

SHELTERED HOUSING CONSULTATION GROUP MEETING

Monday 2 February 2004

MINUTES

Present

Steve Deakin	ECC	Mrs J Welham	Aldens Road
Tony Bodgin	ECC	Mrs J Browning	Flowerpots
Margaret Matters	Senior Warden	Mrs Brown	Flowerpots
Mrs B Staddon	Bodley Close	Mrs S Banwell	Southlands
Mrs D M Tolman	Bodley Close	Mrs V Parr	Southlands
Mrs V Phelps	Shilhay	Mr J Capper	Shilhay
Mrs P Stoneman	Grandisson	Mrs E Amoroso	Toronto
Mr Tait	Grandisson	Mr D. Copp	Russett House
Mr K Murray	Grandisson	Mrs Zelent	Aldens Road
Mrs Sandford	Carpenter Close	Mr J. Clarke	Abbeville
Mrs S Bath	Nelson Close		
Mrs Chisholm	Southlands		

Apologies: -

Mr W Bell Carpenter Close, Mrs Clench Faraday House, House, Mrs G Kirby Aldens Road, Mrs M Winham York House, Mrs Dunlop Russett House, , Mrs A Fasey Magdalen Gardens Mr F Griffiths, Abbeville Mrs S McLeod, York House. Mr L Pearson, Rennes House

Introduction

The meeting opened with a general introduction from Tony Bodgin who congratulated the members on their dedication and continued support for the group. He then introduced Tim Kingsbury

Staywarm – Tim Kingsbury

‘Staywarm’ is a scheme operated by Powergen aimed at people over 60. It offers a fixed price – of either weekly, fortnightly or monthly payments – for your gas and electricity.

The amount you pay is based on the number of bedrooms you have and the number of people living in your home.

Prices vary depending on where you live in the country but the prices for the South West are as follows: -

	1 bedroom	2 bedroom	3 bedroom
1 person	£7.50	£9.10	£10.20
2 people	£9.40	£11.30	£12.80
3 people	£9.85	£12.80	£14.25
4 people	£10.10	£13.55	£15.35

Anyone wanting more information should contact Staywarm.

There is a freephone number

0800 1 694 694 and quote reference R1

Between the hours: -

8am – 7pm Monday to Friday

9am – 4pm Saturday

Make sure you know your postcode and have a copy of your latest electricity and gas bills to hand before you phone.

It is worth pointing out the in the small print on the leaflet it states: -

‘Staywarm is designed for households that do not use very large amounts of energy, some households may therefore not qualify to join.’

Pension Credits – Jayne Hanson

Jayne Hanson is the training officer for the Joint Training Partnership of: -

- Mid Devon District Council
- Exeter City Council and
- East Devon District Council

The subject is quite complex and a copy of the presentation has been included with these minutes.

The main thrust of the presentation is that not enough people are claiming the benefits that they are entitled to.

Pension Credit was introduced to address this situation with the aim of: -

- Tackle pensioner poverty
- Modernise the receipt of pensions and
- Remove the stigma of claiming benefits

Jayne stated that people should make sure they complete the claim form - if you have any difficulty there is a freephone helpline you can call.

Pension Credits Helpline **0800 99 1234**

At worst people should be no worse off after completing the form but most people should be better off.

Repairs Performance

Every quarter the repairs department produces statistics from the main contractors carrying out repairs on behalf of Exeter City Council. They are Signpost Housing Services and the Councils own Direct Services Organisation – the Building & Electrical Services Team (BEST).

These were shown to the group in the form of Overhead Projections (OHP) showing the Performance Indicators for last quarter. These figures can be discussed when the contracts come up for renewal. Copies of the OHP's have been included with these minutes.

The information for the quarterly report is obtained from the survey which tenants are asked to fill in and return after the completion of a repair carried out by the contractor. The return of these forms for the last quarter is very disappointing with the level of return down to 18% - 2% below the return from the previous quarter which was 20%.

Capital Spending Programme

A copy of the Capital Spending Programme has been included with these minutes. The Stock Condition Survey has dictated much of the programme. Over the past 5 years the housing stock has been surveyed both inside and outside to determine what the present condition of the stock is in and what will be required to bring it up to Decent Homes Standard. Andy Carr, the Senior Architectural Surveyor, then feeds this information into the Omega Programme, which gives a financial readout for the work required.

One member of the group asked what the term 'Balance Available' referred to on the programme. The term means exactly that, it is the balance left over which can be allocated to other projects yet to be decided or carried forward to next year.

Next Meeting

The next meeting will be held on **Monday 15 March at the Buckerell Lodge Hotel 2.00 pm start.**

On the agenda next time: -

- Options Appraisal.
- Independent Tenants Advisor.
- 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.