

Wembley's Area Housing Board Meeting

22nd September 2009

AGM

1. Introductions and Apologies

Present:

Member	Area of Representation
G Loveridge	Chair
S Halliwell	Alexandra Court TRA
J Halpert	Alexandra Court RA
E Dee	Aneurin Bevan Court TRA
K Rafferty	CAM Estate TRA
M Curran	Gauntlett Court TRA
A Humphreys	Gauntlett Court TRA
J Brereton	Hyde Ct TRA
O Knight	John Perrin Place TRA
A Jain	Lodge & Manor Ct TRA
D Paine	Rokesby Place TRA
A Paine	Rokesby Place TRA

Officers and Visitors: Corrine Daley; Clerk BHP, Christina Byrne; Neighbourhood Services Manager BHP, Christine Bedward; Neighbourhood Services Project Officer BHP, Garfield Thompson; Neighbourhood Services Officer BHP, Fari Dekhordy; Neighbourhood Services Officer BHP, Justin McCarthy; Building Services Manager BHP, Brian Litchfield; BHP Board Member, Kathy Ellison; Chair BHP Board, Manish Panchal (observer), Alex Melia (observer), Fernando Cordeiro, Wettons Contract Manager, Ray Cassidy, Wettons Supervisor, Councillors Eniola, V Brown, Bacchus and Warton .

Apologies were received from Mr & Mrs Perry, P Fry, Councillors Singh, R Moher, Mistry, Butt, Lorber and Besong.

Agenda Item	Minute	Action
2. Election of the chair, vice chair and contract monitoring representatives	<p>C. Byrne thanked G Loveridge for chairing seamlessly for North and South Wembley over the last year.</p> <p><i>Election of the chair:</i></p> <p>C. Byrne requested nominations for the Chair.</p>	

M Curran stated that he would like to nominate himself for chair and was seconded by both **A Humphrey** and **E Dee**.

J Brereton nominated **G Loveridge** and was seconded by O Knight.

C Byrne offered the floor to each nominee to address the board and state why they should be voted in as chair.

M Curran addressed the board and stated that having been the chair previously and a member of the BHP board; he felt that he could bring a wealth of experience to the role.

G Loveridge addressed the board stating that having been chair for a number of years he always tried to bring solidarity and fairness to the AHB, and would like to continue to do so for the future.

Results of the vote;

M Curran – 0 for and 0 against

G Loveridge - 8 for, 0 against and 0 abstaining.

Resolved:

That the Chair for the forthcoming Area Housing Board Year be **G Loveridge**.

Elections of the Vice Chair:

C Byrne asked for nominations for vice chair.

G Loveridge nominated **M Curran** with **S Halliwell** seconding.

There were no other nominations received.

All voted in favour.

Resolved:

That the Vice Chair for the forthcoming year be **M Curran**.

	<p>G Loveridge took over as chair for the remainder of the meeting.</p>	
<p>3. Minutes of the meeting held 16 June 09</p>	<p>Item 6 S Halliwell reported that a contractor had asked a resident for access to the loft via their property; however the loft access is in the communal landing. J McCarthy advised that this is the reason that surveys are being carried out so that the contractors know how and where they get access to areas that they are working on. He went on to advise that the letter was probably a preliminary contact letter in order to gain confirmation and that if there is any doubt as to whether contractor is genuine, residents should contact BHP.</p> <p>G Loveridge stated that he was much happier with the lay out of the agenda for this meeting.</p> <p>Resolved: That the minutes are a true and accurate record of the meeting.</p>	
<p>4. Minutes of the BHP Board Meetings of 26/2/09, 24/3/09, 9/7/09 and 23/7/09</p>	<p>G Loveridge advised that in future this item would appear as “<i>for discussion</i>” on the agenda.</p> <p>Minutes of 23/7/09 Minute 71- M Curran queried the management of the Traveller’s site asking if there were any updates and if there were a reason as to why BHP do not want to manage the site. C Byrne advised that the site requires specialist management as there are a lot of issues existing there for which BHP do not have the capacity within the current staff makeup to be able to manage this service.</p> <p>S Halliwell asked why Hillingdon were being discussed at the BHP meeting. K Ellison advised that there are some instances where Councils are pulling Housing Management back in-house and that this had already happened in Ealing.</p>	
<p>5. BHP Quarterly Performance</p>	<p>C Daley went through the report highlighting areas of good and poor performance.</p>	

