

# NOTES OF A SHELTERED HOUSING FORUM MEETING MONDAY 8 MARCH 2010 BUCKERELL LODGE HOTEL

**Present: -**

Tony Bodgin	ECC	Ray Paltridge	Faraday Hse
Phil Mills	ECC	Ann Day	Flowerpot
Steve Deakin	ECC	Gladys Tyrrell	Globefield
Jenny Berry	ECC	Eve Clarke	Globefield
Yvonne Trude	ECC	Philip Tait	Grandisson Ct.
Cheryl Anderson	ECC	Margaret Hitchcock	Nelson Clse
Sheila Sowden	ECC	Joan Smith	Rennes House
Wendy Blythe	ECC	Jackie Laskey	Rennes House
John Mendy	ECC	Brenda Evans	Russett Ave
Ron Elliott	Aldens	Phil Cuttell	Southlands
Josie Welham	Aldens	Terry Harman	Southlands
Stanley Long	Bodley Clse	Kathleen Mayne	Toronto House
Bet Sluman	Carpenter Clse	Margaret Winham	York House

**Apologies: -**

Stella Bath, Josie Browning, Viv Phelps, Teresa Burrow

Item	Actioned by
<p><b>Introduction</b> The meeting was opened with a general introduction from Tony Bodgin</p>	
<p><b>Water Meters</b> This issue was raised by Phil Cuttell at a previous meeting. The issue of tenants not being able to access individual water meters due to having a shared water supply is an issue for several Exeter City Council housing sites. Where the company (SW Water) has not been able to fit an individual water meter at a reasonable cost or where it has not been practical to install one and it has not been agreed that a single meter can supply more than one property, an annual Assessed Charge for water will be made as follows: Single Person Assessed Charge £121.50 Two Person Assessed Charge £188.50 Multi-occupancy Assessed Charge £251.50 Switching from an unmeasured charge to an assessed charge is an individual matter and SW Water customers should take up and address is this on an individual basis. Of course, customers may continue to pay the due unmeasured charges for the property they are occupying rather than the Assessed Charge if they so wish.</p>	Tenants on an Individual basis
<p><b>2010 Tenants Conference</b> This years tenants conference will again be held at the Belmont</p>	

<p>Chapel on 18 September 2010.</p> <p>The group agreed that the format should follow that of last year with guest speakers, various workshops and an interactive quiz. The main focus will be the new repair and maintenance contractor who will be the key theme of the day. It will be an ideal opportunity for the tenants to meet the new contractor.</p> <p>The group were asked to think about and put forward any ideas they may have about topics for workshops for the conference and also the interactive quiz.</p>	<p>Everyone</p>
<p><b>Take Part Exeter</b></p> <p>Exeter City Council Tenant Participation Officers are members of the Devon Tenant Participation Group (DTPG). The DTPG work together to arrange various Devon wide tenant and officer training events throughout the year. Because the DTPG pool their resources to create these training opportunities we are able to offer excellent quality training to large numbers of people at greatly reduced costs. This interactive and collaborative working has also led to under-capacity in individual landlord training events being offered to other landlords to make up the numbers.</p> <p>Continuing the theme of interactive and collaborative working with other social landlords we have been offered up to six places for tenants on a training day organised by Devon and Cornwall Housing Association (DCHA).</p> <p>The training is linked to the 'Take Part Exeter' campaign, raising awareness among residents on 'making your voice heard' and being able to 'stand up for your rights'.</p> <p>The training is being facilitated by Exeter CVS and will take place over two sessions on Friday 12 March and Friday 19 March. Both sessions will take place at the DCHA Paris Street office between 10.00am and 12.30.</p> <p>The group were asked if anyone would be interested in attending the training.</p>	<p>People wishing to attend: - Phil Cuttell, Judy Mayne and Ray Paltridge</p>
<p><b>SHF Change of Venues for 2010</b></p> <p>In order to drive down costs it has been necessary to change the dates and venues for some of this years Sheltered Housing Forum meetings.</p> <p>As a result the list of meeting dates and venues which were sent to you earlier this year have now changed and should be changed in your diaries.</p> <p>The new meeting schedule is as follows:</p> <p>7 June 2010 Rennes Meeting Room, Civic Centre, 2.00 – 4.00 20 September 2010 Buckerell Lodge Hotel, 2.00 – 4.00 20 December 2010, Rennes Meeting Room, Civic Centre, 2.00 – 4.00</p>	<p>All SHF members</p>
<p><b>Older Persons Strategy</b></p> <p>Phil Mills tenant Services Manager spoke to the group about the changes that the Sheltered Service had experienced to date and what was in store for the very near future.</p>	

<p>The meeting discussed the definition of housing related support and the changes in April to the out of hour's service, with the replacement of retained wardens with the Mobile Response Service (M.R.S).</p>	
<p><b>Amersham Court Update</b></p> <p>The refurbishment work at Amersham Court has now finally got underway. 20 Flats are being modernised, the contractor is Signpost, Juliet Lesser is supervising the process and Yvonne Trude the Senior Warden has been made fully aware of the situation.</p> <p>Three flats have been modernised already and tenants are moving into these flats temporarily whilst work is being carried out on their own properties</p> <p>These flats have been fitted with new curtains, an electric cooker and fridge/freezer and tenants are being provided with a mobile phone to use whilst they are away from their own property.</p> <p>A washing machine has been plumbed into the Communal area for tenants to use whilst not in own property The first tenant moved out on 24<sup>th</sup> February and two more on 3<sup>rd</sup> and 4<sup>th</sup> March</p> <p>The work on each flat will take about 3 weeks so the entire project is expected to end in September</p> <p>Removals both from tenants own flats and return removal when work completed are being carried out by Bishop's Removals</p> <p>Jenny Berry is supporting tenants during the process to ensure that it all goes smoothly, checking that they are settled in OK, their gas, electricity, heating and TV are all working properly.</p> <p>Mr Stentiford, an Amersham Court resident is also liaising, on behalf of tenants, if they have any problems or queries. Mr Stentiford will be invited to the next forum to report back from a tenants perspective</p>	<p>Steve Deakin</p>
<p><b>Articles for Newsletter</b></p> <p>If anyone has any articles they would like to include in 'CHATTERBOX', please feel free to get in touch with Steve Deakin or Tony Bodgin to discuss.</p> <p>Someone suggested we run a 'Memory Lane' feature, publishing old photographs submitted by tenants of the Exeter area.</p> <p>If anyone would care to submit copies of old photographs (stating when and where they were taken and possibly the story behind them, please feel free to do so.</p>	

**AOB**

Phil Cuttall raised an issue that the owner of the land at Southlands has again applied for planning permission to build additional private dwellings within the grounds at Southlands. He thought that if passed it would lead to an increase in the traffic problems already being experienced by residents and visitors.

Phil Mills said that planning applications which affect ECC residential properties are usually presented to Steve Warran and Andy Carr before being approved.

The deadline for replies to the application is 30 March  
Steve Deakin to make sure Steve Warran is aware of the planning application.

Steve Deakin

**Next Meeting: Monday 7 June 2010 – Rennes Meeting Room, Civic Centre - 2.00 pm**

**Anyone requiring a taxi should phone ZCARS on Exeter 422888**  
Agenda items to Steve Deakin on 265698