

SHELTERED HOUSING CONSULTATION GROUP MEETING

Monday 14 March 2005

MINUTES

Present: -

Steve Deakin	ECC	Mrs V Phelps	Teazle Court
Tony Bodgin	ECC	Mrs S Lancaster	Magdelen Gdns.
Vanessa Marles	Housing Officer	Miss J Martins	Nelson Close
Yvonne Trude	Senior Warden	Mrs P Stoneman	Grandisson Ct.
Mrs S Bath	Nelson Close	Mr K Murray	Grandisson Ct
Mrs B Staddon	Bodley Close	Mr P Tait	Grandisson Ct
Mrs J Smith	Rennes House	Mrs Zelent	Aldens Road
Mrs G Tyrrell	Globefield	Mrs Kirby	Aldens Road
Mrs E Amoroso	Toronto House	Mrs JE Welham	Aldens Road
Mrs T Burrow	Toronto House	Mr F Griffiths	Abbeville Close
Mrs B Clench	Faraday House	Mrs Chisholm	Southlands
		Mrs V Parr	Southlands

Apologies: -

Mr W Bell, Mr J Sutton, Mrs S Banwell, Mrs S McCleod, Mrs Winham

Introduction

The meeting opened with a general introduction from Tony Bodgin who welcomed everyone to the meeting.

The new Senior Warden Yvonne Trude was introduced to the group.

Choice Based Lettings

There are two open days scheduled in order for tenants and anyone with an interest to gain first hand information, ask questions and have any concerns they may have addressed.

The open days are to be held at the Phoenix Centre, Wonford and the Beacon Project, Beacon Heath, both will take place between 10.00am and 3.00pm.

Details of the new scheme have been discussed at these meetings for some months now. The points system is to be replaced by a 'banding' system.

The scheme is due to start in June but the system should be 'live' from mid April in order to test the system.

The scheme will be reviewed after it has been in operation for 6 months.

The Older Persons Housing Strategy/Supporting People Implications

A handout was distributed to the group at this point.

The handout shows the location along the top and the criteria down the side.

Early indications show that the cost of meeting the Supporting People standards for Exeter City Council will be around £10.6m

£1m has been put aside this year to spend on essential work.

The standard could lead to some sheltered blocks being de-designated where it is impossible to meet the standard.

Some of the criteria may have already been met, for instance, a stair lift has been fitted on the communal stairway at Amersham Court.

Volunteers may be needed in future to form a working group to look at this.

Options Appraisal

The Options Appraisal consultation process is now completed and the decision of tenants and leaseholders is for the council to remain as landlord, for the time being at least.

The latest initiative to come from the Office of the Deputy Prime Minister (ODPM) is called Social Housing Efficiency. Councils will now have to make efficiency savings of 2.5% per year. The efficiency savings can be in the form of a reduction in cost or improved/better service. The revenue account is ring fenced so any savings would stay in the council coffers but the amount of grant we receive could be reduced.

The way we carry out consultation with tenants and leaseholders may need to be reviewed, with small groups looking at different housing topics such as repairs, anti social behaviour etc. If the group is too big it can be unwieldy so groups of maybe 5 people could be trained to deal with each issue in isolation.

The repairs contract is also coming up for renewal and a small group would be needed to look at the various contracts which could include one person from this group.

Central Heating/New Kitchen Programmes

2500 properties have now had new central heating systems fitted.

This year will see the start of the programme to replace kitchens that fall below the Decent Homes Standard.

There will also be a major change to the replacement process, the focus will now be on individual choice.

The process will begin with a visit from a contracts surveyor. They will design the kitchen layout to the tenants specification bearing in mind the location of washing machine, dishwasher, refrigerator, cooker etc.

The tenant will then receive a visit from the Liaison Officer who will offer a choice of: -

Kitchen Unit Door –

Higrove (oak)

Chelsea Matt (white)

Worktop –

Beach

Brown Marble

Granite

Quartz

Royale

Floor Tiles –

	Arran Beige
	Cornish Cream
	Jersey Tan
	Lomond Grey
Wall Tiles –	
	Cornflower Blue
	Diamond White
	Dolphin Cream
	Sand
Wallpaper –	
	37-075 – Cream/Beige Marble
	37-078 - Light Sand/Cream Marble
	99620 – White/Grey Marble
Paint -	
	Emulsion paint to your choice from a small range
Ceiling –	
	White

The Kitchen replacement programme starts in June 2005 and it is hoped to complete 200 kitchens this year.

3 contractors will be appointed and each contractor will be allocated an area. A group of 5 tenants will be elected to look at the tenders and help appoint the contractors.

An election was then held and Sally Lancaster and Viv Phelps were elected by the group to represent the SHCG on the Contractor Selection Panel.

They will be joined by 3 representatives from the Tenant and Leaseholder Consultation Group which meets on the 16 April 2005.

‘CHATTERBOX’ Prize Draw

The new Senior Warden, Yvonne Trude was then introduced to the group. Yvonne had to leave early and was asked to carry out the CHATTERBOX prize draw for issue 7 (from December 2004) before she left.

The winning entries were: -

1st Prize - N J Evans – Rennes House

2nd Prize – Mrs G Hutchins – Globefield

3rd Prize – Miss J Wilson – Faraday

Prizes will be in the form of vouchers and will be awarded when the new order arrives from the suppliers.

New Complaints Procedure Leaflet

A copy of the Councils new Complaints Procedure leaflet was circulated to the group. This is a follow on from the training day ‘So You Want To Complain – Put It In Writing’ which some of the group attended last year at the ISCA Centre. The information, which they received at the training, has now been updated.

Project Cosmic

The preparations for the tenants based website are now well underway. The site will have individual areas (domains) for all the Exeter City Council Tenant and Residents Associations (T&RA). Training will be provided for the members of each T&RA who will be responsible for updating the information contained on each site. This will include sections for minutes, news, newsletters, events, fundraising, projects, successes, failures and hopefully a forum area. The website will be hosted by Project Cosmic, a community based computer training and technology facility in Ottery St Mary.

New Head of Housing

Chris Pegg, the interim Head of Housing, has now left Exeter City Council to continue his retirement. Chris, who took over after the departure of Rod Lock, has been replaced by another Interim Head of Housing Peter Taunton. Peter will hold the post until a permanent Head of Housing is appointed. It is hoped to invite Peter along to the next meeting to meet the group.

April 4 has been set for the interviews for the permanent post. A tenants interview panel will take part in the interview process. The panel will be made up of 1 Sheltered tenant and 2 from the Tenant and Leaseholders Consultation Group.

3 representatives put their names forward for consideration. The three candidates left the room and a vote was held by show of hands.

Joan Smith was duly elected by the group.

Please Note

The Head of Housing Interviews have been cancelled for 4&5 April and will now take place on 10 & 11 May.

Training

Could anyone who wishes to attend the Devon Tenant Participation Group Training Day at the ISCA Centre on Friday April 15 please get in touch with me as soon as possible.

The title of the day is 'Supporting People – Your Options Your Future'.

Places will be limited and it may be necessary to restrict the numbers from Exeter City Council

Next Meeting

Monday 13 June Buckerell Lodge Hotel 2.00 pm start.

Anyone requiring a taxi should, as usual, phone ZCARS on Exeter 422888.

On the agenda next time: -

- The Older Persons Strategy
- If anyone has any issues they want raised at the next meeting please contact Steve Deakin on 265698, but make sure you allow enough time to organise a response.