

Minutes of the Neighbourhood Improvement Panel Meeting
Held Wednesday 19th January 2011, 11.30am at Argosy Court Community Centre

Present:

Maurice Christian **MC**
Elaine Christian **EC**
Keith Edwards **KE**
Irene Bishop **IB**
Ron Whittaker **RW**
Ray Masson **RM**
Peter Rowbotham **PR**
Richard Scholes **RS** (*Chairperson*) – BCH Area Manager Estate Management
Sam Wilson **SW** - (*Estate Management Officer*) BCH EMO
Tracy Ansell **TA** (*minutes*) – BCH Customer Involvement & Projects Officer

Apologies:

Hazel Walker
Viv Critchley
Martin Lawless
Chris Lovelock
Nicholas Wodjewoka

1. Welcome/Introductions

Richard Scholes (RS) opened the meeting and welcomed all. Richard went on to explain that future meetings will now be held at 2pm – all in attendance agreeable.

2. Minutes of the last meeting

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

- notice boards – some have been put up but some still to be displayed – RS to look into
- a job has been raised for the door on Walter Robinson Court – RS to check
- “Your Tenancy” information leaflet has been approved

3. Matters arising

- Green Wardens are still not being contacted regarding issues raised and have had no further information or update on Connaught. RS explained to the group that Fountains are Connaught and this was their original company name but with all the recent bad press they have been receiving they reverted back to Fountains. They will be completing the contract until the end of March. There is a tendering exercise taking place at the moment, 17 companies applied and it has been shortlisted to 5.
- 3 storey blocks at Munster have not been cleaned and it should be done monthly – RS to look into.
- No monthly score sheet for Block Cleaning yet – RS to look into
- The group agreed that again Green Wardens are not being informed of service changes – RS to take forward
- It was raised if the Green Wardens could go back to the original way of tenants checking the blocks and then signing them off? SW explained that the EMO’s inspect and check if the cleaning has been done – RS to raise at the Estate Management meeting.
- Members of the group expressed concerns that whilst in some area’s walkabouts were being carried out there are tenants who have not been asked despite having expressed an interest. SW explained that walkabouts take place every one to one and a half

months but have not really being publicised due to staff shortages (Mereside), will consider publicising again and will be discussed at the Estate Management meeting

- MC stated he is still waiting for paperwork from his last walkabout –RS to chase up
- A discussion took place on dog fouling which is a major problem and should be picked up on estate walkabouts. RS explained to the members that if they see any incidents of dog fouling please report as soon as possible to the estate office or alternatively telephone the dog warden on 477477.
- Problems with litter from St Mary's school and Layton Junior School, RS to contact the Headmasters, PR suggested a tenant or a rep from BCH to go into the schools to discuss the problems caused by litter

4. Service Information – Local Offers

RS explained that the Local Offers will represent a shared vision for developing and improving a variety of services across BCH and will allow BCH to target funds to the services that you feel are most important and tailor our services to meet your needs. RS handed the group a copy of the draft Local Offers and briefly explained that Estate Management comes under the 'Neighbourhood & Community Standard' and the required outcome is that **registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe and work in partnership with their tenants and other providers.**

The Local Offers for Estate Management are:

Blocks and communal areas are cleaned and maintained

- Clean 3 storey communal blocks every month
- Ensure contractors are aware of their contractual obligations
- Adequate training given to staff
- Grass cutting takes place between April to October
- Hazardous materials (toxic chemicals, syringes) clear within 24 hours
- Remove bulky items (fridges, washing machines etc) within 3 days

BCH works with customers to keep estates tidy and free from rubbish and dog fouling

- Remove non-offensive graffiti within 5 days
- Ensure contractors are aware of their contractual obligations
- Monthly estate inspections are carried out
- Adequate training given to staff (especially EMO's)
- Remove bulky items (fridges, washing machines etc) within 3 days
- Recruit and train Green Wardens to monitor contractors performance
- Work closely with the dog warden service and environmental protection
- Hazardous materials (toxic chemicals, syringes) clear within 24 hours

All present agreed with the Local Offers. RS advised that the new grounds maintenance contractors' supervisor will be required to monitor their own work not BCH and this will be written into the new contract. There is a tendering exercise taking place at the moment, 17 companies applied and it has been shortlisted to 5. At the moment contracts are managed by Ian Herbert but they will be going back to Cyril Holland to manage. RS gave an example to the group of the new Green Warden Winter Score Sheet which will be sent out to them shortly.

5. Performance – Key Performance Indicators (KPI's)

RS handed the group a copy of the performance indicators, RS explained that the targets will never be 100% as they will never be achievable, targets should be SMART (Specific, Measurable, Achievable, Realistic, Time) and asked the group to take away and read through, RS also handed the group a copy of the Estate Management Team Plan for 2010 to 2011 and briefly ran through the document. KE suggested that these documents should be double sided copying and no jargon/acronyms used, RS to take comments on board.

6. Service Complaints

None to report

7. AOB

The following points were raised:

- Bin stores at Braemar are not being cleaned.
- An incident reported at Queen's Park Office with a member of staff – RS to look into.
- It was asked to be noted that Glynis the Estate Management Officer was doing a good job.
- It was reported that at the 3 storey blocks at Rodwell Walk the landing lights are apparently on all day and night but one has gone out totally now – RS to look into.
- Could a letter be sent to residents at Braemar Walk informing them of the bin collection times and when rubbish should be put out.
- Traffic issue raised at the corner of Rodwell Walk and Fulwood Ave, the Give Way signs need re-painting as you come off the dual carriageway, it was explained that is the responsibility of Highways Dept but RS will speak to Cllr Collins .
- Parking was raised as a concern on Forshaw Ave as the contractors working on the new builds are putting out cones to stop cars from being parked on the street. Also the contractors are parking their vans across the dropped kerb in front of the community centre which is blocking access for wheelchairs. RS to speak to Muir Housing Group.
- RS confirmed the gardening competition will be an annual event.
- The bin store outside Beattock Place has an exposed electric meter – TA will inform repairs.
- It was asked if the water could be turned off at the flats on Forshaw/Gateside which are being decanted at the moment once they become empty, TA explained that the properties are made safe by having the gas and electric capped and water turned off when they are vacated, BCH are working closely with the Police to ensure the properties will be boarded up.
- Please ensure bulky items are not left on balconies etc, contact Bulky Matters on 477477 they charge £18 for 3 items or £6 per item.
- It was asked if the residents on Stronsay could have re-cycle bins – RS to look into.

8. Date and time of next meeting

Wednesday 20th April 2011, 2.00pm Argosy Court Community Centre.