

**MINUTES OF TENANTS' LIAISON FORUM  
11<sup>TH</sup> MARCH 2008**

**Present:**

Mrs M Horn	Grange Park Residents' Association (Chairman)
Mrs C Thornber	Bostonway Residents' Association
Mrs J Feeney	Bostonway Residents' Association
Mrs A Stringer	Grange Park Residents' Association
Mrs E Christian	Ingthorpe North Tenants' and Residents Association
Mr M Christian	Ingthorpe North Tenants' and Residents Association
Mrs C Hardiman	Linden and Edmonton Residents' Association
Ms J Savage	Mereside Tenants and Residents Association
Mr C Randall	Munster Avenue Tenants' Associations
Mr C Porter	Queens Park Residents' Association
Mrs G King	Queens Park Residents' Association
Mr A Matlock	Queens Park Residents' Association
Mr T Clayton	Washington Court Residents' Association

Councillor Mrs Henderson	Blackpool Council
Councillor Lee	Blackpool Council

**In attendance:**

Mr I Butterworth	Blackpool Coastal Housing
Ms M Cornall	Blackpool Coastal Housing
Mr P Jefferson	Blackpool Coastal Housing
Ms S Grundy	Blackpool Coastal Housing
Ms J Grimshaw	Blackpool Coastal Housing
Ms N Kilgallon	Blackpool Coastal Housing
Mr T Fitzgerald	Blackpool Coastal Housing
Mr R Scholes	Blackpool Coastal Housing
Mrs J Johnson	Legal and Democratic Services, Blackpool Council

**Action**

**1. WELCOME**

The Chairman welcomed everyone to the meeting.

**2. APOLOGIES**

Apologies were received on the behalf of Sandra Weston, Jenny Sanderson, Denise Williams and Cyril Holland.

**3. MINUTES OF THE PREVIOUS MEETING 15<sup>TH</sup> JANUARY 2008**

The minutes of the previous meeting held on 15<sup>th</sup> January 2008 were agreed as a correct record.

**4. HIGHWAYS SERVICES**

There was no representative present at the meeting to provide an update.

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**5. STREET SCENE SERVICES**

Mrs Grimshaw provided the meeting with a response to the queries raised at the previous meeting.

- (a) The footpaths on Mather Street, Stirling Road and Collingwood Avenue park had been photographed and emailed to Mark Scrivens, Head of Parks & Green Environment Services. A response would be available at the next meeting.
- (b) Street Scene grounds maintenance staff had edged the grass back on pathways surrounding the Windmill on Langdale Road and Troutbeck Crescent. Photographs had been forwarded to Mr Herbert outlining the problem and Mrs Strother is checking the ownership of the land.
- (c) The dead end section of Munster Avenue would not advocate the massive expenditure of putting bollards around to stop the limited amount of traffic that use the road from going on the grass. At the time of inspection it was noted that there was very little evidence of damage to the grass.
- (d) The washing areas at Bostonway had now been dealt with and ground staff would maintain the area in future.
- (e) It was highlighted that the uneven footpaths on Bostonway, Stronsay Place and Oban Place were indeed the responsibility of highways. The Department had been made aware of the problems and an inspector would be sent to monitor the problem.

**6. CI PROJECT**

It was reported that no new funding applications had been received.

**7. SCOTTISH POWER ALLIANCE**

The Forum agreed that the monies accrued under the scheme should be spent on improving drying and clothing facilities within the sheltered accommodations.

It was agreed that potential sites should be identified along with estimated costings.

**8. HOUSING MATTERS**

(a) Blackpool Coastal Housing

It was reported that a Mereside Partnership Day would be held and all agencies would be working together to improve and promote the estate.

Work was being carried out across Blackpool in conjunction with Blackpool Primary Care Trust to look at the prevention of child accidents at home. Safety equipment such as, stair gates, cupboard locks and fireguards were being supplied where necessary.

(b) Sheltered Housing and Community Centres

Ms Cornall informed the Forum that a severe weather warning had been

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issued for the fyld coast for that evening therefore emergency planning were currently informing sheltered housing tenants of the potential power cuts and other dangers.

