

SOUTH LAKES HOUSING TENANTS' COMMITTEE MINUTES

29th September 2005

MEMBERS OF THE TENANTS COMMITTEE PRESENT

Don Brookes	(Chairman) (Lakes)	Joan Chadwick	(Kendal)
Ron Pritchard	(Ulverston)	Margaret Pritchard	(Ulverston)
Brian Lloyd	(Ulverston)	John Short	(Lakes)
Peter Bland	(Kendal)		

OFFICERS IN ATTENDANCE

Suzy Duffy	(Community Participation Co-ordinator SLH)
Debbie Marsden	(Tenant Participation Officer SLH)
Ian Elleray	(Community and Housing Manager SLDC)
Tony Naylor	(Parks and Contracts Officer SLDC)
Peter Thomas	(Chief Executive SLH)
David Stubbs	(Head of Housing Services SLH)

GUESTS AT THE MEETING

Paul Hughes, Bramall Construction
 Liz McCloskey, Bramall Construction
 Steve Moore, Bramall Construction

APOLOGIES

Brian Lloyd (Ulverston)
 Kathy Sykes (Milnthorpe)
 Jackie Blower (Kendal)
 Sherralyn Clement (Kendal)
 Allan Phillips, Tenant Observer (Kendal)

The meeting started at 2.15pm

No.	TITLE OF MINUTE	ACTION
	Don Brookes welcomed Paul Hughes, Liz McCloskey and Steve Moore from Bramall Construction, and Ian Elleray and Tony Naylor from SLDC to the meeting.	
30	Handouts – The following documents were handed out:- New tenant/resident expenses claim forms and pre-paid envelopes Tenants Committee Financial information	
31	Minutes of the last meeting 18 August 2005 RESOLVED:- that the minutes be approved as an accurate record of the proceedings.	
32	Matters arising None	
33	SLH Board Minutes 25 August 2005 No comment	

34	<p>SLH Board Agenda 6 October 2005</p> <p>Item No.5 – Efficiency Review and Review of the Current Approach to Remuneration – Peter Thomas explained that it is a temporary situation. Many Almos experience these same dilemmas during their first year.</p> <p>Item No.6 – Cost effectiveness of South Lakes Housing – Peter Thomas said that other Almos had put their void repairs service out to tender and all had won the tender, keeping the service in-house.</p> <p>Margaret Pritchard told the Committee of her concerns that the repairs team had been upset by the news and that it had caused some de-motivation in a team proud of its achievements in improving the service to 2 star level.</p> <p>Joan Chadwick said that she hoped that the in-house team would win the tender.</p> <p>The Tenants Committee expressed their praise to the maintenance team and are confident that no better value for money or commitment can be found elsewhere.</p>	Tom Lynch to note
35	<p>Key Performance Indicators</p> <p>David Stubbs attended the meeting and answered queries on key performance indicators.</p>	
36	<p>Tenants Committee trip to Bramalls at Warrington and Presentation by Bramalls</p> <p>Members from the Tenants Committee enjoyed a day trip to Warrington. They were very impressed with the workmanship they saw and the tenants they met were all very positive about the works being done. The Bramalls staff they met were all very knowledgeable and helpful.</p> <p>Staff from Bramalls attended the Tenants Committee meeting to give a presentation about the company.</p> <p>Paul Hughes, Director at Bramalls told the Tenants Committee that they have now got offices in Holme near Milnthorpe. Site surveys have now started with the first works starting week commencing 17th October with Rinkfield, Natland Road and Gallowbarrow.</p> <p>Bramalls are keen to raise the profile of our partnership working.</p> <p>Paul talked about the kitchen choices for tenants. By putting together complete kitchen choices it will reduce costs and improve stock level control. This idea was recently used in Rochdale and was very successful. Paul also added that through experience it showed that tenants were very pleased with the complete look and more often than not they chose to have one of the complete designer looks. The choices of kitchen units, work tops, tiles and floor coverings would be matched together to give a complete designer look rather than tenants choosing to have a mix of everything, which can often prove a disappointing end result for the tenant.</p> <p>Tenants Committee RESOLVED that the pilot scheme should be introduced to give tenants six designer complete choices of kitchen units, work tops, tiles and floor coverings as well as the choice of a mix and match kitchen. Thereafter, the six designer complete choices would be offered.</p>	<p>All to note</p> <p>Peter Thomas/ David Stubbs to note</p>

37	<p>Homelessness</p> <p>Ian Elleray answered questions from Tenants Committee members and gave an overview of SLDC's position regarding providing accommodation for homeless people.</p> <p>In addition to non staffed temporary accommodation, usually provided through a Service Level Agreement with SLH, SLDC operate one hostel, Town View Fields which is a staffed 24hr, 7 day per week facility in Kendal. This provides temporary housing for families and other vulnerable groups. Revenue funding for this is via Supporting People and the hostel is extremely expensive to run. There are no plans to have any further such staffed facilities due to funding.</p>	
38	<p>Grounds Maintenance</p> <p>Tony Naylor from SLDC attended the meeting to answer questions from the Tenants Committee members. He explained that the boxing off of grass cut was only available at sheltered housing schemes and due to the high cost implication would not be available in other areas. Concerns were raised as to the level of gardening knowledge by the contractors staff – Tony told the committee that training programmes had now been introduced to address this problem and that monitors were keeping a check on the works.</p>	All to note
39	<p>Members Feedback</p> <p>Ron and Margaret Pritchard attended a POPP meeting (Partner for Older People Projects) a pilot scheme is in operation at the moment in Carlisle with the hope of making it Countrywide. The meetings are about allowing older people to stay in their homes. Notes were distributed at the meeting.</p>	
40	<p>Tenants Committee Finance</p> <p>John Short told the committee that £3,000 had now been received from SLH. John also explained that sundries would be changed on the finance papers to stationery. Expense claim forms have now been updated to include columns for Decent Homes expenditure, which needs to be separated from other expenses.</p>	All to note
41	<p>Any Other Business</p> <p>Members of the Tenants Committee expressed how pleased they were with the Homefront newsletter – it has greatly improved in look and content.</p> <p>SLH web site needs updating with minutes from both Tenants Committee and Board.</p> <p>Some Tenants Committee members have a computer provided by SLH and are keen to have access to Broadband.</p> <p>Information is required about Sky dishes at sheltered schemes. Is it possible that this can be looked into asap.</p> <p>Close of meeting</p>	<p>Editorial Team to note</p> <p>SD/MP</p> <p>SD/MP/GR</p> <p>GA/SD</p>
DM 03/10/05		