<p>Report</p>	<p>C20 – Cllr Brown asked if complaints were counted as complete if an interim response has been sent. C Daley confirmed that it was only classed as complete once a full response has been sent.</p> <p>D2 – M Curran asked if the figures quoted were for all the vulnerable residents of BHP. C Daley advised that it is in relation to the tenants included on the BHP vulnerable register.</p>	
<p>6. Compact Update</p>	<p>C Bedward was pleased to report an increase of gold estates in the area.</p> <p>Also that in tackling poor performance in grounds and cleaning maintenance, 13 defaults had been served in South Wembley and 19 in North Wembley.</p> <p>C Bedward advised that the requested report on the volume of repairs caused by vandalism has been put on hold whilst a system for reporting such repairs was identified.</p> <p>C Bedward also advised that the training brochure is almost complete. She also welcomed residents to attend the courses provided, and also that they encourage other residents to attend.</p> <p>C Byrne reported that the communal repairs blitz was the Wembley areas were almost complete and that a list of repairs that have been identified and ordered is available on request by the neighbourhood services team.</p> <p>A Humphrey asked if the walkabouts were being put on hold whilst the blitz was being carried out. C Byrne advised that there were some in the South Wembley area which were cancelled as they were at the same time carrying out the blitz. The team were also short-staffed during that time. However, unless otherwise advised, the walkabouts will continue to be carried out.</p> <p>J Halpert asked if the walkabout for Alexandra Court could be rescheduled as she has a list of repairs that require completion. C Byrne agreed</p>	

	<p>to take the list and compare it to that of the list raised following the blitz.</p> <p>M Curran stated that he was concerned that the blitz will mean that walkabouts will fall by the wayside. C Byrne advised that that is most definitely not the case.</p> <p>A Pain advised that there is an issue at Rokesby Place which was first reported at a walkabout in 2003; however the work has still not been carried out. C Byrne reminded the board that there is a surgery from 6pm to 7pm for individual issues to be raised. A Pain stated that she wanted to highlight the unresolved health and safety issue. F Dehkordy agreed to discuss the issue with A Pain after the meeting.</p> <p>G Loveridge reiterated the purpose of the surgery and reminded the board that the meeting is not a forum for individual issues to be raised.</p> <p>A Jain asked if there was one officer in particular that he should report issues to. C Byrne advised that F Dehkordy was responsible for all communal health & safety issues, cleaning and grounds maintenance in the South Wembley Areas and G Thompson responsible for the North Wembley area.</p>	<p>F Dehkordy</p>
<p>7. Major Works Update</p>	<p>J McCarthy summarised the report updating on works being carried out in the Wembley area.</p> <p>J Halpert advised that block 81 – 103 had damp to the external wall. J McCarthy advised that he would arrange for the issue to be looked into and reported on.</p>	<p>J McCarthy</p>
<p>8. SCCI International Digital TV</p>	<p>J McCarthy introduced Mark Johnston who works for the contractor who is rolling out the DTV in communal blocks. Some works have already been carried out where scaffolding had been erected, or cladding works were in process in order to make savings.</p> <p>J McCarthy advised that the integrated system means that one dish / antenna provides a</p>	

complete neutral platform for all residents to subscribe to should they wish.

J McCarthy advised that there are 2 platforms being provided which will be SKY plus 1 other. Residents will be surveyed and the 2 most popular choices will be the platforms provided to that block. If there are issues that residents have, they will be addressed on an individual basis. It is important that the resident's representatives advise the residents of their areas to complete the surveys should they have a preference. Should any residents have a cultural need they will be dealt with on an individual basis

There will be no analogue signal available in the UK come 2012, therefore BHP and SCCI are making sure the buildings are ready to prevent loss of service at the point of switch over.

Mark advised the board that they may see him surveying blocks as SCCI are trying to be as concealed as possible in terms of wiring etc. They are currently designing the system as much as possible, and further advised that they also have a resident liaison officer.

S Halliwell stated that P Winchcombe had previously advised that Virgin cable is analogue and therefore will not be available as of 2012. He asked if a freeview socket would be available for TV's with built in freeview. **M Johnston** confirmed that this was the case, unless you have a digi-box, in which case the cable will plug into the box.

S Halliwell thanked BHP and SCCI for the introduction letter and survey which he felt was very thorough and shows that the residents have been listened to.

M Curran asked if the surveys were being sent to residents as the project was rolling out. **J McCarthy** confirmed that this was the case and advised that SCCI are currently putting a lot of infrastructure into place in preparation for the installation.

<p>9. Fire Risk Prevention</p>	<p>The report which was handed out covers what BHP are doing to prevent the rise of fire in the blocks that they manage. BHP have always prioritised these types of works, however following the recent fire in Camberwell, local authorities are in the spotlight and as a result there had been increased manpower in this area.</p> <p>J McCarthy advised that BHP are looking at the design and the integrity of the buildings with 3 officers carrying out surveys in the 37 high rise blocks in Brent.</p> <p>There are smoke alarms in 95% of the tenanted properties. If you don't have one and are a leaseholder, you can contact the Gas Servicing team for advice. The fire brigade are also offering free fire risk assessments of homes at which they can provide smoke alarms. Also that when they carry out the assessment they make a note of your household composition, which in the case of a fire a record is available to the team responding of who could possibly be in the property. A great advantage to them if there are children or vulnerable people at the property.</p> <p>J McCarthy advised that the handout also contained a list of fire safety tips which ALL residents should familiarise themselves with.</p> <p>S Halliwell asked if BHP were only looking at high rise blocks. J McCarthy advised that ALL buildings are included.</p> <p>D Pain asked for confirmation as to what is classed as high rise. J McCarthy advised that it was any building over 6 storeys high.</p> <p>A Jain queried how properties in blocks that do not have gas are inspected for fire safety. J McCarthy advised that they should all have smoke alarms fitted when decent homes works were carried out or if they become empty and re-let works are carried out.</p>	

