

TENANT AND LEASEHOLDER CONSULTATION GROUP MEETING NOTES

Wednesday 26 April 2006

Present

Tony Bodgin	ECC	Mrs G Salter	Hamlin Gardens
Steve Deakin	ECC	Alison Moore	Beacon Heath
Steve Warran	Head of Housing & Social Inclusion	Viv Phelps	Shilhay
Dave Smith	Performance & Projects Officer	Jim Swain	Shilhay
Chris Symes	Beacon Heath	Margaret Swain	Shilhay
Joan Smith	Rennes House	Richard Ingram	Beacon Heath
Gladys Tyrrell	Globefield	Alan Davies	Stoke Hill
Mrs M Browning	Carlyon Close	Lesley Diamond	Stoke Hill
Mrs B Woodger	Hamlin Gdns	L Kaczanow	Widgery Road
Mrs V Thompson	Hamlin Gardens	Terry Anderson	Widgery Road
		Paul Taylor	Beacon Heath

Introduction

Tony Bodgin opened the meeting with a general introduction

New Anti-social Behaviour (ASB) Policy - Steve Warran, Head of Housing and Social Inclusion

A review has been carried out of the councils Anti – Social Behaviour policy. A copy of the new policy was given to attendees to read and pass on any comments. Details of the new policy will be in the next copy of Tenants News.

Our old policy thus needed to be updated because it did not comply with the objectives set out in the 2003 Anti – Social Behaviour Act.

Preventative measures such as Introductory Tenancies and better partnership working with agencies already on the estates (the police for example) have already been introduced. Changes will also need to be made in the way estates are managed. The make up of estates has now changed with 5,000 of the original 10,000 properties now sold it will require a wider view on how we deal with them.

We will undertake to review and assess each neighbourhood on an individual basis.

The estates will then be categorised in order of priority and pro-active scheduled inspections undertaken as follows: -

Priority A Estates – Every 2 months

Priority B Estates – Quarterly

Priority C Estates – On an ad hoc basis

We will develop ‘action plans’ for the estates using a wide range of data.

New computer software will now make the recording and tracking of cases possible. This will enable us to target resources for best effect.

The 6 Estate Officers are directly responsible for managing 6,000 properties but this figure rises to 10,000 when the sold properties which make up the estates are included.

To help to ease the workload of the Estate Officers and to co-ordinate our response we are to appoint an Anti – Social Behaviour Manager. We will also need to streamline the procedure. This will be achieved by prioritising reported ASB cases into two categories and response times within which they will be actioned: -

Serious Cases – 1 working day

Standard Cases – 5 working days

The new policy appreciates the importance of keeping people informed of the action being taken and at what stage the investigation is at.

There are no quick fixes. The legal process can take 4 to 5 months just to get to court. If the case is put before the court as a civil action then the case has to be proved ‘on the balance of probabilities’.

If the case is put before the court as a criminal action then the case must be proven ‘beyond all reasonable doubt’.

A final word of caution: there are no easy answers and as such we need to manage peoples expectations. Remember, the outcome of any case is still at the discretion of the courts.

Performance Management – Dave Smith

Dave showed the group various Performance Indicator (PI) data and a general discussion followed regarding which data would be useful to the group. Dave will take away the information and produce data for the group in the form of a quarterly report.

A copy of the report to March 06 is attached and a quarterly report will be produced and distributed at future meetings.

Tenants Conference – Saturday 29 July ISCA Centre

A discussion followed with the group about the forthcoming Tenants Conference. The group decided against calling the event a ‘conference’ and instead opted to call it a ‘Tenants Fun Day’.

It will establish the opportunity to look at a new structure for tenant involvement.

An elected body for tenant involvement would give the group more power and greater recognition from the council.

Some areas and groups are not represented at present, eg Black and Minority Ethnic (BME) groups and we need increase this involvement.

Various suggestions were put forward which will encourage people to attend the ‘Fun Day’ including; a Bouncy Castle, Crèche, and a Magician.

Capital Programme – Tony Bodgin

A repairs review board is to be set up to look for efficiency savings from or current repairs contractors BEST and Signpost.

The group were asked for two members to put their names forward to join the review board which will be looking to review the current level of service we currently have.

It was proposed that we stick with our current repairs contractors, who have steadily improved their service satisfaction results over time, and not put the service out to tender until the next review in 2009.

The review board will be looking to establish a consistent repairs service across the city which is affordable and good value for money for the next 3 years and will work closely with the contractors to achieve this.

The people who put forward their names for the review board are Allison Moore, Terry Anderson and Chris Symes.

Tenants News Competition Result

A draw took place, from all the correct entries received, to determine the winner of the last competition in the Tenants News.

The correct answer was Hatherly Road, St. Thomas.

The winner was Mr C Murley who will receive a £25 gift voucher.

Training: -

**Equality & Diversity – 30 May 6.30 – 9.00pm. Buckerell Lodge Hotel
21 June – DTPG Training Day & Devon Tenants Forum update.**

Resident Auditor Project - Update

Members of the Resident Auditor Project were asked to tell the group about their experiences to date.

The project group are still undergoing weekly training sessions and have been carrying out mystery shopping sessions in the reception areas for Devon and Cornwall Housing Association and also in the reception of Exeter City Council.

They are also looking at Audit Commission reports on other councils and Housing associations.

Next Meeting

Wednesday 19 July 7.00 – 9.00pm. Buckerell Lodge Hotel

Any items for the agenda to Steve (265698) or Tony (265738).

IMPORTANT!

Anyone requiring a taxi to attend the meeting should ring Z CARS directly and not the council.

This arrangement is **only with Z CARS** and will of course continue to be paid for by the council. **The telephone number for Z CARS is 422888**