Concerns were raised from the members on the Forum regarding the introduction of the new locking system installed on community centres. It was felt that no consultation had taken place regard the new system and they felt that the system limited access as only Central Control had access to release the doors.

Members felt that there was an inconsistent approach to the management of all the community centres. Many residents felt that through their rent, they were indeed contributing to the running and up keep of the community centres and felt there was a noticeable lack of communication and effort made by officers.

Ms Cornall agreed to arrange for a report from the sheltered housing service to be provided to the next meeting.

Maggie  
Cornall

(c) Performance Indicators

Ms Cornall circulated a report of the performance of Blackpool Coastal Housing in some of the main sections of its core business. A number of targets were outlined to the meeting, as noted below.

- The percentage of urgent repairs completed on time – 97%
- The percentage of routine repairs completed on time – 96.4%
- Average number of days taken for emergency repairs – 1.1 days
- Average number of days taken for urgent repairs – 3.1 days
- Average number of days taken for routine repairs – 3.2 days
- The percentage of rent collected including pre- existing current rent arrears – 96.5%

In each instance Ms Cornall outlined the target percentage then reported on the actual percentage achieved.

(d) Audit Commission Inspection of the Housing Scheme

It was noted that the report would be published on 20<sup>th</sup> March 2008. It was envisaged that a special edition of Viewpoint would be circulated giving more details regarding the findings of the inspection.

(e) Customer Suggestion Scheme

Members discussed 5 customer suggestions that had been received.

- It was agreed that the feasibility of installing stair lifts would be considered as part of the improvement programme.
- The erection of fencing around the perimeter of ground floor flats was to be explored. Members felt that the fencing would give added security and a personal area for the tenants to relax in. It was advised that this could be possible however in some areas planning implications could hinder the process.
- It was requested that new tenants were more suitably housed. Concerns were heard regarding the allocation of tenants. It was

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suggested that more care be applied whilst offering accommodation to tenants. In one instance drug abusers lived alongside tenants who had children and tenants that were disabled and it was felt that this was unsuitable.

- It was suggested that smoke alarms to be installed in the corridors of the high rise flats. Ms Cornall explained that the advice from the Fire Service was not to install smoke alarms as an activated alarm might tempt tenants to run directly into a fire in the means of an escape. Tenants were requested to stay in their individual flats until told otherwise. It was suggested that this advice be published in the Viewpoint newsletter.
- Tenants thought that the introduction of a DVD club for children aged 5 - 10 years old and 10 – 17 years old would be good idea. Ms Cornall explained that due to limited space within the hostels this would not be practical at present, however, it would be a consideration if new hostels were to be provided.

### **9. TENANT LIAISON PANEL WORKSHOP**

Mrs Grimshaw reported that two workshops had taken place and the main focus was aimed at the Compact Review. A number of funding applications had been dealt with by the Workshops and attendees felt that the workshops were important and should continue. It was noted that work was currently being carried out on the development of the website.

### **10. RESPECT AGENDA**

Mr Scholes explained to the meeting that the RESPECT programme was a cross-governmental and wide-ranging response to anti social behaviour and its causes. He outlined the 6 core commitments that the Council had adopted;

- Accountability, leadership and commitment
- Empowering and reassuring residents
- Prevention and early intervention
- Tailored services
- Protect the community through swift actions
- Support to tackle the causes of anti-social behaviour

He gave background information to each of the 6 core commitments and explained how the Council was achieving them. This included establishing focus groups, multi agency working, mediation and introducing an out of hours hot line for tenants to use to report anti social behaviour

He reported that the programme is also about improving the response to issues that matter most to the public.

### **11. ANY OTHER BUSINESS**

- (a) The Chairman and the members of the Forum wished Mr Fitzgerald a long and happy retirement. The Chairman expressed that he would be a great loss to the Blackpool Coastal Housing team and thanked him for all his hardwork.

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- (b) It was noted that the Annual Tenant Conference would take place between 1pm and 7pm on 23<sup>rd</sup> April 2008 at the Blackpool Wintergardens. It was requested that if anyone was interested in helping out on the TLF stand then please contact Mrs Grimshaw.

The meeting ended at 11.50.

Any queries regarding these minutes, please contact:

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