

Tenants' and Leaseholders' Forum Action and Decision Log

28th September 2017

Forum members present: Wendy Biddles (Chair), Joe Carroll (Vice Chair), Peter Hookway, Gwen Clifford, May Jones, Janet Statham, Jean Williams,

Also attended: Nick Griffiths, Lee Keeling, Dipesh Joshi and Tim Draper.

Apologies: Pauline Lowey, Ebrahim Jasat, Jamal Abdulla, Paresh Shah, Redvers Forryan.

No.	Action item	Progress
1.	Welcome and Action Log feedback	<ul style="list-style-type: none">• Wendy Biddles introduced Ann Green, our new member to the forum. Ann represents the New Parks area and is delighted to join us and contribute to the aims set out by the forum. Ann was welcomed by all.• Tim Draper gave feedback to the forum on the two points raised from the previous meeting;<ol style="list-style-type: none">1. Peter Hookway's communal lighting issues at Gresley Close: Lights are now permanently switched on, which has helped create fewer dark corners and more light for the pathways at night-time.2. Gwen Clifford's request for re-painting walls and blocks at Ethel Road: Aidy Farmer (Repairs Manager) has agreed to send operatives to the blocks to inspect whether there is an immediate need for a re-paint. If not, then the blocks will be on the painting programme and will be painted then.

2.	Local issues	<ul style="list-style-type: none"> • Jean William's raised 3 local issues; 1. A letter is written to Sir Peter Soulsby regarding resident parking in the city. 2. The roofs are cleaned at St Matthews, as they are filthy and getting blocked with debris, and 3. The drain stacks are blocked and require unblocking. • Peter Hookway knows a resident living in his area having difficulty to reduce the temperature on his wall mounted thermostat. This is a concern, as the heating in the house remains far too hot, as he unable to control the temperature from the thermostat. Tim Draper will report the issue and return to Peter with a result. • Joe Carroll mentioned that the whole area of New Parks needs another grass cut, as it's been left in a state since the last cut. Joe urged that this is a citywide issue and wants this to be looked into. He also felt the same as Jean, with regards to the car parking. • Ann Green also raised the fact that the quality of grass cutting in the New Parks was bad and needs to be looked into. She also wanted to voice concerns regarding how tenants are leaving bags and food containers beside the flat rubbish chutes, this needs attention. • May Jones advised that knee-high railing is required in the Neston Garden area. This will put a stop to car parking on grass verges. May wanted to bring to our attention, that at present, waste wheelie bins are kept inside the flat entrances and there is cause for concern, in that it's unhygienic and can be a hazardous. There is currently a bin store being re-built and trialled as a pilot scheme in the Braunstone area. If this is
----	--------------	--

		<p>successful, new stores could be built citywide.</p> <ul style="list-style-type: none"> Gwen Clifford raised the issues of parking and used Ethel Road as an example. Here some grass has been dug up and parking installed. She also mentioned about the ivy growing on buildings, which is covering some of the emergency signs in her area. The ivy needs to be maintained or completely cut before it starts to ruin our buildings.
3.	Area Profile: East District	<ul style="list-style-type: none"> Nick Griffiths (District Manager) gave an overview of his area profile. Nick explained how the new district combines the old areas of St Marks, St Matthews, Highfields, St Peters, Humberstone and Rowlatts Hill.
4.	Social Advice Consultation	<ul style="list-style-type: none"> Dipesh Josh informed the forum about a consultation the council is leading on, which is to proposing to make changes to the social welfare advice in our city. The consultation runs until 6th October 2017 and copies of the consultation questionnaire were handed out to members to complete and return.
5.	Quality of Homelessness Services	<ul style="list-style-type: none"> Lee Keeling (Contracts and Assurance Manager) gave the forum an overview of the provision of Homelessness services in Leicester. He also explained how various providers and support agencies in the city are working together to support and assist each other.
6.	T&L Election information	<ul style="list-style-type: none"> Tim Draper again spoke how the election of the forum's Chair and Vice-Chair will take place at the next meeting. Tim mentioned that details of the election process would be sent to all early next week. Members can nominate themselves and the final count-up of votes would take place in the next meeting.

7.	Review of Topics for future meetings	<p>The following topics were proposed for discussion in 2018;</p> <ul style="list-style-type: none"> • Review and check of the Tenancy Agreement. • Review and check of Grounds Maintenance. • Review and check of proposed introduction of Fixed Term Tenancies. • Presentation from the new ASB team with specific reference to drugs.
8.	Any Other Business & close	<ul style="list-style-type: none"> • May Jones requesting clarification regarding our Housing Repairs 12 hr emergency callout. She had an incident over the weekend, where the call centre advised that an engineer will be out within 24 hours and not 12 hours. Josh confirmed that an emergency call-out is actually 24 hours. Tim will take specific details from May and will look into the matter.
Next meeting date:		<p>Date: 2nd November 2017 Venue: Town Hall Meeting Room (1.24)</p>