

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

THURSDAY 9TH NOVEMBER 2017

1:30PM AT FERNEHAM HALL

In attendance: Barbara LeSueur (Chair); Eileen Bailey; Carla Banks; Liz Bartlett; Mr & Mrs Buxey; Mrs Corbin; Alan & Diane Davies; Dorothy Dicks; Sally Eeles; John Elsey; Ann Fells; Yvonne Goddard; David Hatfield; Jim Hennessey; Myra Lee; Doreen Mallows; Cllr Kay Mandry; Cliff Murray; Mollie Pearman; Mrs Perry; Phil Taylor; Ken Tomlinson; David Town; Paula Weaver; Linda Wylie.

Officers & Councillors in attendance: Jane Cresdee (Senior Area Housing Estates Officer); Jennie Larkin (Tenant Involvement Officer).

1. **Welcome and introductions** - Barbara LeSueur welcomed everyone.

Chairman's announcements and apologies for absence:

Barbara said that many tenants across the Borough had entered Fareham in Bloom this year. As a result, there were awards for Vimy House; Nashe Way; Trafalgar Court; