

# MINUTES OF TENANT LIAISON FORUM MEETING – 15<sup>th</sup> January 2008

## Present:

Chairman – Mrs M Horn, Grange Park Residents' Association  
Mr C Randall and Mr H Barnard, Munsters Residents' Association  
Mrs C Thornber, Boston Way Tenants' Association  
Mr M Christian, Ingthorpe North Tenants' and Residents' Association  
Mrs D Wightman, Mr B Rogers, Melbourne, Brisbane and Hobart Residents' Association  
Mrs G King and Ms C Cook, Queens Park Residents Association  
Mrs A Stringer, Grange Park Residents' Association  
Mr T Clayton, Washington Court Residents Association  
Mrs A Allen, Mereside Tenants and Residents Association

## In Attendance:

Mr P Jefferson, Mrs J Grimshaw, Mrs S Grundy, Mr T Fitzgerald and Mr I Butterworth, Blackpool Coastal Housing  
Mrs N Kilgallon, Housing Client Manager, Blackpool  
Mr P Kirkham and Mr D Atkins, Streetscene Services, Blackpool Council  
Miss G Atkinson, Legal and Democratic Services, Blackpool

## Action

### 1. WELCOME

The Chairman welcomed everyone to the meeting.

### 2. APOLOGIES

Apologies were submitted on behalf of Mrs J Feeney, Mrs M Cornall, Mrs C Hardiman, Mrs S Wilson, Mr C Holland, Councillor Lee and Councillor Mrs Henderson.

### 3. MINUTES OF THE PREVIOUS MEETING – 15<sup>TH</sup> NOVEMBER 2007

The minutes of the previous meeting of the Tenant Liaison Forum held on 15<sup>th</sup> November 2007 were agreed as a correct record.

### 4. TENANTS AND RESIDENTS ASSOCIATION

A copy of the application form and guidance notes to apply for funding for the Tenants and Residents Association was circulated at the meeting. Members agreed that due to the infrequency of the Forum and Workshop meetings, bid applications could be considered at either meeting.

### 5. STREET SCENE SERVICES

Phil Kirkham and Dave Atkins invited the Forum to raise any queries or issues with matters appertaining to the Council's Streetscene Services.

In response to questions raised, members were advised that responsibility for community parks fell under the remit of the Council's Parks and Green Environment Department and any issues raised would be forwarded to the department.

Those issues raised during the course of the meeting would be included in an Action Plan, which would be updated and reported at future meetings of the Forum.

The Forum thanked the two representatives for their attendance at the meeting.

Dave  
Atkins /  
Phil  
Kirkham

## MINUTES OF TENANT LIAISON FORUM MEETING – 15<sup>th</sup> January 2008

### 6. HOUSING MATTERS

#### (a) Blackpool Coastal Housing (BCH)

Members were advised that the tendering process for the selection of a contractor was currently being undertaken.

The announcement of the bid that Blackpool Coastal Housing had submitted for the refurbishment of Council properties had yet to be confirmed. A meeting with Communities and Local Government had been scheduled to try and ascertain the funding level that would be granted to Blackpool.

It was reported that the bid that had been submitted by the Council and Registered Social Landlords to establish a Choice Based Lettings system across the Fylde coast had been successful. A number of meetings had been scheduled which would ascertain how the new system would be coordinated, and it was anticipated that the system would go live in June 2009.

#### (b) Sheltered Housing and Community Centres

Nothing to report.

#### (c) Performance Indicators

The Forum was advised that the updated Performance Indicator information would be brought to the next meeting of the Forum.

Peter  
Jefferson

#### (d) Audit Commission Inspection of the Housing Services

It was reported that the Audit Commission inspection had been undertaken in November 2007 for a period of two weeks and it was anticipated that the results of the inspection would be announced in March 2008. A special edition of Viewpoint would be circulated to all residents once the result had been confirmed.

The Forum was informed that the Audit Commission had been extremely impressed with the level of tenant involvement and participation that had been achieved.

#### (e) Customer Suggestion Scheme

Members were advised that no suggestions had been submitted since the last meeting of the Forum and an update on previous suggestions that had been agreed was provided.

Discussions were undertaken in relation to the reward scheme that acknowledged the successful suggestions that had been submitted to the Forum. It was agreed that all those that were agreed by the Forum would be immediately granted a £10 reward. Higher amounts would be allocated on an annual basis, once certain projects had had time to develop and their impact on the community could be ascertained.

#### (f) Mystery Shoppers

It was reported that the Mystery Shoppers scheme was currently in its second phase, with eight volunteers undertaking a variety of customer

## MINUTES OF TENANT LIAISON FORUM MEETING – 15<sup>th</sup> January 2008

service related requests, such as phone calls, office visits and emails to Blackpool Coastal Housing. The results of the scheme had yet to be collaborated and reviewed, yet feedback indicated a very positive outcome for the exercise.

With regard to Green Wardens, the Forum was advised that two training sessions had been undertaken. Green Wardens monitored their own residential area. It was reported that the scheme had been a success, and further information would be brought to the Forum once the spring season had commenced.

Tony  
Fitzgerald

### 6. TENANT LIAISON PANEL WORKSHOP

#### (a) Monitoring of the Action Plan

Members were informed that an IT representative would be in attendance at the next Workshop meeting to assist the development of the Tenant Liaison Forum web site.

Following that, the Workshop would need to review the Compact and additional meetings may be required in order to complete the work by the deadline date in March 2008.

### 7. ANY OTHER BUSINESS

The Forum was invited to submit any stories that they would like to be included in the next edition of Viewpoint to Sandy Grundy by 25<sup>th</sup> January 2008. In addition, stories could be passed on via the CI team to Jenny Bollington, Communications Officer, for stories that could be covered by the local media.

It was reported that an annual awards ceremony would be developed by Blackpool Coastal Housing to acknowledge and thank for the effort and participation by residents in the community. Volunteers were invited to provide assistance with the development of the ceremony.

With regard to Scottish Power, Ian Butterworth informed members of the Forum that the alliance with the utility provider had now terminated. A total £11,986 had been granted to Blackpool Coastal Housing through the incentive scheme, which would be delegated to the Forum to spend. A number of volunteers that had agreed to review the alternative utility provider, EBICo, would be meeting in February 2008.

The Forum agreed that it would be beneficial to invite a representative from the Council's Highways Services to attend the next meeting for a Question and Answer session.

Julie  
Grimshaw

### 8. DATE AND VENUE OF THE NEXT MEETING

It was noted that the next meeting had been scheduled for Tuesday 11<sup>th</sup> March 2008 at 10.00 a.m. The Forum agreed that all future meetings be held at the City Learning Centre.

Georgina  
Atkinson

(The meeting ended at 11.25 a.m.)

For any queries regarding these minutes please contact:  
Georgina Atkinson, Democratic Services Senior Adviser  
Tel: 01253 477016  
Email: georgina.atkinson@blackpool.gov.uk