

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

THURSDAY 18TH JANUARY 2018

1:30PM AT FERNEHAM HALL

In attendance: Barbara LeSueur (Chair); Tracy Thomas (Vice-Chair); Eileen Bailey; Liz Bartlett; Pam Corbin; Cllr Brady; Dorothy Dicks; John Elsey; Ann Fells; Sharon Findlay Yvonne Goddard; David Hatfield; Caroline Haughton; Jim Hennessey; Myra Lee; Doreen Mallows; Cllr Kay Mandry; Mrs Marsh; Alice Martienssen; Adrian Martienssen; Cliff Murray; Ruth Payne; Mollie Pearman; Philip Pearman; Mrs Perry; Colin Ponteaux; Barbara Robertson; Peter Robertson; Audrey Rundle; Maureen Tanner; Phil Taylor; Ken Tomlinson; David Town; Paula Weaver.

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

1. **Welcome and introductions** - Barbara LeSueur welcomed everyone to the meeting and the staff introduced themselves.

Chair's announcements and apologies for absence: There were no announcements from the Chair.

Apologies: Valerie Avery; Carla Banks; Margaret & Roy Chandler; Joan Chapman; Mr & Mrs Coad; Marie Condon; Mrs Eeles; Debbie & Roy Gibbs; Anne Haddow; Sheila Hewes; Dave Hurden; Mrs Hurst; Mrs McIntosh; Liz & Phil Leach; Mrs McIntosh; Jan McLean; Joan Pascoe; Mr & Mrs Prescott; Jenny Rigden-Murphy; Brian & Gina Shakespeare; Sandy Shearman; Mr & Mrs Tree; Mrs Weir; Derek Whitear; Linda Wylie.

2. **Minutes of the last meeting:** These were approved.
3. **Matters arising** – An action list was circulated at the meeting & included the following:
 - Temporary heating left by TSG has now been collected.
 - Jon Shore confirmed that white lining in the car park at King George Road will be completed as part of estate improvements next year. Jon will also speak to maintenance about the gate.
 - The pathway at Spencer Court has been repaired.

4. **Greg Sharman – Enforcement Officer**

Greg explained his role and said that he came from a police background. In his role, Greg covers abandoned vehicles; graffiti; dog fouling; travellers; rough sleepers and fly tipping (incidents have gone up since Hampshire County Council

started charging at tips). In addition to this, Greg is also involved in an on-going litter campaign. Fines can be issued for littering, but, the enforcement officer has to witness the littering.

Abandoned vehicles – Greg said that 700 vehicles were abandoned in the Fareham area over the last year. It takes so long to move them is because by law, they are given 7 days to be moved if on our land and 24 hours if burnt out. To be moved, they must be untaxed; without an MOT and have been in a place for a long time. They can also be removed in if in an unroadworthy condition. If a vehicle is claimed, then it cannot be removed and if it is taxed, it cannot be removed. If stolen then the police will recover it.

The cars reported in Northmore Road are on private land and cannot be touched.

Greg will investigate the large van blocking access in Foster Close.

Fly tipping – recently, a persistent fly tipper in this area was jailed and is serving a 12 month sentence. The public need to report incidents of fly tipping when they witness it in order to get more such prosecutions for what is a criminal offence. People must ensure that the company clearing their home or garden has a waste carriers licence. Without this, they will fly tip. Video evidence is particularly useful and in car cameras for number plates.

An incident of fly tipping was reported at Northmore Close and Greg asked for the car registration in order to follow this up.

Mollie Pearman said that the recycling bins at Spencer Court are constantly being contaminated. Greg to investigate.

Litter – there is a lot of litter along the roadside by Collingwood. MacDonalds regularly clean up and Greg is speaking to other local businesses about the problem.

Paula was advised to speak to her local PCSO about rubbish and litter left in Bellfield.

Dog fouling – there is a problem with this in Marks Road and a bin was requested. Lots of complaints are needed in order to get a bin.

Greg Sharman's contact details are e mail gsharman@fareham.gov.uk or ring him on 01329 82546.

