

## **Agenda**

### **Neighbourhood Improvement Panel**

**11.30am 19<sup>th</sup> January 2011 Argosy Community Centre**

- 1) Apologies
- 2) Minutes of the last meeting
- 3) Matters arising
- 4) Service Information
- 5) Performance
- 6) Service complaints
- 7) AOB
- 8) Date of next meeting

**Minutes of the Neighbourhood Improvement Panel Meeting**  
**Held Wednesday 20<sup>th</sup> October 2010, 11.30am at Argosy Court Community Centre**

**Present**

Maurice Christian **MC**  
Elaine Christian **EC**  
Keith Edwards **KE**  
Irene Bishop **IB**  
Ron Whittaker **RW**  
Ray Masson **RM**  
Peter Rowbotham **PR**

Richard Scholes (*Chairperson*) – BCH Area Manager Estate Management

Tracy Ansell (*minutes*) – Customer Involvement and Projects Officer

**Apologies**

Hazel Walker  
Viv Critchley  
Martin Lawless  
Chris Lovelock  
Nicholas Wodjewoka

**1. Welcome/Introductions**

Richard Scholes (RS) opened the meeting and welcomed all. Richard then went onto explain that he has taken over as the Area Manager for Estate Management. Introductions were carried out.

**2. Minutes of the last meeting**

The minutes of the last meeting were read through by RS and agreed as a true record. The following points were updated:

- notice boards still have not been displayed – RS to look into
- a job has been raised for the door on Walter Robinson Court

**3. Matters arising**

- No issues raised

**4. Service Information Leaflet – Your Tenancy**

Draft items have been amended and are now with Peter Whitaker for approval before being sent to the Reading Panel.

**5. Performance**

**August 2010**

**Green Wardens**

- August month on month performance has increased slightly by 1% but due to poor performance the average to date for 2010 is 64% - a reduction of 2% from the previous month, out of 48 Green Wardens, 34 responded with a return rate of 72%. From this 18 were satisfied or very satisfied, 13 were dissatisfied or very dissatisfied and 3 were neither satisfied or dissatisfied. Despite this 6 compliments were received this month.

### Fly Tipping

- 36 reports of fly tipping, 30 were completed within the service standard, 2 completed outside the service standard and 4 reports have no completed job sheet so unable to confirm. RS to chase up the 4 job sheets and the figures may increase once these are known.

### Offensive Graffiti

- Two reports of offensive graffiti in August. One incident at Gateside Court and one at Furness Court both in the 3 storey blocks. Job sheets have not yet been returned so unable to confirm if the graffiti has been removed.

### Non Offensive Graffiti

- One report of offensive graffiti at All Hallows, all finally removed on 23<sup>rd</sup> September.

### Syringes and Needles

- One incident reported

## **September 2010**

### Green Wardens

- Green Wardens who rate the overall performance of the contractor "ok and above" is 72% against a target level of 80%. Green Warden surveys have not all been returned for September.

### Fly Tipping

- 40 reports of fly tipping in September, 32 were completed within the service standard and 3 outside the standard, waiting confirmation from Connaught as to when the remaining 5 reports were removed.

### Offensive Graffiti

- No incidents reported

### Non Offensive Graffiti

- 4 reports of non offensive graffiti, Walter Robinson Court and Charles Court both removed within 24 hours, Wensleydale Ave and Bristol Ave still awaiting confirmation as to whether these have been removed.

### Syringes and Needles

- One incident reported

## **6. Service Complaints**

### **August 2010**

- 82 complaints received, 100% increase from previous month. 28 complaints were specific to communal grounds maintenance and 50 were concerned with the assisted gardening scheme. All complaints related to no service complaining that it had been a number of weeks since the contractor attended.

### **September 2010**

- 64 complaints received regarding the Grounds Maintenance Contract, 16 in relation to communal grass cutting, 47 regarding the assisted gardening scheme and 1 due to a member of staff.

RS will look into the way complaints are being recorded e.g. are they general enquiries about the service or genuine complaints

TA went onto explain to the group that the number of monthly score sheets returned has reduced dramatically and has sent out a letter to all Green Wardens asking if they want to continue, deadline for returns is 29.10.10, TA will update at the next meeting. On some of the returned score sheets comments have been made and Green Wardens are not being contacted for further information, and

it was mentioned that only Green Wardens on Grange Park are being contacted – RS will look into this.

The following questions were asked by panel members:

*Q. what can be done if tenants do not look after their gardens?*

*A. comments on Green Warden score cards and report to the Housing Office, request to go on an estate walkabout with the Estate Management Officer*

*Q. What if they are privately owned properties?*

*A. report to Environmental Services or landlord if known*

*Q. Can the containers on the top of Boundary Ct and Pilling Crescent be removed and find out who owns them?*

*A. RS explained they could be part of the ongoing building works but he will look into it and find out who is responsible for them and maintaining and cleaning them*

*Q Who is responsible for cleaning the bin chutes?*

*A. Connaught and should be done every month*

## **7. AOB**

RS asked the group if they knew what Local Offers were and went on to explain that it's what you as a tenant expect from us your landlord with regards to the delivery of our services and what your priorities are. RS handed to the group a draft copy of an Estate Services Satisfaction Survey and asked them to look and give any comments. All the group agreed that Q3 should be amended and should read that it only applies to blocks of properties, all agreed and happy to go ahead with the survey.

RS explained that depending on the results of the survey it would be tailored to the Local Offers.

Wednesday 19<sup>th</sup> January 2011, 11.30am Argosy Community Centre