

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

THURSDAY 31ST JANUARY 2019

1:30PM AT FERNEHAM HALL

In attendance: Tracy Thomas (Chair); Eileen Bailey; Pam Corbin; Shawna Davenport; Allan Davies; Diane Davies; Dorothy Dicks; John Elsey; Yvonne Goddard; Jim Hennessy; Sheila Hewes; Myra Lee; Adrian Martienssen; Mrs Martienssen; Lyn Mason; Cliff Murray; Barbara Perry; Jonathan Pearce; Barbara Perry; Jenny Rigden-Murphy; Barbara Robertson; Peter Robertson; Sandy Shearman; Marian Stevens; Ken Tomlinson; Mary Tree; David Town; Carol Waters; Paula Weaver.

Officers & Councillors in attendance: Andrea Kingston (Neighbourhood Manager); Janine Hensman (Leasehold Services Officer); Jennie Larkin (Tenant Involvement Officer).

1. **Welcome and introductions** – Tracy Thomas (Chair) welcomed everyone to the meeting.
2. **Chair's announcements and apologies for absence:** On behalf of the Chair, Jennie Larkin announced that sadly Mollie Pearman had passed away over Christmas while visiting her family in Australia. A memorial service was held for Mollie which Jennie and Yvonne Goddard attended. A card was passed round for people to sign.

Jennie announced that Helen Ayers has left the Council and a new Neighbourhood Officer will be appointed for the Western wards.

Apologies: Mr & Mrs Buxey; Joan Chapman; Mr & Mrs Chandler; Mr & Mrs Coad; Marie Condon; Chris Evans; Ann Fells; Debbie & Roy Gibbs; Anne Haddow; David Hatfield; Dave Hurden; Mr Johnstone; Liz Leach; Phil Leach; Mrs MacFarlane; Mrs Marsh; Maureen McIntosh; Mr & Mrs Martienssen; Ruth Payne; Colin Ponteaux; Bill Prescott; Sonia Prescott; Barbara LeSueur; Phil Taylor; Mary Tree; Dorothy Weir; Derek Whitear; Linda Wylie.

3. **Minutes of the last meeting:** Diane Davies proposed that the minutes be accepted & Peter Robertson seconded this.
4. **Matters arising** – An action list was circulated at the meeting which included issues raised at the last meeting.

Other matters raised including the following:

- Clarification is needed about the figures for affordable housing given by Robyn Lyons at the last meeting. Jennie Larkin to speak to Robyn and the information will be available in the minutes and at the next meeting.
- A winter tidy up of all sites will take place before March. Some sites have already been visited including Western Court and Carberry Drive. King George Road has yet to be tidied up.
- Universal Credit is now live in Fareham. New applicants and people with significant changes in their circumstances are being automatically moved onto the new system. A speaker will be available at the next meeting in April to talk about Universal Credit. Shawna Davenport said she had concerns for Foster Carers who are not clear how the benefit will affect them. A speaker will be invited to the next meeting in April to talk about Universal Credit.

5. Presentation by Liberty Gas:

Charlotte; Laura; Mark & Paul from Liberty Gas all introduced themselves and gave a presentation about Liberty Gas. Copies of the presentation are available from Jennie Larkin and copies will be brought to the April meeting.

A few issues were raised during the presentation as follows:

- Gas certificates are now issues within a week of the engineer's visit.
- John Elsey asked if Liberty had a policy for vulnerable adults. Jennie Larkin to speak to Kevin Wright about this.
- Liberty do not always put am or pm on letters. It is best to ring when you receive a letter to book an am or pm appointment.

Anyone with any other issues was invited to speak to Liberty Gas during a break in the meeting.

Contact details for Liberty Gas are available on the Council's website. They are also displayed on the back page of the recent newsletter.

Tracy thanked Liberty for their presentation to the Forum.

6. The Planned Maintenance Programme (Shaun Barnett):

Shaun Barnett spoke to the Forum about the planned maintenance programme and the Stock Condition Survey. Copies of Shaun's presentation are available from Jennie Larkin and will also be available at the next meeting.

