percentage of stage 1s (General Needs) - <b>P Somers</b> advised the target had not been met and informed members that BHP were looking at other ways of reporting stage 2 complaints.</p> <p>D2, Percentage of vulnerable tenants contacted in compliance with 6 monthly visit programmed – <b>P Somers</b> confirmed BHP were within target.</p> <p>C7, Rent arrears of current tenants as a proportion of the rent roll – <b>P Somers</b> advised that all areas were</p>	

	<p>within target apart from the South Kilburn area.</p> <p>C21, New stage 2 complaints as a percentage of stage 1s – <b>P Somers</b> informed members that the target had not been met in East Brent, North &amp; South Wembley and also the Harlesden and Brentfield area. <b>P Somers</b> commented that BHP were analysing complaints upheld at stage 2s and looking at improving the way we respond to Stage 1 complaints.</p> <p>No issues were raised.</p>	
<p>5. Elections:</p> <ul style="list-style-type: none"> <li>- Area Housing Board Chair</li> <li>- Vice Chair</li> <li>- BHP Scrutiny Panel</li> <li>- Contract Monitoring</li> </ul>	<p><b>L Footer</b> noted that as another member had joined the meeting the meeting was now quorate and the elections could be held. <b>J. Stringfellow</b> took the chair.</p> <p><b>J Stringfellow</b> thanked Pauline Fell for all her hard work over the last year.</p> <p><u>Area Housing Board Chair</u> <b>Agreed:</b> Pauline Fell – Vote unanimous</p> <p><u>Vice Chair</u> <b>Agreed:</b> Felicity Jewell – 4 in favour</p> <p><u>BHP Scrutiny Panel x 2</u> <b>Agreed:</b> Sabrina Taylor – 2<sup>nd</sup> by M Coffey</p> <p><u>Contract Monitoring Meeting Representatives x 5</u> <b>Agreed:</b> P Fell L Clyne L Belafonte P Hogan</p> <p><b>J Stringfellow</b> informed members that we will ask at the next Area Housing Board for a 5<sup>th</sup> representative. Following the election F. Jewell took the chair</p>	
<p>6. Neighbourhood compact update</p>	<p>In the absence of Pauline Fell, the Vice Chair took over chairing the meeting.</p> <p><b>J Stringfellow</b> presented a report giving an update on the Neighbourhood Compact action plan for the period July to September 2009.</p> <p><b>J Stringfellow</b> informed members that the NST Team have applied for a Keep Britain Tidy Quality mark for</p>	

	<p>the remaining two areas, South Kilburn and Harlesden/Brentfield.</p> <p><b>J Stringfellow</b> commented that the NST Team are working closely to increase the number of gold estates, and in order to achieve this the NST Team are:</p> <ul style="list-style-type: none"> <li>- Carrying out bi-monthly random spot checks with Wettons and Connaught contract managers</li> <li>- Tackling poor performance through serving defaults</li> </ul> <p><b>J Stringfellow</b> advised that the cleaning contractors are being changed to Wettons on Monday 14<sup>th</sup> Sept.</p> <p><b>J Stringfellow</b> advised that training for all Block Champions is scheduled for Wednesday 30<sup>th</sup> September 2009.</p> <p><b>J Stringfellow</b> advised that notice boards have not been fitted yet, <b>J Stringfellow</b> informed members that we are waiting for the new contract to commence which will display cleaning schedules.</p> <p><b>J Stringfellow</b> informed members that parking at Marley Walk is a big issue, the NST Team are offering solutions to parking congestion:</p> <ul style="list-style-type: none"> <li>- Resident associations invited to request presentation on permit scheme parking at resident meetings</li> <li>- Increased door knocking by Neighbourhood Services officer encouraging support of permit scheme parking</li> </ul> <p><b>S Taylor</b> suggested that when parking surveys are sent out we send them to absent landlords rather than the subsequent as this may increase the percentage response rate for parking surveys. <b>L Footer</b> advised that the NST Team can write to them.</p>	<b>NST Team</b>
7. Major Works update	<p><b>S Gillam</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</p>	

