

ITEM 13b

MKC HOUSING FORUM

19 APRIL 2007

MKC Housing Forum Executive and TP liaison meeting

Monday 5th March 2007

Present: Eamonn Bobey, Margaret Burke, Rita Venn, Jeanette Marling, Paula Mason, Simon Aslett and Pauline Prop.

Apologies: none

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| Minutes – Were OK after some minor changes | |
| Matters Arising – Complaints – Awaiting Jon Bilson’s response. Exec to chase. Heating – MB discussed with Dave Donovan, from Wheldon’s at the Spring Conference. He said heaters are given out but they no longer proactively chase their return. If an operative sees a heater they will ask for it back. MB suggested that a letter should be given out with heater stating if they would like to keep the heater they could but it becomes their responsibility. EB suggested a disclaimer. The heater is part of the job therefore when the job is finished and the heater is not returned it becomes the responsibility of the tenant. Brent Council give a letter with heaters which gives them the responsibility for it but there is also a record made. There is no way a record could be made by MKC as the computer system is set up differently. Each heater costs £10 and needs PAT testing prior to being given out for a second time. Exec to ask Derek Beaumont for an update on heating costs. | Exec |
| Noticeboards – PM to meet with MB to look for suitable site for notice board. RV to get back with details of a suitable site. Lakes Estate and Sycamore Avenue boards are still broken. | PM/MB RV |

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| <p>PM to chase.</p> <p>Fred Mercer – EB will discuss with Sam regarding the moving of the sign and also painting of the back wall. So far he has received no response. He would like children to paint it as part of a project.</p> <p>EB to speak to caretaker for alternative contact as Rob from Gerald Eve never responds.</p> | <p>PM</p> <p>EB</p> <p>EB</p> |
| <p>Consultation Update-</p> <p>Tenants Voice Leaflet – Exec were concerned that the Forum was the voice of the tenants. EB said he could understand why council wants to consult with others however he felt it wouldn't encourage people to attend the forum, or residents associations. SA said we need to present a range of ways people can get involved as per the KLOE. There was a discussion about which form of consultation takes priority – the Exec were concerned that the TV would be used to 'override' the Forum. SA explained the TV would be used to test opinion & gather views on services – the results of consultations would be fed into the Forum. It would be up to the Forum to listen to the Tenants Voice Panel. It was felt that the quality of the answer might be compromised because of the incentives being offered, and also because the TV may not understand all the issues, for example, around rent levels. SA explained that small incentives were often used to generate responses and this was good practice. Surveys would generally be used to assess the customer experience and so would not need a detailed knowledge of the service.</p> <p>Void's Flowchart – MB went into her local housing office however the manager wasn't there. She was asked to give advance notice. There was also a void on Bradville which she hadn't been notified about despite her recent complaint. EB hadn't been to look at their flowchart yet.</p> <p>Open House – The Exec wanted to know if they were still going to be happening. None have been held, but no formal decision was made to stop them.</p> <p>KLOEs – Reps to look at KLOEs. All tenant reps should be sent form to give their opinions.</p> | <p>SA</p> |
| <p>Meetings/Training attended –</p> <p>Where the money goes (Finance) – MB has brought in her paperwork. Sam to arrange printing and distribution.</p> <p>Meeting with Irene – SA to report back with dates, should be around April time.</p> | <p>SA</p> |

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| <p>Harrogate – Charles Allum and JM to attend. MB would like to see what is on programme before she decides. PM has sent a link to the conference website. PM to clarify how many spaces are available for tenant reps.</p> <p>Croydon Beacon Event – PM to check what is happening with this.</p> <p>Brighton Beacon Event – JM is attending with Catriona Morris (Councillor). SA to provide CM with JM's number to arrange travel.</p> <p>Constitution Meeting – Exec will ask for details at their get-together. The meeting will be in the evening, possibly 12th April. Sam to send out copies of constitution.</p> <p>Spring Conference – Display boards to be returned but TP can order more. MB said she thought it was a good day.</p> <p>Meeting with Pam - Exec to discuss agenda items. Meeting will be Thursday 8th March, but with Anth, not Pam.</p> <p>Walkabout meeting – Tue at 6.30pm</p> <p>Vanguard – 4 People have come forward. EB to contact. To be arranged at get-together.</p> <p>Meetings with Finance – MB may want to meet Finance separately. Finance have also offered to attend Exec/TP liaison meetings.</p> <p>Chairing skills for Exec - A brief discussion on requirements, approx. 2 hours long, on a Tuesday for Exec only.</p> <p>Residents into Governance – Residential Course , Janette Bobey and Geoff Woolmore wanted to attend. MB from the exec also wanted to attend at a later date.</p> | <p>PM</p> <p>PM</p> <p>SA</p> <p>PM</p> <p>Exec</p> <p>EB</p> |
| <p>Resource Centre Issues</p> <p>DDA – Some grants are no longer available, MB to chase those who haven't responded.</p> <p>Firebox – Hasn't been installed. Wolsely were going to supply one. PM to chase up. (<i>pmn – PM sent email to MITIE and RSC</i>)</p> <p>Waterboiler – Will be ordered by next meeting</p> <p>Repairs – PM has contacted landlord but has received no</p> | <p>MB</p> <p>PM</p> <p>PM</p> <p>PM</p> |

