



# **MILTON KEYNES COUNCIL HOUSING FORUM**

**15 FEBRUARY 2007**

**7.30 PM**

**COUNCIL CHAMBER, CIVIC OFFICES,  
CENTRAL MILTON KEYNES**

## **A G E N D A**

**REPAIR AND HOUSING MANAGEMENT  
SURGERIES WILL OPERATE FROM 6.30 PM IN  
THE MEMBERS LOUNGE (CIVIC OFFICES)**

If you have any enquires about this agenda please contact Gavin Lane, Committee Manager, on Tel: (01908) 252596 or E-mail: [Gavin.Lane@milton-keynes.gov.uk](mailto:Gavin.Lane@milton-keynes.gov.uk)

## TENANT REPRESENTATIVES

1. **Bradville North End Residents' Association**  
M Burke and P Bonarius
2. **Bradwell Common**  
B King and P Warner
3. **Castles Residents' Association**  
M Healey and J Blore
4. **Conniburrow Community Association**  
G Byfield and T Field
5. **Eaglestone Residents' Association**  
A Mercer
6. **Fenny Stratford Residents' Association**  
G Chennell and R Venn
7. **Fishermead Residents' Action Group**  
A Work and G Farran
8. **Greenleys Residents' Association**  
F Smith and H Taylor
9. **Lakes Residents' Association**  
J Marling and L White
10. **Meads Close Residents' Association**  
G Murphy and J Beale
11. **Netherfield Residents' Association**  
J Bobey and E Bobey
12. **Tinkers Bridge Residents' Association**  
J Kennah and P Prop
13. **Town End Crescent, Stoke Goldington**  
G Bacchus and C Sandall

## PARISH REPRESENTATIVES

1. **Great Linford Parish Council**  
C Allum (Downs Barn) and C Bradford (Pennylands)
2. **Woughton Parish Council**  
G Woolmore (Beanhill)

## **OFFICERS OF THE FORUM EXECUTIVE 2006 – 2007**

Eamonn Bobey (Netherfield Residents' Association) **(Chair)**, Margaret Burke (Bradville North End Residents' Association) **(Vice-Chair)**, Pauline Prop (Tinkers Bridge Residents' Association) **(Tenant Resource Centre Manager)**, Rita Venn (Fenny Stratford Residents' Association) **(Deputy Tenants Resource Centre Manager)**, Jeanette Marling (Lakes Residents' Association) **(Finance Officer)**

The proceedings at this meeting may be recorded for the purpose of preparing the Minutes of the meeting.

Agenda can be accessed via the Internet at: [http://www.mkweb.co.uk/your\\_council/](http://www.mkweb.co.uk/your_council/)

### **(a) Health and Safety**

Any persons attending meetings in the Council Offices are requested to take a few moments to familiarise themselves with the nearest available fire exit, indicated by the fire evacuation signs. In the event of a continuous alarm sounding during the meeting you must evacuate the building immediately and follow all instructions provided by the fire evacuation officer who will identify him/herself should the alarm sound. You will be assisted to the nearest designated assembly point until it is safe to return to the building.

Any persons unable to use the stairs will be assisted to the nearest safe refuge. The yellow call point alarm will be sounded to alert the fire service as to your presence.

### **(b) Mobile Phones**

Please ensure that your mobile phone is switched to silent or is switched off completely during the meeting.

## **Comments, Complaints and Compliments**

Milton Keynes Council welcomes comments, complaints and compliments from members of the public in order to make its services as efficient and effective as possible. We would appreciate any suggestions regarding the usefulness of the paperwork for this meeting, or the conduct of the meeting you have attended.

A form is available online at <http://www.mkweb.co.uk/complaints/home.asp> or is obtainable from the Committee Manager at the meeting.

1. **Welcome and Introductions**
2. **Apologies**
3. **Minutes and Action Sheet**

To approve as a correct record, the Minutes of the meeting of the Milton Keynes Council Housing Forum held on 18 January 2007 (Item 3a) (**Pages 6 to 13**) and receive the Action Sheet from the meeting (Item 3b) (**Pages 14 to 15**).

4. **Matters Arising**

To consider any Matters Arising from the Minutes of the meetings held on 18 January 2007.

5. **Advance Notice of Any Other Business**

#### **ITEMS FOR DISCUSSION**

6. **Tenant and Leaseholder Satisfaction Survey 2007**

To consider the results of the Tenant and Leaseholder Satisfaction Survey 2007 (Item 6) (**Pages 16 to 45**).

7. **Managing Noise Nuisance in Council Properties**

To consider the management of noise nuisance in Council properties (Item 7) (**Pages 46 to 51**).

#### **ITEMS FOR INFORMATION**

8. **Reports from Residents' Associations**

To receive individual reports from Residents' Associations, limited to three minutes per Association.

9. **Officer's Reports**

To receive the Minutes from the Officers meetings of the Housing Forum held on 11 December 2006 (Item 9a) (**Pages 52 to 57**) and 8 January 2007 (Item 9b) (**Pages 58 to 61**).

10. **Minutes from Other Relevant Meetings**

To receive the Minutes of the meetings of the Housing Forum Grant Panel (Item 10a) (**Pages 62 to 64**), held on 16 October 2006, and the Sheltered Tenant Forum (Item 10b) (**Pages 65 to 66**), held on 29 November 2006.

## **11. Any Other Business**

To receive any other business that the Forum has given advance notice of under item 4 (Advance Notice of Any Other Business).