

**MINUTES OF TENANTS' LIAISON FORUM**  
**13<sup>th</sup> January 2009**

**Present:**

Mrs M Horn (Chairman)	Grange Park Residents' Association
Mrs C Thornber	Boston Way Tenants' Association
Mrs J Feeney	Boston Way Tenants' Association
Mr T Clayton	Linden and Edmonton Residents' Association
Mrs C Hardiman	Linden and Edmonton Residents' Association
Mrs J Sanderson	Linden and Edmonton Residents' Association
Miss D Wightman	Melbourne, Brisbane and Hobart Residents' Association
Mr B Rogers	Melbourne, Brisbane and Hobart Residents' Association
Mr C Randall	Munsters Residents' Association
Mrs G King	Queens Park Residents Association
Mr J Newton	Queens Park Residents Association
Mr M Christian	Ingthorpe Tenants' and Residents' Association
Mrs E Christian	Ingthorpe Tenants' and Residents' Association
Mrs S Weston	Mereside Tenant' and Residents' Association

**In Attendance:**

Mr P Jefferson	Blackpool Coastal Housing
Ms G Harvey	Blackpool Coastal Housing
Ms S Grundy	Blackpool Coastal Housing
Mr M Glennon	Blackpool Coastal Housing
Ms S Buckley	Blackpool Coastal Housing
Ms J Ellis	Blackpool Coastal Housing
Mr S Burbidge	Blackpool Coastal Housing
Mrs M Cornall	Blackpool Coastal Housing
Miss G Atkinson	Legal and Democratic Services, Blackpool Council

**Action**

Mrs Horn instigated a discussion with regard to her role as Chair for the Tenant Liaison Forum and whether all members were satisfied for her to continue that role for the remainder of the year. It was agreed that as the position of both Chair and Vice-Chair had been nominated and elected fairly and in accordance with the Tenant Liaison Forum Constitution, the Chair should continue in that role until the next Annual General Meeting in July 2009.

It was felt that the Forum had developed significantly over the years and represented a significant improvement to the well-being of the tenants and residents. The Forum had assisted Blackpool Coastal Housing (BCH) in the achievement of the Audit Commission 2 star status and the funding awarded under the Decent Homes scheme. Therefore, BCH felt that the Forum was a valuable tool in representing the views of tenants and residents in future Council housing developments.

A number of concerns were raised in respect of the Mereside Tenant's and Residents Association and the Forum requested that senior officer support from BCH be provided at future meeting of the Association. It was also agreed that the members of the Association be contacted and invited to undertake mediation from Tenant Participation Advisory Service (TPAS).

Peter  
Jefferson  
/ Maggie  
Cornall

**MINUTES OF TENANTS' LIAISON FORUM**  
**13<sup>th</sup> January 2009**

**1. WELCOME**

The Chairman welcomed everyone to the meeting. Mr Burbidge, who was undertaking a temporary work placement with Blackpool Coastal Housing as part of his studies at Blackpool and Fylde College, was also welcomed to the meeting.

**2. APOLOGIES**

Apologies were submitted on behalf of Councillor Lee, Mr Holland and Mrs Williams.

**3. MINUTES OF THE PREVIOUS MEETING 11<sup>th</sup> November 2008**

The minutes of the previous meeting held on 11<sup>th</sup> November 2008 were agreed as a correct record.

**4. HOUSING MATTERS**

(a) Blackpool Coastal Housing (BCH)

Mr Jefferson advised that to date, nearly 900 homes had been improved since June 2008, under the Decent Homes programme. Scheme feedback sessions with tenants had identified a number of issues with the contractors and BCH would be continuing to work with them to achieve the high standards of work required.

With regard to the contract for ground maintenance and security of estates, Mr Jefferson advised that this was currently out to tender and had been scheduled for consideration in February 2009.

BCH had also been working with the Council's Adult Social Care services to undertake improvement works with service users on a property designated for their use and the work achieved would be entered for an award to the Federation of Arms Length Management Organisations (ALMOs).

Mrs Cornall reported that a recent inspection of the Income and Debt Prevention service had indicated significant improvements since the last inspection was undertaken and that a copy of the final report would be available in due course.

(b) Sheltered Housing and Community Centres

Mrs Buckley advised the Forum that Ms Harvey had recently been appointed as the Sheltered Housing Co-ordinator.

The Scheme Managers would now gain experience of each of the sheltered housing schemes by undertaking temporary placements and a rota schedule was circulated at the meeting. It was reported that Scheme Managers for Sheltered Housing at Argosy Court and Horsebridge Road were currently being recruited, in addition to a Deputy Scheme Manager at Dunsop Court.

An outline of the recent work undertaken in each of the community centres was outlined, which included the installation of cookers and central heating, together with necessary work to improve Health and

Sharon

**MINUTES OF TENANTS' LIAISON FORUM**  
**13<sup>th</sup> January 2009**

Safety standards.

Buckley

Mrs Buckley informed members that the new community centre web site was currently being developed which would provide important information on centre facilities and allow the public to view availability of rooms prior to making a booking. In addition, it was reported that funding to purchase a Nintendo Wii had been granted which would be used for various health, fitness and rehabilitation programmes in partnership with Blackpool Primary Care Trust.

At the previous Sheltered Housing Forum meeting, which had been undertaken on 12<sup>th</sup> December 2008, the members had agreed to consider future affiliation with the Tenant Liaison Forum and requested that further information be obtained for discussion at the next meeting.

