

**MINUTES OF FAREHAM BOROUGH COUNCILS' TENANTS' &  
LEASEHOLDERS' FORUM**

**THURSDAY 19<sup>TH</sup> JANUARY 2017**

**1:30PM AT FERNEHAM HALL**

**In attendance:** Barbara LeSueur (Chair); Paula Weaver (Vice Chair); Eileen Bailey; Carla Banks; Jenny Brooks; Margaret Chandler; Roy Chandler; Mrs Corbyn; Dorothy Dicks; Sally Eeles; Sharon Findlay; Yvonne Goddard; Jim Hennessy; Sheila Hewes; Liz Leach; Brian Lee; Myra Lee; Doreen Mallows; Cliff Murray; Sylvia Murray; Joan Pascoe; Ruth Payne; Mrs Perry; Bill Prescott; Sonya Prescott; Jenny Rigden-Murphy; Maureen Tanner; Phil Taylor; Tracey Thomas; Ken Tomlinson; David Town.

**Officers & Councillors in attendance:** Jon Shore (Tenancy Services Manager); Jennie Larkin (Tenant Involvement Officer); Cllr Mrs Trott; Cllr Mrs Brady.

**1. Welcome and introductions**

Barbara LeSueur introduced herself and welcomed everyone to the meeting.

**2. Chairman's announcements and apologies for absence:**

Lauren Bedford is the new Area Housing Estates Officer for Portchester and Fareham South-West. Lauren is the replacement for Keith Nevitt who left at Christmas.

**Apologies came from the following:**

Valerie Avery; Mr Baker; Liz Bartlett; Cllr Bayford; Terry Blackburn; Mr & Mrs Buxey; Joan Chapman; Mr Coad; Marie Condon; Mr Corbin; Allan & Diane Davies; Ann Fells; Debbie & Roy Gibbs; Gloria Hallett; Dave Hurden; Mrs Hurst; Phil Leach; Cllr Mandry; Joan Pascoe; Mollie Pearman; Mr & Mrs Rundle; Brian & Gina Shakespeare; Sandy Shearman; Maureen Tanner; Phil Taylor; Gary Wheeler; Derek Whitear; Mrs Mc Intosh; Mrs Weir; Linda Wylie.

**3. Minutes of the last meeting:**

These were proposed as an accurate record by Cliff Murray and seconded by Yvonne Goddard.

**4. Matters arising:**

These were circulated on a separate sheet at the meeting.

**5. Jon Shore, Tenancy Services Manager – an update on the Housing & Planning Act 2016 and how it affects tenants:**

Jon Shore went through the changes to the act and copies of his presentation were made available at the meeting.

**‘Pay to Stay’:**

This would have affected tenants with an income of more than £31,000 (tenant and partner only). Rents in the public sector are approximately 50% of those in the private sector, so, many would have been affected and the scheme would have been very difficult to administer.

In late November 2016, the Government decided to drop the scheme in its current compulsory form. Local Authorities can still go ahead with it, but, Fareham will not be doing so.

**Disposal of High Value Assets:**

This policy has not been developed beyond the pilot stage and has been delayed until April 2018. The idea behind the scheme is to sell high value stock to compensate for Right to Buy sales for Housing Associations.

**.Housing Rent Reductions:**

This is being introduced to cut the welfare bill and all social landlords are to reduce their rents by 1% for general needs tenants.

**Ending of Lifetime Tenancies:**

This will affect new tenants and fixed term/flexible tenancies will be introduced. They could be introduced on a discretionary basis which would be useful for family size accommodation.

Flexible tenancies will be granted for a minimum of two years and a maximum of ten. Secure tenants will not be affected.

**6. Update from Tenancy Services & performance reports (Jon Shore):**

Jon Shore confirmed that the following teams deal with issues as follows:

Responsive repairs – day to day repairs and minor adaptations where needed for those with disabilities

Property team – windows/doors and gas heating

Housing Options team – the housing waiting list

Mrs Thomas asked if help could be given to those downsizing. Jon Shore confirmed that we do have an incentive scheme and help is also given for removals and carpets for example.

Jon Shore said that after Sylvan Court, the Council had no plans to build or improve any sheltered housing block. So, there is no funding for Assheton Court.

Jon confirmed that at present, Fareham Borough Council has 1702 general needs properties; 655 sheltered housing properties and 580 garages. Most of the properties that are sold are 3 bed houses.

## **7. Feedback from meetings with contractors & South Coast Training:**

### **Feedback from the Health & Housing Panel**

Barbara will be attending a meeting this evening and will report back to the next Forum meeting in April.

### **TSG**

Paula Weaver represents tenants at these meetings.

- Paula raised two complaints at the last meeting and will raise another issue on behalf of Mr & Mrs Chandler at the next meeting with TSG next week.
- Mrs Eeles had a problem with TSG over Christmas and praised their service.
- Paula said that tenants need to be made more aware of the contact details for TSG especially during times when the offices are closed. Paula also said that she would raise the issue of appointment times and see if the time scale can be reduced.
- Any issues relating to TSG should be directed to Paula at Forum meetings or to Jennie Larkin.

### **Cleaning & caretaking:**

- Satisfaction levels have improved and there is a meeting with the contractors in early February.
- Barbara LeSueur confirmed that Hewett House had been cleaned today, but, that landings were still not being cleaned.
- Mrs Rigden-Murphy said that Flanders House was not being swept very well and that the stairs were not steam cleaned during the winter months.
- Cllr Trott mentioned a spring clean in the Borough. Jennie Larkin to find out more details and circulate.
- Mr Hennessy said that window cleaning had not been carried out at Northmore Close in November. Jennie Larkin to find out about this. Jennie confirmed that window cleaning would be carried out again in February 2017.

**Grounds Maintenance:**

- Yvonne Goddard produced a write up of the last meeting of the Grounds Maintenance group which was circulated at the meeting.
- Mrs Eeles asked when a winter tidy up would be carried out at Chapelside. This will be done before March 2917 (now completed).

**Editorial Panel:**

The next newsletter is now ready and some of those attending the meeting took newsletters to post. All the newsletters will be distributed within the next few weeks. As many as possible will be hand delivered as this saves postage.

**South Coast Training**

The last event was held in October 2016 and the next event will be held at the end of April 2017. Cliff Murray said that he had attended the Housing Law workshop in October and had found it very interesting.

**8. Any other business:**

- Mrs Brooks asked about help with decorating. A form will be sent out.
- Mrs Perry and Mrs Corbin asked if there was a window replacement programme and if so, was King George Road on the list.
- Paula Weaver raised an issue about tradesmen not being able to complete a job on their first visit and having to come back.
- Tracey Thomas said that she had sent in a 9 page report about maintenance issues and she had not yet had a reply.
- Mrs Hewes praised recent work carried out at Garden Court by Purkiss.
- Letters have been sent out to some properties in Carberry Drive about electrical testing, but, this has not been done yet.
- Do requests for aids and adaptations all go through an Occupational Therapist? No, sometimes a Council operative will liaise directly with tenants to see what is needed.
- CCTV systems are only installed in Sheltered Housing Schemes and blocks such as Valentine Close; Hewett House and St Quentin House.
- Sharon Findlay was concerned that when asking for more keys, she was not asked for proof of address.
- Jon Shore confirmed that it is difficult to police what people use garages for.

**9. Date of next meeting:**

The next meeting will be held on Thursday 6<sup>th</sup> April 2017 at 6:30pm and this will be the Annual General Meeting of the Tenants' & Leaseholders' Forum.