

MINUTES OF TENANT LIAISON FORUM MEETING – 9th JANUARY 2007

Present:

Ms C Thornber and Mrs J Feeney, Boston Way Tenants' Association
Mrs D Wightman (Chairman) and Mr B Rogers, Melbourne, Brisbane and Hobart Residents' Association
Mrs C Hardiman, Linden & Edmonton Residents' Association
Ms S Wilson, Mereside Tenants' and Residents' Association
Mr C Randall, Munsters Residents' Association
Mr C Baker, Mrs Caroline Cook, Queens Park Residents' Association
Mr T Clayton, Washington Court Residents' Association

In Attendance: Mr P Jefferson, Mr T Fitzgerald, Ms S Grundy and Mrs Kilgallon, Mr I Grimshaw, Social Services and Housing Department
Mrs J Stephenson, Legal and Democratic Services

Action

1. WELCOME

The Vice-Chairman, Mrs Wightman welcomed all representatives and staff to the meeting of the Tenant Liaison Forum.

2. APOLOGIES FOR ABSENCE

Apologies were received from Mr Holland, Mrs Grimshaw and Mr Davies (Housing and Social Services)

3. MINUTES OF THE PREVIOUS MEETING – 14TH NOVEMBER 2007

The minutes of the previous meeting of the Tenant Liaison Forum held on 14th November 2007 were agreed as a correct record.

Miss S Grundy reported that the requested item regarding the regulations for 'no smoking' and 'no alcohol' on Community Centre premises would be included on the next agenda.

Miss Grundy

It was agreed that an item regarding Sheltered Housing be included on all future agendas, which would incorporate Community Centre Issues.

4. HOUSING MATTERS

(a) Arms Length Management Organisation Update (ALMO)

Mr Jefferson, Housing and Social Services, reported that Blackpool Coastal Housing would become operational on Monday 15th January 2007.

He explained that the results of the bid were imminent, initial feedback had been positive.

(b) Young Adults Board Update

Miss Grundy, Housing and Social Services informed the meeting that various agencies had been contacted and invited to attend a meeting on 18th January 2007.

(c) The Tenants Satisfaction Survey

Mr Fitzgerald, Housing and Social Services informed the meeting that the results of the Tenants Satisfactory survey would be published in the next edition of Viewpoint, which would be distributed on the 2nd March 2007.

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The results had shown an increase in the number of people happy with the service they receive.

There was also a positive result for people who would like to have more involvement, and this would be investigated further.

It was requested that a presentation of the results be given at the next meeting of TLF.

(d) Compact (Summary Edition)

Mr Fitzgerald reported that a summary edition of the Compact had been drafted and suggested that a TLF workshop be arranged to discuss the content and to allow TLF members to make comments.

It was suggested that when the summary edition was complete it should be distributed to new tenants for information.

(e) Performance Indicators

Mr Jefferson, Housing and Social Services circulated copies of the performance indicators to the meeting.

An explanation of the calculation of current residential rent arrears was provided, and it was noted that the figures were slightly up from the previous year. This was because the Housing Benefit Service had been installing a new computer system, which was having a major impact on the service; however, additional resources would be brought in to handle any backlog that may occur.

He reported that upper quartile performance figures had been reached regarding the re-let properties, and that the trend was currently 30days.

The meeting commented upon the current presentation of the Performance Indicators, and suggestions were made on how they could be improved.

Miss Grundy reported that a review of the performance indicators was already underway and that a workshop may be arranged to examine the revised indicators before they were implemented.

5. ANY OTHER BUSINESS

- (a) Miss Grundy, Housing and Social Services distributed copies of the Handy Person Information Sheet. She reported that the Handy Person scheme had recently been introduced and was only available for people who fall within the criteria in the interim period.
- (b) She also informed the meeting that a new telephone answer system had been installed at Repairs Hot Line. The system allowed a maximum of 2 people to be waiting in a queuing system. Any other calls would hear the engaged tone. It was suggested that this system be explained to residents.
- (c) Discussion took place regarding the Choice Based Lettings system. It was felt that the phrase 'bidding for a property' confused a large number of residents, it was agreed that this should be referred to as 'an expression of interest' in the future.

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It was also felt that the application process should be more widely advertised in order for people to gain a better understanding of the process.

It was agreed this information be included in the next edition of Viewpoint, and various other suggestions were received on how to make people more aware of the process.

- (d) Mrs Kilgallon, Housing and Social Services reported that she had recently changed role in the Council, she was now the Housing Client Manager, based at South King Street and would be attending future TLF meetings.
- (e) Mrs Wightman (Vice-Chairman) informed the meeting that she would be standing down from her position on the Tenant Liaison Forum, as from Monday 15th January 2007 as the Shadow Arms Length Management Organisation Board would become operational.

Concern was raised by the Forum members regarding the lack of attendance by the Chairman at meetings. It was decided that an Extraordinary General Meeting be held on Tuesday 13th March 2007 prior to the next TLF meeting to appoint a Vice-Chairman.

6. DATE AND VENUE OF THE NEXT MEETING

The next meeting would take place on Tuesday 13th March 2007 at 10.00am in Committee Room A, Town Hall, Blackpool

(The meeting ended at 11.20am)

For any queries regarding these minutes please contact;

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