

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

27<sup>th</sup> September 2018

**Forum members present: Joe Carrol (Vice Chair), Gwen Clifford, May Jones, Philip Allen, Peter Hookway, Jean Williams, Jill Rhys.**

**Apologies: Paresh Shah, Jamal Abdulla, Ann Green**

No.	Agenda item	Progress
<b>1.</b>	<b>Actions from last meeting</b>	
1.1	May Jones to discuss the issue of bins not being returned to the correct position in bin stores at Neston Gardens.	Issue resolved. Biffa now have keys to access the bin stores.
1.2	Dipesh Joshi to discuss the action being taken to resolve issues raised by Jean Williams with the Team Leader for St Matthews Housing Officer. This related to the increasing issues with grass cutting, rats and pigeons in the area.	Environmental Health have become involved to try and resolve the issues, which could be caused by an underground stack. Identification of funding to address the problem is currently taking place.
1.3	An update to be provided when new "boiler boy" devises will be fitted to condensate pipes in tenant's homes	Rob Webster, the Gas and Heating Services Manager has advised these devises will be installed during repair visits or during annual boiler services.
	Gwen Clifford asked for an investigation of a property that was recently let in a poor condition	<b>Action: The Forum requested an update on how many had been fitted in tenants' homes in six months' time.</b>  The issue has been investigated and repair work completed.

	The letter received by Joe Carroll, from Mark Humphrey's in the grounds maintenance service advising of improved inspections and monitoring of this service, to be circulated to forum members.	Completed
<b>2.</b>	<b>Local issues</b>	
2.1	Jean Williams raised the issue of overgrown bushes in the Ottawa Road parking areas in St Matthews. Also, there were a number of dead trees in the area that needed to be removed.  <b>Action: Dipesh Joshi to report this to the Team Leader at the Housing Office to investigate</b>	
2.2	Jill Rhys raised concerns that drains were full of weeds in Braunstone that result in flooding.  <b>Action: Dipesh Joshi to report this to the Team Leader at the Housing Office to investigate</b>	
2.3	May Jones reported an overgrown tree behind homes in Neston Gardens. Also, there is a flooding issue that has not been resolved by Severn Trent Water Authority  <b>Action: Dipesh Joshi to report this to the Team Leader at the Housing Office to investigate</b>	
2.4	Phillip Allen reported an ongoing issue about an outstanding report, and other issues relating illegal car parking, overgrown weeds around Laundry Road, grass cuttings not being removed and operatives making too much noise on Saturday mornings  <b>Action: Dipesh Joshi to refer the issues to the Leaseholder Officers to investigate</b>	
2.5	Gwen Clifford advised the Forum that she was involved in dealing with an asbestos issue on Ethel Road.  <b>Action: Gwen Clifford to provide an update on the outcome of this at the next meeting</b>	
<b>3.</b>	<b>Parks and Grounds Maintenance presentation</b>	
	Steve Palethorpe and Mark Humphrey came to talk about the work of the Parks and Maintenance service.	

3.1	<p>Jean Williams raised concerns about grounds maintenance issues around Ottawa road and Kashmir road. Also, the maintenance of court yards in St Matthews tended to be neglected.</p> <p><b>Action: Joe Carroll and Mark Humphrey to let Jean Williams know when the next grounds maintenance inspection will take place in St Matthews so Jean can attend to show them the issues</b></p>
3.2	<p>Gwen Clifford raised issues about grass cutting in the Rowlatts Hill area.</p> <p><b>Action: Gwen Clifford to take photographs of the problem areas and share these with Steve Palethorpe and Mark Humphrey to investigate</b></p>
<b>4. Universal Credit presentation</b>	
	<p>Susan Oosthuizen, from the Adults Skills and Learning service gave a presentation on digital support available for people to help them apply and maintain their Universal Credit claim. This included training courses that were being run in communities.</p> <p><b>Action: Susan Ossthuizen to supply Joe Carroll with publicity information to display in the Braunstone Frith Community Centre.</b></p>
<b>5. The role of the Tenants and Leaseholders Forum</b>	
	<p>A discussion took place about the current role of the Tenants and Leaseholders Forum and members made suggestions as to how this should change to ensure it remains effective, also that tenants play a key role in influencing services.</p> <p><b>Action: Dipesh Joshi to feedback the key points of this discussion to senior managers for consideration.</b></p> <p>Update: A decision has been made that Helen McGarry and Justin Haywood, Business Change Managers, will facilitate a workshop with Forum members in November to develop formal proposals on how the Forum should change.</p>
<b>6. Social Housing green paper</b>	
	<p>A summary of the Governments' green paper "New deal for Social Housing" was circulated and discussed.</p>

	<b>ACTION:</b> Dipesh Joshi to arrange for the Tenants and Leaseholders Forum to contribute to the response.	
<b>7.</b>	<b>Annual report to Tenants and Leaseholders</b>	
	Dipesh Joshi advised that the Annual Report was currently being prepared and views of the Forum would be sought prior to publication.	
	<b>Action: Dipesh Joshi to circulate the draft Annual report to Forum members for comment prior to publication</b>	
<b>8.</b>	<b>Any other business</b>	
8.1	Phillip Allen stated he had previously requested a repair inspection of his estate but this had not been arranged.	
	<b>Action: Dipesh Joshi to refer this to the Leaseholder Officers to arrange.</b>	
8.2	Jean Williams reported that she was concerned about how the council dealt with victims of anti-social behaviour and questioned whether the support currently in place was adequate.	
	Update: As part of the planned Forum workshop in November a discussion will take place as to how these types of issues raised by members can be better addressed.	
8.3	May Jones advised the Forum that people should be alert to internet scams. In particular she was aware of scams relating to TV licencing and Microsoft	
8.4	Peter Hookway raised concerns about the current venue for the Forum meeting in terms of access arrangements.	
	<b>Action: Dipesh Joshi to ensure future meetings are arranged at ground floor venues</b>	
<b>9.</b>	<b>Next meeting date:</b>	<b>Date:</b> 6 <sup>th</sup> December 2018 <b>Venue:</b> Ian Marlow Centre