

Committee: COMMUNITY COMMITTEE

Agenda Item

Date: June 21, 2007

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Title: TENANT FORUM MINUTES

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Item for information

Summary

1. This report provides the Committee with the draft Minutes of the previous Meeting of the Tenant Forum, which covers the district. There are no specific financial or risk assessments relating to this report.

Recommendations

2. That the Committee note the draft minutes of the Tenant Forum of 14 May 2007.

Background Papers

3. None

Impact

- 4.

Communication/Consultation	Tenant Forum promotes consultation relating to a wide variety of issues that affect tenants and the wider community.
Community Safety	N/A
Equalities	Tenant Participation must be applied without discrimination of any kind.
Finance	The Tenant Forum is operated via existing Tenant Participation budget.
Human Rights	NONE
Legal Implications	Fulfils the Council's statutory duty.
Ward-specific impacts	Covers the whole Uttlesford district
Workforce/Workplace	Statutory part of housing function

Situation

5. This report has been presented to members following the request made by the former Health and Housing Committee in March 2005.

Risk Analysis

6. The following have been assessed as the potential risks associated with this issue.

Risk	Likelihood	Impact	Mitigating Actions
Tenant Forum does not have a sufficiently high profile in helping shape/plan future Improvements to the services provided to tenants.	Low	High	Ensure Tenant Participation is promoted by the housing Service, to ensure full take up of all positions on the forum.

**Minutes of a Meeting of the Tenant Forum
Held on Monday 14 May 2007 at
Saffron Walden Council Offices**

Present: George Chesham, Daphne Cornell, John Maddams, Paul Simpson, Sam Sproul, Joan Hoadley, Colin Gilbey, Barbara Armstrong.

Officers in attendance: Helen Joy (Tenant Participation Officers); Liz Petrie (Housing Management Manager); Roz Millership (Division Head Housing).

1. APOLOGIES

Dick Brown.

Daphne gave a short tribute to Jill Bolvig – Hansen. Daphne expressed her sadness in Jill's sudden death and talked about Jill's life and the work Jill did for the tenants of UDC and how she was a champion for all tenants and officers.

Roz Millership was introduced as the new head of division for housing. Roz also paid a short tribute to Jill explaining how Jill had been at the start of the Councils Tenant Forum and how hard Jill had worked to get the tenants voices heard.

Roz explained about her new post and how she felt it was now time to move the service forward, she explained that the government have lots on new tenant lead policy changes in the pipe line and the government bodies will expect the Council to demonstrate that tenant participation is being down.

Daphne Cornell asked if the tenant's voice can be heard under the new Council leadership. Roz agreed that the new Council need to be involved and maybe look to set up some sort of working party.

It was also agreed to invite the new chair of the Community Committee to a further forum meeting, so they could get an idea on how the tenant forum works.

George Chesham asked about a letter he had received last October to say that itoglow will be calling to do a survey to inspect the property to see if loft insulation was needed. He is still waiting.

Roz explained that funding had been suspended but the Council are trying to find other sources George suggested that if the contractors were not going to call that they let people know.

Sam Sproul asked Roz why it took from the 12 February until the 7 March for his credit card payment to go onto his rent account. Helen Joy agreed to look into this

Colin Gilbey asked what the external painting programme for leasehold properties is. Roz said 5 Years. Colin also asked if the properties were surveyed because the flats at Birdbush Ave need the pointing and concrete down frames looking at. Roz agreed to have this looked at but explained that they would be a re-charge to leaseholders in the block.

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Paul reported a tenant at 11 Berners End Banrston to have a leak around her chimney, repairs officers have visited the property but only when its been sunny and the now it has started raining the leak is back. Helen agreed to speak to Russell Goodey the repairs Manger.

2. MINUTES OF PREVIOUS MEETING

Colin Gilbey asked for an amendment on page 3 of the previous minutes he explained the problem with the front door was not on his own door.

3. MATTERS ARISING

Sam Sproul asked when his window in his bathroom would be replaced. Helen agreed to look on the planned programme.

John asked when the roof at four acres would be replaced as it has been promised for 6 Years.

John reported that the bungalow at 5 Four Acres has still not had her fire place surround paint after the fire was replaced a year ago. Helen agreed to look into this.

4. PERFORMANCE INFORMATION

Housing Repairs customer satisfaction surveys:

	March	April
Satisfied	257	178
In part	49	57
Not satisfied	10	16

Homelessness

From 1 April until 14 May 2007

9 people presented as homeless

4 accepted

4 were rejected

1 Pending

3 were in Bed & Breakfast, one of which was a 17 year old.

5. LOCAL ISSUES

Daphne asked that community issues are kept for this part of the meeting and that any smaller issues like leaky taps etc be reported straight to the officers involved. It was agreed to re-named local issues to Community Issues,

Daphne asked if the Council would be looking at being involved in the Bell College site in Saffron Walden.

Also Daphne asked about all the large gardens are Council properties have, could this land not be used for more housing. Roz agreed that this is something that the Council were looking into but only on void properties would this be considered.

6. DATES OF FUTURE MEETINGS

Monday 9th July 2007 at 7.00 pm in the Committee Room

Monday 1st October 2007 at 2.00 pm in the Committee Room

Friday 7th December 2007 Christmas lunch