

**Minutes of the Neighbourhood Improvement Panel Meeting  
Held Wednesday 26<sup>th</sup> May 2010, 12pm at Argosy Court Community Centre**

**Present**

Maurice Christian  
Elaine Christian  
Keith Edwards  
Irene Bishop  
Ron Whittaker  
Ray Masson  
James Newton  
Janet Flint (Chairperson) – BCH Area Manager for Mereside Estate Office  
Ian Herbert – BCH Estate Contracts Manager  
Sam Wilson – Estate Management Officer, Mereside  
Paul Bamford – Estate Management Officer, Grange Park  
Jen Ellis (minutes) – Customer Involvement and Projects Officer

**Apologies**

Peter Rowbotham  
Chris Lovelock  
Nicholas Wojewodka  
Viv Critchley  
Hazel Walker

**1. Welcome/Introductions**

Janet Flint (JF) opened the meeting and welcomed all. Introductions were carried out.

**2. Minutes of the last meeting**

The minutes of the last meeting were read through by JF and agreed as a true record. The following points were updated:

Point 5, Any Other Business –

- 3<sup>rd</sup> paragraph, the section “could be issued with shoe covers” is an error and should be omitted.
- The query regarding the conversion of grass verges into parking spaces on Castlerigg Place has been passed to Ian Grimshaw, Stock Investment Manager, for consideration as part of the Decent Homes Environmental Works which will be looked at in year 5 of the programme.
- JF explained that she had passed the query relating to aerial fittings on to Hayley Jones and will chase her up regarding this matter.

**3. Notice Board Items**

The provision of notice boards which are due to be sited at 3 storey blocks was discussed. Ian Herbert (IH) explained that 15 notice boards have been purchased and will be trialled in different areas. If they are deemed successful, further notice boards will be purchased and sited in all 3 storey blocks. Display items were discussed and agreed as follows:

- Information on cleaning standards which will be area specific. This will include the telephone number, email address and opening times of the relevant Estate Office for any issues/queries to be reported to.
- Performance Information – this is also to include satisfaction levels of Green Wardens.

- Block and Window Cleaning timetable – this will include a sign off sheet which the contractor will sign on completion of works.
- Information on fly tipping and waste disposal – this will include an explanation of bulky items, recycling information and the contact details for the Council Service ‘Bulky Matters’
- Dog fouling information and where to find poop scoops
- Fire evacuation procedure including the assembly point once fire risk assessments have been completed.
- Information on being a good neighbour and details of the Anti-social Behaviour Officer for the area

It was also suggested and agreed that information on the Estate Management Officer for the area be included along with a photograph.

A discussion took place into displaying information notices in bin store and drying areas in two storey blocks. It was agreed that ‘fixed penalty’ style notices which warns that fly tipping and dog fouling is prohibited should be displayed in hot-spot areas.

#### **4. Service Standards**

JF handed out and read through the proposed service standards for the Estate Management Service. JF explained that these had been developed with focus on them being ‘SMART’ i.e. specific, measurable, accurate, realistic and time-bound to ensure that the service could be reviewed and scrutinised in relation to the standards set. These were discussed and agreed as follows:

- EM1. *We will investigate all alleged breaches of tenancy within 10 working days.*  
It was agreed that this should include ‘and feed back within 28 working days’.
- EM2. *We will complete a welcome visit within 6 weeks of you starting a tenancy.*  
This time frame was agreed to assist in ensuring that any issues or concerns are picked up at an early stage.
- EM3. *We will deal with all applications for mutual exchange within 42 days.*  
It was explained that this is the legal limit and exchanges are often completed much before this time period.
- EM4. *We will clear hazardous (e.g. toxic chemicals, syringes, glass shards) and unsightly spillages (e.g. food/dog mess) within 24 hours of notification.*  
An issue was raised with dog fouling and it was stated that prevention is key. Different projects are currently being completed across Blackpool to ensure awareness is raised and perpetrators are issued with on-the-spot fines to prevent reoccurrence. If, however, dog fouling still occurs the dog warden should be contacted and a description of the perpetrator and the dog be provided. If the dog warden cannot be reached, issues can be reported through to the relevant Estate Office.
- EM5. *Graffiti will be removed within 5 working days of notification.*  
It was stated that there are issues with certain graffiti which is not easily-removable. However, as this is a chargeable job, it can be given to a specialist company and does not have to be passed to Connaught who may not necessarily have the right tools for the removal. The suggestion of painting over graffiti as opposed to removal is to be raised at the next Joint Operations meeting by JF.
- EM6. *We will remove bulk items (e.g. dumped fridges, washing machines etc) dumped on council land within 3 working days of notification.*  
It was agreed that ‘council land’ should be altered to ‘Blackpool Coastal Housing managed land’.

Performance Indicators were also discussed and agreed as follows:

EM7. *Percentage of tenancy audits carried out*

EM8. *Average number of days for a welcome visit to be carried out*

EM9. *Percentage of mutual exchanges completed within time.*

EM10. *Percentage of tenants who are receiving additional support*

It was explained that this relates to the BCH Tenancy Support Service where Officers work with vulnerable tenants to assist them in maintaining their tenancy.

EM11. *Percentage of all applications for tenancy changes completed within 20 working days of receiving all the required documentation.*

This relates to successions and assignments of a tenancy

EM12. *Average number of days for tenancy changes completed after receiving all required documentation*

EM13. *Percentage of tenants satisfied with the estate management service*

EM14. *Percentage of tenants that are happy with their property at welcome visit*

EM15. *Percentage of tenants that see their property as being a permanent place to live.*

## **5. Any Other Business**

No items were raised. Attendees were given the opportunity to discuss specific issues with Staff after the meeting closed.

## **6. Date and time of the next meeting**

Wednesday 18<sup>th</sup> August, 11.30am at Argosy Court Community Centre. Lunch and refreshments will be provided.