- Shaun confirmed that a Stock Condition Survey started in the Borough in January. The aim of the survey is to find out what the Council needs to do in the future.
- Fire Safety is an important issue and fire risk assessments are being carried out. There is a lot of focus on fire safety and fire doors (for example) need to be tested on both sides. Doors at Spencer Court are due to be replaced following an assessment.
- Mr Pearce from Vimy House expressed his concern that not all the rainwater goods at Vimy House were replaced during a recent upgrade. Janine Hensman has taken up this issue for Mr Pearce.
- The leaking guttering at Flanders House was attended to by contractors recently, but, residents were not happy with the work. Kevin Wright has since visited the site.
- External redecorating will not be decided upon until the results of the Stock Condition Survey are known.
- The question was asked about why void properties are improved while other properties are not. This is because there is a procedure for void properties to bring them up to standard for a new tenant.
- The stock condition survey is being carried out on a random basis.

Tracy thanked Shaun for his presentation to the Forum.

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

Feedback from the Housing Scrutiny Panel: Information to be brought to the next Forum following the 7th March 2019 meeting.

Liberty Gas: Paula Weaver to give an update to the next meeting.

Cleaning & caretaking: The next meeting with the contractors will be held in March, so, an update will be given to the next Forum meeting.

South Coast Training: The next South Coast Training event will be held on 11th May 2019. Workshops will include Housing Law and the Homelessness Reduction Act; Fire safety and resident involvement; Performance Information and Mental Health & Well-Being. There are currently nine organisations sending

delegates to the conferences. If you are interested in attending, please contact Jennie Larkin.

Editorial Panel & newsletter: The latest newsletter was sent out before Christmas. Work has now started on the next newsletter.

Grounds Maintenance: A meeting for tenant representatives is due to take place in March 2019. Feedback will be given at the next Forum.

8. Any other business (including items raised by those who could not attend the meeting):

- Mrs Hewes reported that pull cords in her flat are not working. Andrea has taken this up with Tunstall.
- Residents from Lincoln Close raised the issue of decking being installed by a resident. They wanted to know why permission for this had been granted on communal land. Jon Johnson will contact to discuss.
- There is a problem with overflowing sewage on grass in Ransome Close.
- Cat litter is being flushed down drains at Flanders House. The Council are aware, but, are unable to identify who is doing this.
- Mrs Davies thanked the Council for her new bathroom.
- Caroline Newman is to be asked to attend a future meeting to discuss any issues from the Housing Scrutiny Panel.
- John Elsey would like to be involved in the Sheltered Housing Strategy.
- The guttering at Baytree Lodge is overflowing. Reported to responsive repairs.
- There is a rat problem at Solent House. Jennie to speak to the Neighbourhood Officer.
- The flats at King George Road need to be painted externally. FBC is waiting for the result of the Stock Condition Survey before planning any painting work.
- Residents at Melvin Jones have been spoken to about feeding the pigeons and the cobwebs at St Marys Road have been reported to Hi-Spec.

- Mrs Hewes suggested that a speaker be invited to the Forum to talk about diabetes.
 - The problems of mice in the loft space and a blocked kitchen sink at St George Road have been reported.
 - Does the Council have plans to install charging points for electric cars?
 - There is a path in front of 21 Lincoln which floods when it rains. This has been reported to Responsive Repairs.
 - White lining, the moving of a sign and hedge trimming at King George has not yet been done. The Neighbourhood Officer is following this up.
 - Asbestos pipework will be looked at as part of the Stock Condition Survey.
 - Are there plans to repaint the white lines in the parking bays at Carberry and to install a sign to say, 'residents' parking only'?
 - Guttering & drainpipes need maintenance at Flanders. Also, the stairwells need painting and the balcony panels need cleaning.
 - The Neighbourhood Officer is aware of the resident who feeds the pigeons at Foster Close
 - Some trees at Crofton Court need pruning.
 - Hedge trimming and removal has not been finished at Lincoln Close.
9. **Date of next meeting:** The next meeting will be held on Thursday 4th April 2019 at 6:30pm. This is the Annual General Meeting of the Tenants' & Leaseholders' Forum.