

**Meeting of the Tenant Forum  
On Monday 9 November 2009  
At 2pm  
In the Committee Room, Council Offices,  
Saffron Walden**

Present: Joan Hoadley, John Maddams, Daphne Cornell, Sam Sproul, Paul Simpson, Effie Rogers, David Rhodes, David Parish, Lorna Plant, and Derek Green.

Representatives from R G Francis: Ian Barnard (Area Operations Manager), Steve Dyer (Contracts Manager) and Tracy Roberts (Administration Team Leader).

Representatives from Dulux: Stuart Misselbrook (Business Development Manager), Norman Rigby (Specifier Account Manager) and Paul Wright (Specifier Account Manager).

Representatives from Roalco: Alan Potter (Managing Director), and Bernard Roads (Health and Safety Manager).

Officers: Russell Goodey (Building Services Manager), Bill Golbourn (Surveyor), Moira Hobbs (Housing Officer) and Nicole Shephard-Lewis (Tenant Participation Officer).

Apologies: George Chesham, John Cole, Liz Petrie (Housing Management Manager), Roz Millership (Head of Division, Housing Services), and Colin Gilbey (Leasehold Representative).

**Minutes from the last meeting**

Minutes of previous meeting were confirmed as an accurate reflection and adopted by the assembled committee.

**Matters arising**

There were no matters arising that were not covered under the agenda.

**Presentation – R G Francis**

R G Francis gave an informative talk on gas safety and the necessity to have gas and oil boilers annually serviced. The forum were given an opportunity to ask questions regarding the information given.

The majority of UDC tenants have their annual boiler serviced without any issues, however a small group of individuals are denying access to their properties. At a previous meeting it was agreed that Nicole Shephard-Lewis would assist with those tenants who currently were not allowing access to their properties for annual servicing of their boilers.

### **Presentation - Dulux ICI**

Dulux gave an informative presentation and the forum were given an opportunity to ask questions regarding the information given. Russell Goodey explained the Charter which is entered into by Dulux, Roalco and UDC. The objective is to protect and enhance the unique community and character of Uttlesford. Endeavouring to sustain a high standard of workmanship and environment protection. The charter establishes a framework for common understanding and is backed by a detailed partnering document. Bill Golbourn carries out initial checks and Dulux carry out random checks to ensure all standards are maintained.

### **Sheltered housing review**

John Maddams provided feed back from the Sheltered Housing Review task group meeting on 22 October 2009. The consultation is underway and tenants are going to be given a choice of service they require. In future a tenant may be able to opt out of parts of the service. The weekend service may also be reformed and an independent response service engaged to replace the current SHO on-call service which currently exists. The issue of mobility scooters was also discussed. All scooter drivers should be insured. The task group has agreed that we progress the "hub and spoke" model, which will target housing support to sheltered tenants and hopefully to those in the wider community. The consultation with sheltered tenants will continue over the coming months with their families/friends and carers, which will help shape the service for the future. It is anticipated that we will be able to start phasing in the new service from April 2010.

Helen Harvey then explained how funding was being supplied by Supporting People. The three options comprised of (1) Gross block funders (no self funders). (2) More flexibility a lump sum of money provided, then still be able to charge in the wider community. (3) Can charge some but not others. The committee asked to go with option (2).

The proposed new independent weekend service would enable a specialist response system to be set up preventing as now happens a member of staff who has worked all day being called out again in the middle of the night. Where as a response service have night staff who are awake and ready to respond if they are needed in the middle of the night. The new service, if adopted, could also be offered to those in the community.

The new proposal could mean that each individual could have the right service to better suit their needs i.e. a weekly visit, a daily visit or telecare service only. The quality of visits to those in need could greatly be improved. We are working with other agencies, so if we identify any additional needs for our tenants we can contact the correct agency who can provide that help i.e. Social Services, Primary Care Trust. The full options available to tenants will not be known until officers have completed the consultation with all tenants and their families/carers, when the precise details can be finalised.

### **Tenant participation update**

Nicole Shephard-Lewis will give an update on the results of the anti-social behaviour survey taken during the Not In My Neighbourhood Week.

Two members of the current forum are to leave at the end of their term of office in February 2010 John Cole and Colin Gilbey the leaseholder representative. As no new leaseholder representative has applied a letter will be written to all leaseholders telling them of the vacancy.

Two new members have been accepted onto the forum, Derek Green from Saffron Walden and Angela Callahan from Little Hallingbury.

### **Future Forum**

A sub- committee will be set up to discuss procurement issues.

It was agreed a meeting should be arranged before February this was proposed By Sam Sproul and seconded by Lorna Plant. The meeting is to be held on the 30 November 2009 at 4pm in the large meeting room in the Saffron Walden council offices. The purpose of the meeting is to discuss agenda topics for the coming year.

### **Performance indicators**

Homeless figures:

Figures to the end of Oct as follows

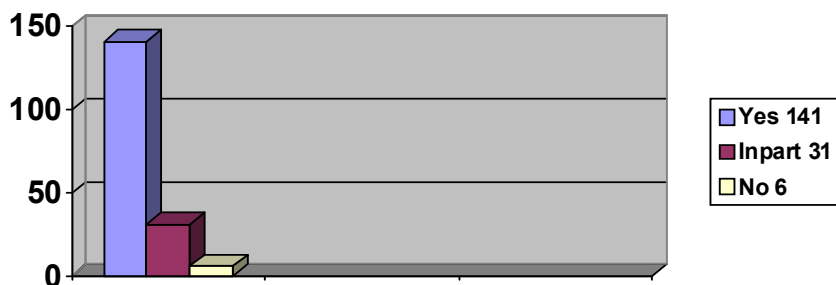
Presented = 3, accepted = 0, rejected = 0, pending = 3.

In B&B = 2, under-18 = nil

**ROALCO PAINTING CONTRACT**

**UCON 754 YR2  
CUSTOMER SATISFACTION SURVEY  
COMPLETION DATE 30 SEPTEMBER 2009**

**383 Properties Surveys sent 178 Replied  
98% Satisfaction**



**Overview of Stock Options Appraisal**

Our stock is in good condition and the decent home figure is at the level estimated by officers; however there will be pressure on the capital budget by year 2013/2014 which will need to be addressed. Russell Goodey used the 6 yearly painting cycle as a budget saving, that could now be introduced as a result of the improvements in the quality of the products used.

**Any other business**

Russell Goodey introduced Natalie Leatham as the new Housing Programming and Health and Safety Officer for UDC.

Holloway Crescent update, Swan Housing, have withdrawn from the project as the new proposal did not meet their requirements. It is hoped that the council maybe able to build the 5 bungalows themselves.

Daphne Cornell reported on the East of England plan for Uttlesford and Braintree 2031. A total of 350 houses need to be built a year in the region however only half of the 11,000 for the region will be social housing. David Parish referred to the UDC planning map that marked areas in red which could be potential areas for social houses to be built.

Daphne Cornell thanked all the forum for their hard work.

**Next meeting**

Monday 1 February 2010 at 2pm, to be held in the Saffron Walden Committee Room.

Meeting closed at 4.45pm.