	<p>completion and reasons for any delay.</p> <p><u>In discussion:</u></p> <p>3.1, Contract PSO8014 – North and South Kilburn. <b>S Gillam</b> informed this was a new contract which will start in April.</p> <p>3.3, Contract CW09019 – Joules House &amp; Landau House. <b>S Gillam</b> advised members that works will start end of October after consultation with the Leasehold team.</p> <p>3.7, Contract CW09031 – Frontenac. <b>S Gillam</b> advised members that this contract will be tendered on 25<sup>th</sup> September and consultation with leaseholders will be sought.</p> <p>3.10, Renewable Energy Schemes – <b>S Gillam</b> advised the works have started since 27<sup>th</sup> July 09, the scheme includes external insulation to non traditional constructed properties. In response to a question raised as to whether this scheme could be extended to other areas <b>S Gillam</b> informed this could be a possibility; he went onto comment that calculations will need to be done and he will look into funding.</p> <p>It was noted from <b>F Jewell</b> that properties in Clement Close are cold in the winter and hot in the summer.</p>	
<p>8. SCCI International Digital TV</p>	<p><b>J O'Mahoney</b> updated members on the works to digital TV programme that commenced in August 09 for the South Kilburn area on high rise blocks, this will consist of replacing existing communal ariels with a digital ariel.</p> <p><b>Cllr Cummins</b> requested that contractors make it clear who they are. <b>J O'Mahoney</b> advised that they all hold I.D badges.</p> <p><b>Cllr Cummins</b> asked if BHP dispose of satellite dishes for residents. <b>J McCarthy</b> confirmed that we are removing all satellite dishes and residents are given the option to claim them within a certain timeframe.</p> <p><b>J O'Mahoney</b> informed members that BHP are</p>	

	<p>surveying blocks over the next few months which will address the needs to run the cables for each block.</p> <p>A query was raised if there will be a charge for leaseholders? <b>J McCarthy</b> confirmed that there will be a charge, leaseholders have been notified under the statutory section 20 consultation process.</p>	
<p>9. Fire risk prevention (handout)</p>	<p><b>J McCarthy</b> presented a report on Fire Risk prevention within BHP managed properties and advice given to residents.</p> <p><b>J McCarthy</b> informed members of fire risks and stressed the importance of how residents can keep themselves safe.</p> <p><b>J McCarthy</b> advised members that it was vital for all residents to ensure that they have a working smoke alarm.</p> <p><b>J McCarthy</b> informed members of the increasing signage that will be going up, these are: 'fire exit', 'no smoking', 'do not use lift in event of fire'.</p> <p><b>L Footer</b> advised that we are taking tougher action on residents blocking communal areas.</p> <p><b>J McCarthy</b> to report back at next Area Housing Board on Health and Safety works.</p>	<p><b>J McCarthy</b></p>
<p>10. Environmental Improvement Programme updates</p>	<p><b>J Stringfellow</b> gave an update on the works carried out last year and advised that the budget for 2009/10 will focus on health and safety issues such as paving, resurfacing, paving etc.</p> <p><b>J Stringfellow</b> informed members that consultations for 2010/2011 are in progress and 31 projects are being consulted upon for the East Brent area.</p> <p><b>J Stringfellow</b> advised that works completed are in bold and outlined in the EIP update report.</p>	
<p>11. LEQ update 1<sup>st</sup></p>	<p><b>J Stringfellow</b> went through the report highlighting the</p>	

<p>April – 30<sup>th</sup> June 2009</p>	<p>feedback from visits for areas that received cleaning and grounds maintenance.</p> <p><b>J Stringfellow</b> informed members since Jul 08 – Apr 09 in all areas that gold has gradually gone up, bronze going down and silver going up.</p> <p><b>J Stringfellow</b> advised that the NST Team are continuing to carry out walkabouts and contractor monitoring meetings, she went onto advise that the cleaning contractor is being changed on Monday and will now be moved to Wettons.</p> <p><b>L Footer</b> commented that if you are not happy with any work that the cleaning contractors have done, for example, marks on walls then you need to contact the NST Team and we will default the contractor.</p> <p><b>J Stringfellow</b> advised again that the notice boards are ongoing, we are waiting for start of new contract, she went onto advised that thenoticeboards will be fitted with new cleaning schedules.</p> <p><b>J Stringfellow</b> informed members that there was little interest for the Green Zone project so therefore will not be taking this forward.</p>	
<p>12. Cleaning and grounds maintenance survey</p>	<p><b>J Stringfellow</b> went through the telephone survey results for cleaning and grounds maintenance quarterly reporting for March and June.</p>	

The meeting closed at 9pm having completed its business. The Chair thanked Members for their attendance.

**Chair** .....

**Date** .....