(c) Performance Indicators

Mr Jefferson advised members that the Performance Indicator information had not yet been presented to the BCH Board and would therefore be provided at the next meeting.

Peter  
Jefferson

**5. CUSTOMER INVOLVEMENT**

The Forum was invited to attend an Equality and Diversity training event that had been scheduled for Tuesday 17<sup>th</sup> February 2009, commencing at 10.00 a.m. at the City Learning Centre. It was anticipated that the training would take approximately two hours to complete and lunch would be provided. A certificate would be issued to those members who had successfully completed the course. Mr Glennon advised that alternative arrangements could be made for any member who was unable to attend the date.

Mike  
Glennon

It was reported that the Green Warden scheme had recently been launched and that scoring sheets would be circulated to each volunteer on a monthly basis to encourage more frequent reporting. To date, the scheme had achieved a 70 per cent response rate. Service areas that had received low levels of satisfaction for two consecutive months would now be prioritised to resolve issues more effectively.

With regard to the Mystery Shoppers scheme, it was reported that each volunteer had now received the appropriate training and would be reviewing the Lettings Service in due course.

In respect of the Disability Forum, members were advised that the development of the staff training DVD had made progress and it was anticipated that a draft edit would be available for consideration by the Forum at the next meeting.

Mike  
Glennon

Members of the Forum were invited to submit news stories relating to their Tenants' and Residents' Associations for inclusion in the next edition of Viewpoint by 26<sup>th</sup> January 2009.

Blackpool Coastal Housing had recently attended a meeting of the Lesbian Gay Bisexual and Transgender (LGBT) Forum to provide a presentation on the role of BCH and discuss methods to improve engagement with minority groups that may have housing-related issues, with the potential for a monthly housing drop-in service.

**MINUTES OF TENANTS' LIAISON FORUM**  
**13<sup>th</sup> January 2009**

Mr Glennon advised the Forum that funding was still available in the Customer Involvement Community Fund and that all members of TLF were invited to submit applications for funding to assist their training requirements. An application had been submitted by Queen's Park Tenant's and Resident's Association to the sum of £400 to assist with travelling expenses and overnight expenses. The Forum agreed to grant the application.

It was reported that the Community Fund was allocated on an annual basis for each financial year and that any under spend would not be rolled on, but transferred back into the general Customer Involvement budget for use on other projects. Each Tenant' and Residents' Association was permitted to submit one application per financial year for assistance towards training expenses.

It was agreed that further information and a discussion relating to the purpose of the Community Fund be undertaken at the next TLF Workshop meeting.

Miss Ellis informed members that one suggestion had been submitted under the Customer Suggestion Scheme since the last meeting of the Forum and related to the installation of a vanity unit in each of the rooms in the hostels. This would allow users to have their own washing facilities, rather than having to use the communal bathroom. The Forum requested that a cost analysis for the purchase and installation of the units be provided prior to further consideration. In addition, Mrs Cornall advised that the results of the Council's current review of those properties would also need to be considered, prior to any further investment in them being recommended.

**6. HIGHWAYS SERVICES AND STREET SCENE SERVICES**

As there was not a representative of the Council's Highways or Street Scene service in attendance at the meeting, the Forum requested that BCH send another formal invitation to the Highways service for their attendance at the next meeting and contact them prior to the meeting to confirm their attendance.

Sandy Grundy

**7. CODE OF CONDUCT**

Mr Glennon advised the Forum that the current Tenant Liaison Forum Constitution, which had been formally approved in July 2005, included the General Principles of Conduct document. The Forum therefore agreed that this item had been resolved.

**8. SCOTTISH POWER FUNDING**

It was reported that a number of benches had already been installed and had already generated very positive feedback from tenants and residents. All members were encouraged to advise BCH of their preferred locations. As the purchase and installation of the benches had not utilised all of the available funding, the Forum would therefore be invited to forward suggestions on possible uses for the surplus funding.

It was reported that gas and electricity companies had recently launched an initiative to discount fuel costs for people aged over 60 years who were in receipt of Disability Living Allowance and it was agreed that

Mike  
Glennon /  
Sharon

**MINUTES OF TENANTS' LIAISON FORUM**  
**13<sup>th</sup> January 2009**

information on the scheme be published in the next editions of Viewpoint and the Sheltered Housing newsletter.

Buckley

**9. FINANCE UPDATE**

A copy of the new funding guidelines was circulated at the meeting. As these had been approved at the previous meeting of the TLF Workshop, the Forum agreed to formally adopt the document.

**10. TENANT LIAISON FORUM CONSTITUTION**

Mr Glennon advised that the updated Constitution had been considered at the previous TLF Workshop meeting. The Forum agreed that this item be replaced with a review of the Tenant Compact document, which would take into account certain sections of the current TLF Constitution.

Mike  
Glennon

**11. ANY OTHER BUSINESS**

The Forum felt that it would be beneficial for a contact list of all members of the Forum to be collated and that this be provided for each member.

Mike  
Glennon

**12. DATE AND VENUE OF THE NEXT MEETING**

It was noted that the date of the next meeting had been scheduled for Tuesday 10<sup>th</sup> March 2009, commencing at 10.00 a.m. in the City Learning Centre.

The meeting ended at 11.15 a.m.

Any queries regarding these minutes, please contact:  
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