5. Update on Tenancy Services and performance reports (Jon Shore, Tenancy Services Manager):

Fareham Housing – Jon announced that Fareham Housing came into existence in November 2017. There will be no change to the service provided to tenants and leaseholders. All rent and service charges will be spent on housing. The Managing Director is Paul Doran and he supports the Councillors responsible for the service who are Cllr Mrs Kay Mandry (Executive Member for Housing) and Cllr Mr Fred Birkett (Chairman of Housing Policy Development Review Panel).

The senior housing management structure has changed, but, at present, there is no news about staff changes.

Tenancy Strategy - This was adopted 5 years ago and flexible tenancies were introduced for a period of 5 years. This meant that if a tenants' circumstances changed, then they could be moved to more suitable accommodation. More changes to this are on their way.

Universal Credit – this is being rolled out across the country. Delays in payments are putting some people into arrears.

Estate Improvements:

Jon Shore said that the estate improvements budget of £20,000 has been spent this year.

This budget is for small scale improvements such as signage; line marking; seating; garden sheds; and bin storage improvements. The improvements have to be on housing land. (Please pass any suggestions on to Jon, Jennie or your Area Housing Estates Officer).

Improvements carried out over the past year have included:

- Line marking at Cains Close
- Provision of a new shed at Northmore Close and Foster Close
- 'Dragons' Teeth' at Redlands Lane
- Bin storage improvements at Sicily House & Frosthole Close
- Improved signage at Blenheim House

Jon Shore said that views of tenants were sought about problems with bin areas.

Yvonne Goddard asked if there could be an estate inspection in her area. Jon Shore said that he would arrange to meet Yvonne to discuss any particular concerns. Tenants would like feedback from estate inspections and this is not always given.

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

Feedback from the Housing Panel – Barbara LeSueur did not attend the last meeting, so, feedback will be given at the next Forum meeting.

TSG - Paula Weaver represents tenants at these meetings. Paula reported the following:

- More feedback is needed from tenants who have work done.
- TSG's contract expires in April 2018. Fareham Borough Council have put the contract for gas out to tender and Paula will be involved in the process of appointing a new contractor.
- TSG are unable to gain access to 9 properties in need of gas servicing

Any issues relating to TSG should be directed to Paula at Forum meetings or to Jennie Larkin.

Cleaning & caretaking: Sally Eeles; Eileen Bailey; Barbara LeSueur & Tracy Thomas attended the last contractor monitoring group meeting.

Window cleaning is due to start from early February 2018

Satisfaction with the service was 90% in from July to September 2017 and 90% from October to November 2017. Most issues related to bin store cleaning and stairwells. The next meeting will be in March 2018.

Grounds Maintenance: Yvonne Goddard circulated a report to all at the meeting and asked for feedback. Tenants are represented at these meetings by Yvonne; Liz Leach and Linda Wylie.

Editorial Panel: The next newsletter is being prepared and will be sent out in late March 2018.

South Coast Training: The next event will be in April 2018 and the workshops will include housing policy & legislation; dealing with complaints; getting the most from tenant involvement & mental health.

Meeting with the Housing Minister: This event was held in Basingstoke on 25th January. Jane Cresdee attended with David Town; Cliff Murray; Myra Lee; Yvonne Goddard; Tracy Thomas and Mollie Pearman. The new housing minister Dominic Raab talked to tenants and asked for their views and opinions.

7. **Any other business:**

- There is an issue for tenants at Sylvan Court and access to local shops by community bus, unfortunately this is not in the control of the Borough Council.
- The grounds around Spencer Court need to be tidied up.
- One 'dragons' tooth' has still not been repaired in Ransome Close.

- Mr & Mrs Martiensen and Mr & Mrs Robertson would like details about the duties of a mobile warden (Jon later discussed these with the residents).
 - Mrs Perry said that boxes for recycling are often not broken down at King George Road.
 - Paula Weaver said that she would like to see a whole list of estate improvements.
 - A talk about rough sleepers was suggested for a future meeting.
 - Bins at St Julien House are being contaminated and more recycling bins are needed. CCTV in the block has been upgraded, so, this may help. There are also two shopping trolleys and a sofa in the entrance way to the block.
 - There is concern at Foster Close about residents repairing cars outside their garages. Jon Shore confirmed that the Area Housing Estates Officer is aware.
8. **Date of next meeting:** The next meeting will be held on Thursday 26th April 2018 at 6:30pm.