

19 APRIL 2007

NOTES FROM THE MEETING BETWEEN PAM WHARFE, DIRECTOR OF HOUSING, AND THE MKCHF EXECUTIVE, HELD ON 21ST FEBRUARY 2007.

Present: Pam Wharfe, Eamonn Bobey, Jeanette Marling, Pauline Prop, Rita Venn, Simon Aslett.

Apologies: Margaret Burke.

1. Notes from the last meeting on 14/12 were agreed

2. Matters arising:

- ✓ Digital TV – Derek Beaumont working with Steven Jewell (Head of IT). An update for the Forum would be useful – Simon to ask Derek to prepare an information item for March.
- ✓ Beacon events – Croydon event in April, Pam would like to go, Pauline & Rita also volunteered. Invitation to be extended to other tenant reps. Brighton event in March Jeanette would like to go. One councillor place available – Simon to contact spokespersons & see if anyone interested.
- ✓ Discount card – is for Plumb Centre only, Jeanette continuing to talk with Derek to develop this.

3. **Complaints:** Jon Bilson & Norma Evans had attended the Exec meeting on Monday. Very useful discussion focusing on changes to the form and how the system should be used to improve services. Pam reported that the number of stage 3 complaints had reduced because staff are more encouraged to reach a solution at an early stage.

4. **Fencing:** In order to take the Forum discussion forward positively a working group needs to be set up. Representation should come from Forum, a surveyor, an EMO, an AHM, a fencing contractor and a Mitie rep. Simon to co-ordinate. It would be useful to know at the meeting how much had been spent this year. An article for the tenants newsletter should be prepared explaining the current position – Simon to contact Vicki. The group should consider sustainable alternatives such as planting. Also fencing maintenance should become part of the tenants DIY course. The outcome should be a policy that is clear and consistently applied across the borough.

5. **Void flow charts:** Some of the Exec had already been into their local offices to look at the charts. Pam said that local staff are encouraged to use their common sense when letting property and to consider the needs of the incoming tenants when this is possible e.g. to leave improvements

in place (where this is agreed and the implications understood). The Exec had concerns that less assertive incoming tenants may lose out. Pam said that since the property pool had started council tenancies were the most popular option, but that there was a wide variation in the demand for areas. The number of sheltered voids has reduced but the marketing of these needs to improve. The Incentives to Move scheme needs to be reviewed to make it easier for older people to use – more help & support should be offered. Promotion of the scheme also needs to be handled sensitively so that people do not think they are being asked to move.

6. **Sheltered Housing:** The Exec are concerned that schemes are not getting decent homes work when estates where they are located are done. Pam restated the point made by Mat Bishop at the Forum that in general they would be but there have been exceptions such as Buckland Lodge & Bramley Grange, for specific reasons. Jeanette reported that Orchard House needs refurbishment & there is some land to the rear but not clear who it belongs to. Each scheme warden has responsibility for the health & safety in their scheme.
7. **Walkabouts:** Some have started. Jeanette reported that the shops at the Lakes are in poor condition.
8. **Committee Section services:** There will now be a charge for this service to the Forum. Simon writing an SLA that must emphasise the need for professional expertise on committee matters at the meetings.
9. **KLOE:** There will be a review of TP carried out by Paula Walker and Martin Symonds from the Housing Inspectorate. Simon has already carried out a self-assessment against the KLOE. It would be good if the Exec could also carry one out. Pam also reported that RSL's in MK would be joining the council in a housing management network group.
10. **Next meeting** will be on 8th March at 9.30am at the TRC.