	<p>In discussion lots of members highlighted areas of concern in their blocks, J McCarthy agreed to take individual details after the meeting for further investigation.</p> <p>M Curran asked if the cleaner was responsible for clearing the communal hallways. C Byrne state that the items should be reported to the office. The cleaners are only employed to clear rubbish and that they are not required to remove residents' belongings.</p> <p>G Loveridge encouraged all the members to read the report. He stated that it was excellent and very comprehensive.</p>	
<p>10.Environmental Improvement Programme Update</p>	<p>C Bedward updated the board on the progress of the projects for this year. Advising that all works will be subject to section 20 notices and leasehold recharges.</p> <p>A lot of surveys are underway regarding the relocation of bins on numerous estates.</p> <p>There have been 32 requests for projects for 2010/11 and surveys for residents are being prepared.</p> <p>A Jain queried some works which had been earmarked for the steps at Lodge Ct. The issue being that there are no external steps at Lodge Ct. C Byrne agreed to look into.</p>	<p>C Byrne</p>
<p>11.LEQ Update 1st April – 30th June 2009</p>	<p>F Dehkordy reported that there were 42 gold, 46 silver and 22 bronze estates in the Wembley area and that there is a lot of work that needs to be done in order to bring the standards up.</p> <p>C Byrne advised that the new reports will score each individual block and then average the score for the estate. Therefore the report presented at future meetings will be more comprehensive.</p> <p>A Humphrey asked what was included under the heading "Street Furniture". C Byrne confirmed that this included lighting, benches etc.</p>	

	<p>A Humphrey also stated that the communal repairs at Gauntlett Court had not been carried out. C Byrne advised that there are hundreds of communal repairs being logged onto the system and completed and also that Linbrooks are being praised for the standard and speed that they are operating at.</p> <p>S Halliwell reminded the board that the scoring of the contractors performance on the day and time that BHP are carrying out the inspection. Nothing in the reports is personal to any person. The contractors should quite rightly be taken to task for poor performance, and that the scoring can change very quickly simply because it is a point in time inspection.</p> <p>C Byrne confirmed that what S Halliwell has said was indeed correct and advised that a default is served when an estate is scored bronze for cleaning or grounds maintenance.</p> <p>J Halpert asked if communal repairs should be reported to repairs or Neighborhood Services. C Byrne advised that all communal repairs should be reported to Neighbourhood Services team, any structural or individual internal repairs should be reported to the Repairs Contact Centre.</p>													
<p>12. Results of Cleaning & Grounds Maintenance Survey</p>	<p>C Byrne advised that as part of the contract, 600 residents are surveyed each quarter for each service area. These surveys are now carried out by telephone, in order to gauge a higher response rate.</p> <p>March results</p> <p>Overall Cleaning satisfaction;</p> <table data-bbox="521 1549 834 1654"> <tr> <td></td> <td>% Satisfied</td> </tr> <tr> <td>NWM</td> <td>91%</td> </tr> <tr> <td>SWM</td> <td>97%</td> </tr> </table> <p>Grass Cutting;</p> <table data-bbox="521 1732 834 1837"> <tr> <td></td> <td>% Satisfied</td> </tr> <tr> <td>NWM</td> <td>89%</td> </tr> <tr> <td>SWM</td> <td>93%</td> </tr> </table>		% Satisfied	NWM	91%	SWM	97%		% Satisfied	NWM	89%	SWM	93%	
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	<p>June Results Cleaning satisfaction;</p> <p>External Cleaning; % Satisfied</p> <p>NWM 95%</p> <p>SWM 90%</p> <p>M Curran stated that the grounds maintenance had been poor until late July. C Byrne advised that a lot of steps have been implemented by Wettons and are being monitored very closely by BHP to ensure that the problems experienced this year are not repeated next year, which could result in the contract being lost.</p> <p>G Loveridge reported that the grounds maintenance at Hyde Court is the best it's ever been. M Curran & A Pain stated that it is now a good standard; however there were issues with the operatives not having the correct tools to carry out the works. G Loveridge agreed that this wasn't acceptable.</p> <p>K Ellison reassured the board that the BHP Board are also keeping a close eye on the contract and hope that the improvements continue as there will be penalties if they don't.</p> <p>O Knight advised that the weeding at John Perrin Place is being done with strimmers and as a result a lot of flower heads have been lost.</p> <p>Fernando is aware that there were a lot of mistakes made prior to him managing this contract, as there were no preparations made in the winter. He assured the board that the team are doing their best and will improve greatly over the next few months.</p>	
<p>13.A.O.B</p>	<p>S Halliwell announced that he would be moving away in October / November and thanked the AHB for all the support they have shown him over the years that he has been involved.</p> <p>G Loveridge thanked S Halliwell for all his input at the meetings.</p>	

	Cllr Bacchus thanked S Halliwell for all his efforts on behalf of the councilors.	
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The meeting closed at 8:55pm having concluded its business.

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G Loveridge, Chair