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| <p>response. Will try again. (<i>pmn</i> –</p> <p>Cleaning – Dates haven't changed, but last time cleaner was unwell and came in at the weekend when she felt better. EB was requested to ask her to wipe worktops and sink. RV and PP said they would like to meet her. They would also like a copy of the cleaning spec, one is held at the TRC. EB said rubbish is collected by caretaker and shouldn't be left outside.</p> <p>List of Telephone numbers – RV and PP to arrange with Sam.</p> <p>Cooker – Greg to be asked to carry out an electrical check. PM to prepare voucher for microwave.</p> <p>Opening Hours – The TRC needs to be opened on time at 10am. MKC Officers will not open unless there is a tenant rep there also. If an Exec member is unable to attend they need to find a replacement and to contact Eamonn to notify him of who is attending.</p> <p>Dolls House – Has been brought in from by the door.</p> <p>Filing cabinets - are now by the door, however PM suggested they be moved back behind the barrier as they are part of the office space not the reception space.</p> <p>Leaflets – need to be sorted.</p> <p>Diary – Notes of meetings should be written clearly. There was a booking system complete with forms which should be left in the diary.</p> | <p>EB</p> <p>RV + PP</p> <p>PM</p> <p>Exec</p> <p>PP</p> <p>PP</p> |
| <p>MKCHF</p> <p>AGM – PM to double check room 2 for 14th June (<i>pmn</i> – <i>room is booked, but room 4 is available</i>)</p> <p>Forward Plan - was distributed and agenda for meeting on 15th was given out. The nuisance report to be discussed in May, not April.</p> <p>Action Points – There were a couple of action points which had not received a response. EB has chased them with relevant officers.</p> | |
| <p>Any Other Business</p> <p>Granby Court – PP said they were getting CCTV, although they already have some. Sam Samuels is preparing a</p> | <p>SA</p> |

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| <p>questionnaire regarding the lettings policy. Exec would like to see results.</p> | |
| <p>Tenant Reps visiting new tenants – New residents should be told of Associations and Reps when they move in. There were some security issues regarding visiting of tenant reps. Netherfield had given sheets to give to new tenants in the past. The Exec would like to hold a drop-in session on Fullers Slade to encourage involvement. PM to liaise with EMO to set date & venue.</p> | <p>PM</p> |
| <p>Tenant Involvement Info points – PM and Sam were going to be visiting Housing Offices to check these. Any information which could be put up could be given to them.</p> | |
| <p>Networking/mentoring – MB to investigate some of her contacts. There had been a contact at Luton, PM to look for their details.</p> | <p>MB PM</p> |
| <p>REC – MB was not impressed with the report from the REC. There were a number of errors and some inappropriate comments. MB will write to the REC.</p> | <p>MB</p> |
| <p>Complaint – A complaint had been received from a Tenant Rep regarding another Tenant Reps meeting. The complaint said that the Tenant Rep had not carried out proper elections to the Forum and they had made some derogatory remarks regarding the Forum. SA had talked to another council officer who had attended the meeting and his recollection was that some comments had been made but that these had not been as negative as alleged by the complainant. PM said TP would work with the person to resolve the issue.</p> | <p>PM</p> |
| <p>MKC Support Grants – EB had found a clause in the constitution that says that if an Association does not attend the Forum they may not have a grant. This clause should be put into the Support Grant guidelines as well as the constitution.</p> | <p>PM</p> |
| <p>MKC Welcome pack- This pack has been out for about 6 months. There are Tenant Rep names mentioned in it and the TRC email address is wrong. There is also nothing about Tenant Involvement. Another leaflet has the Forum Seal on it but there was no consultation with the Forum, which is not what the purpose of the seal is. MB to contact Vicki Bonsu to notify her of the issues surrounding the welcome pack and to ask her to remove the seal from the other leaflet concerning repairs. The Exec were very disappointed that there had been no consultation about the pack.</p> | <p>MB PM</p> |
| <p>Pens- The TP team have recently had some pens produced</p> | |

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| and are going to produce some for the Resource Centre. These will be blue to match the Forum logo. | |
| Date and time of next meeting – Monday 19th March 2007 at 10am at TRC | |