

## Tenants' and Leaseholders' Forum Action and Decision Log

28<sup>th</sup> July 2016

**Forum members present:** Wendy Biddles (Chair), Joe Carroll (Vice Chair), Peter Hookway, Gwen Clifford, Redvers Forryan, Jean Williams, Janet Sthatham

**Also attended:** Dipesh Joshi, Russell Taylor, Stephanie McBurney, Alan Cook, Tony Waterfield

**Apologies:** Ebrahim Jasat, Paresh Shah, Pauline Lowey, May Jones, Adrian Wills, Jamal Abdulla, Helen McGarry, Tim Draper, Julie Turner.

No.	Agenda item	Actions and decisions
1.	Action log update	<ul style="list-style-type: none"><li>• At the request of the Forum arrangements have been made for a representative from the Environmental Health and Parks team to attend the next Forum meeting</li><li>• Following a visit to see the improved cleaning at Guthlaxton Street Wendy Biddles requested information on the cost of the new product used. Also, feedback on the use of the product in other areas.</li></ul>
2.	Domestic violence awareness – Stephanie McBurney	Stephanie McBurney, the council's Domestic Violence Co-ordinator gave the Forum a presentation on domestic violence, This included information about the definition of domestic violence and services available to people who need support
3.	Crime and Disorder in Leicestershire – Alan Cook	Alan Cook from the Leicestershire Police came to the Forum to talk about crime and disorder in the city.

		Alan explained that the main areas for increased crime in the last 12 months were related to vehicle crime and theft of bicycles.
4.	Transforming Neighbourhood Services	<p>Dipesh Joshi provided an update on the Transforming Neighbourhood Services Project, prepared by Adrian Wills, the Head of Neighbourhood Services. This included an update on implementing changes in the North West area of the city.</p> <p>The briefing also explained that talks had been taking place with people in the North East area of the city to gather ideas about planning the future of neighbourhood buildings. This area covers Belgrave, Rushey Mead, Humberstone and Hamilton and Thurncourt wards.</p> <p>Forum members were asked to raise the awareness of the Transforming Neighbourhood Services project in their areas and encourage people to respond to future consultations on this.</p>
5.	Responsive and Planned Repairs Improvement Project update – Tony Waterfield	<p>Tony Waterfield gave an update on the project. He explained that the main repairs performance indicators had improved, but there was still room for improvement. The focus going forward is to address the issues preventing us completing repairs on first visits, ensuring jobs stay with an individual until they are completed and the emphasis being on customer service. The key change taking place at the moment is re-organising staff to work within a new structure.</p> <p>Tony to look into the forum’s concerns about the lack of Clerk of Works visits taking place at tenant’s homes following repairs.</p>
6.	Local issues	Forum members were asked if they wanted to raise any local

		<p>issues at the meeting.</p> <ul style="list-style-type: none"> <li>Jean Williams stated that the number of grass cuts in her area had been reduced from 8 to 5. This was causing a problem because the grass was growing to an unacceptable height and when it is cut there are more grass cuttings being left behind.</li> </ul>
7.	Any other business	<ul style="list-style-type: none"> <li>May Jones asked for her thanks to be passed on to the Customer Services Centre on Granby Street, for the way in which they responded to a recent enquiry, Also, to note her appreciation for staff at the Saffron Housing Office for their work helping to equip a playground in the area.</li> <li>Jean Williams asked for a presentation on the Housing and Planning Act 2016, particularly flexible tenancies and Pay to Stay.</li> </ul>
<b>Next meeting date:</b>		<p><b>Date: Thursday 29<sup>th</sup> September 2016</b>  <b>Venue: Ante room (1.24) Town Hall</b></p>