

Agenda

Neighbourhood Improvement Panel

11.30am 20th October 2010 Argosy Community Centre

Apologies

Minutes of the last meeting

Matters arising

Service Information leaflet – Your Tenancy

Performance

Service complaints

AOB

Date of next meeting

Minutes of the Neighbourhood Improvement Panel Meeting
Held Wednesday 18th August 2010, 11.30am at Argosy Court Community Centre

Present

Maurice Christian
Elaine Christian
Keith Edwards
Irene Bishop
Ron Whittaker
Chris Lovelock
Nicholas Wojewodka
Hazel Walker

Janet Flint (Chairperson) – BCH Area Manager for Mereside Estate Office
Ian Herbert – BCH Estate Contracts Manager
Hayley Jones – Estate Management Officer, Grange Park
Tracy Ansell (minutes) – Customer Involvement and Projects Officer

Apologies

Ray Masson
Viv Critchley
Martin Lawless

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 3, Notice Boards –

- There are 20 notice boards in total and all need populating with the correct information. These should be displayed and in place in the designated areas for the next meeting.
- Maurice raised an issue about a door missing on Walter Robinson Court - Hayley Jones to look into.
- Service Standards – done and agreed by all.

3. Matters arising

- No issues raised

4. Service Information Leaflet – Your Tenancy

JF explained that the 'Your Tenancy' handbook is being reviewed and will form part of the Tenants Handbook so all information will be together in the one handbook.

The group went on to review the current tenancy handbook and suggested the following amendments:

- Front Cover. **BCH Tenant Information Series 2007/08**
This will be amended to 2010/11. It was explained to the group that any future changes that are made to the new handbook will have a review date in the footer of the booklet

- Part 1. **The Tenancy Agreement**
No changes
- Part 2. **Your Home & Garden**
 - Para 1 – **Your Home**, all agreed that there needs to be some information regarding the correct disposal of household rubbish and also include in this section details of fly-tipping and a clear definition of what it is.
 - Para 3 – **Insuring your belongings**, sentence should read *You are recommended to take out household contents insurance to insure your personal belongings, furniture and your own decorations against theft, fire or flood etc.* Also put this information on the website.
 - Para 4 – Help **with furnishing your home**, to include, *to contact your local Housing Office who can refer you to the various agencies who can help you.*
 - Para 5 – **Your Garden**, sentence beginning *you should not park a vehicle on your garden*, suggested adding to this that they contact the local Housing Office if they want to park on their garden for further advice, also include information on garages.
 - Para 6 – **What is the Gardening Service?**, suggested including specific information on trees and explain in more detail the Assisted Gardening Service.
- Part 3. **Help and Support** - to include details of the in house Tenancy Support Service and Citizens Advice Bureau.
 - Para 2 – **Visits to your Home**, should read *we aim to visit each new tenant within 4-6 weeks and 2nd para should read aim to follow up this initial visit at both 8-9 months.* The sentence *for all home visits we will write to each tenant individually and make an appropriate appointment* – this will be for Welcome Visits only. Suggested a section to be included on Tenancy Audits.
 - Para 3 – **Sheltered Housing**, Info required on Community Centres and also Adaptations.
- Part 5. **Mutual Exchanges and Transfers**
 - Para 3 – sentence *Application forms to go on the Transfer Waiting List are available, remove Transfer Waiting List.*
 - Mutual Exchange or ‘Swap’ Arrangements** – there is no longer a swap list.
- Part 6. **Ending your Tenancy**
 - Para 3 – at the end of bullet point 5 to include details of the Golden Goodbye Scheme
 - Bullet point 6 – change *(Council Tax/Housing Benefit to Council Tax and/or Housing Benefit) and the Department of Work and Pensions (if applicable) of your move and forwarding address.*
 - Para 5 – **Recharges to Chargeable Repairs** and add the sentence at the end of the paragraph to *you will also be charged for the cost of re-instatement to the original condition.*
 - Para 6 – **Outstanding Debts (Former Tenant Arrears)** change contact details from Business Services to the Rents Team, Tel no 01253 477942 and e-mail address to Rents@bch.co.uk
- Part 7. **Environmental Issues**
 - Para 5 – **Abandoned Vehicles**, suggestion made to include an explanation of abandoned vehicles which are left on BCH land to deal with and which ones left on private land and Environmental Protection to deal with.
 - Para 6 – remove *could inspect and details of any tax disc* and replace with *give as much information as possible*
 - Para 7 – **Fly-Tipping** – to include that complaints are totally confidential but your contact details will be required in order to provide you with feedback.

- Part 8. **Contact Us** – Head Office address and Homestop address will change to the new Coastal House premises. Suggestion made to include useful contact numbers at the back of the booklet.

5. Performance

Ian Herbert gave the group a handout of the Environmental Contracts Performance and the Green Warden Satisfaction Results and asked if they could review the document and give their comments i.e. is it reader friendly, any changes they think should be made and give feedback at the next meeting.

6. Any Other Business

Janet Flint explained that BCH are to introduce a 'Considerate Parking Scheme' for BCH staff, stickers will be displayed in company vehicles and staff cars, if successful it will be rolled out to contractors and an information booklet will also be produced. Janet Flint handed 3 examples to the group for their opinions.

1. Are we considerate Parkers?
2. Parking with Consideration?
3. Considerate Parking Scheme

All agreed that number 1 was the preferred choice, stickers will also have the free phone number on with the BCH logo and parking logo.

7. Date of next meeting

Wednesday 20th October 2010, 11.30am Argosy Community Centre