

MINUTES OF THE MEETING OF THE TENANTS' & LEASEHOLDERS' FORUM

7TH NOVEMBER 2019

FERNEHAM HALL

In attendance: Tracy Thomas (Chair); Cliff Murray (Vice Chair); Eileen Bailey; Carla Banks; Liz Bartlett; Jo Cobb; Pam Corbin; Shawna Davenport John Elsey; Ann Fells; Yvonne Goddard; David Hatfield; Jim Hennessy; Sheila Hewes; J Johnston; Myra Lee; Doreen Mallows; Adrian Martienssen; Alice Martienssen; Barbara Perry; Sonyia Prescott; Jenny Rigden-Murphy; Sandy Shearman; H Speed; Barbara Steel; S Storey; Phil Taylor; Ken Tomlinson; David Town; Maureen Verrier; Paula Weaver; Linda Wylie; Janine Hensman; Andrea Kingston; Caroline Newman; Jackie Collins & Jennie Larkin.

1. Welcome & introduction:

Tracy Thomas introduced herself as the Chair of the Tenants' & Leaseholders' Forum and Cliff Murray introduced himself as the Vice Chair. Tracy welcomed everyone to the meeting.

2. Apologies for absence:

Alice Anderson; Mr & Mrs Buxey; Joan Chapman; Diane & Allan Davies; Glen Doubleday; Sally Eeles; Debbie Gibbs; Roy Gibbs; Dave Hurden; Hilary & Roy Lacey; Liz Leach; Phil Leach; Maureen McIntosh; David Parkin; Ruth Payne; Sonyia Prescott; Peter Robertson; Barbara Robertson; Maureen Tanner; Derek Whitear.

3. Minutes of the last meeting:

The minutes were approved and proposed by Adrian Martienssen and Barbara Perry.

4. Matters Arising:

An action sheet from the last meeting was circulated giving details of actions taken.

5. Service update from Jennie Larkin:

Jennie gave a brief presentation about the cleaning and grounds maintenance services; estate inspections; Fareham in Bloom and topics for future meetings.

Generally, the performance information for cleaning shows that the service has improved, but more feedback is needed. Any issues need to be reported to Jennie.

Grounds maintenance has had a few issues as a service this year with the weather and staffing problems. More feedback is needed about this service and again, please contact Jennie with good or not so good feedback.

Estate inspections can be requested by anyone for any area. To request an estate inspection, please contact either your Neighbourhood Officer or Jennie Larkin.

Jennie Larkin reported that several areas had met with great success in Fareham in Bloom. These included Vimy House; Lincoln Close; Downing Court; King George Road and Melvin Jones House. Congratulations to everyone who took part.

The Forum was asked about topics for future meetings and agreed that they would like information about all the suggested topics. These included:

- Universal Credit and general advice about benefits
- Anti-social behaviour and scams
- The role of your local councillor
- The role of your Neighbourhood Officer
- Performance information & holding your landlord to account
- The future of social housing and the role of tenants in shaping services

A copy of the presentation will be available at the next Forum or can be requested from Jennie Larkin.

6. Presentation by Jackie Collins, Consultation & Engagement Officer on the feedback from the Sheltered Housing Review:

A recent consultation with residents of sheltered housing has taken place and Jackie came along to the Forum to give feedback. Copies of the feedback were available at the meeting or can be requested from Jennie Larkin. In addition to this, a summary will go into the next Tenants' newsletter and be available on the web site.

Over 1000 comments were received and the feedback included the following:

- Automatic doors in sheltered housing schemes close on people with mobility scooters (Sylvan Court).
- Sensitive lettings are carried out for sheltered housing as much as possible. Introductory tenancies are used as it is then easier to end a tenancy. Evidence is needed to end a tenancy for anti-social behaviour for example. Evidence is considered in a court and the Council must be able to show that it has done all that it can to help someone to live in their home.
- Parking came up as a problem in many areas. There are not enough spaces for the number of cars.
- Residents at Assheton Court are to be consulted about the future of their scheme on 4th December.

John Elsey commented that the results of the survey were good.

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

Liberty Gas:

Any feedback about the service provided by Liberty Gas needs to be give to Jennie Larkin or Paula Weaver.

Cleaning and caretaking:

Jennie Larkin said that windows in blocks were due to be cleaned in December as the contractors did not carry out the quarterly clean in November. Any feedback would be welcome and should be given to Jennie.

South Coast Training:

Those who attended the last event in October attended workshops on Housing Law; Domestic Violence; Confidence Building and Performance Information. The next event will be held in April 2020.

Editorial Panel and newsletter:

The next newsletter will be sent out in December 2019. Volunteers are needed to deliver the newsletter and will be contacted as soon as the newsletter is available. Thanks to all of those who deliver the newsletter.

Grounds Maintenance:

There will be an Estate Monitors' meeting on 19th November where issues about grounds maintenance can be raised with a representative from the grounds maintenance team. Paula Weaver said that she is unhappy with the assisted gardening service because of the low number of visits during the last year. Mrs Perry reported that the grass was very long at King George Road.

Mountjoy:

Mountjoy are the contractor responsible for empty properties. There continue to be a few issues with this contractor which is why it is taking a while to sort out some empty properties.

8. Any other matters:

- Sheila Hewes from Garden Court said that some fire improvement work had been carried out in her flat, but not finished. She has been left in a muddle for three weeks.
- Paula Weaver said that Responsive Repairs were providing a good service.
- Parking is becoming a major problem at King George Road. Andrea Kingston said that she would refer this matter to Gemma Barton the Neighbourhood Officer.
- Alice Martienssen has a problem with 2 windows in her flat. To be reported by Jennie Larkin.
- The Forum asked for some feedback about the Stock Condition Survey.
- Mountjoy vans often park in residents' parking areas. Can they please park a bit further away?
- There is a camper van taking up valuable space at Downing Court.

9. Date of next meeting:

The next meeting of the Tenants' & Leaseholders' Forum will be held on Thursday 30th January at 1:30pm at The Ashcroft Centre, Fareham. The speaker will be Steve Penfold who is the Neighbourhood Manager for Stubbington and South Fareham.

Please note that meetings will no longer be held at Ferneham Hall.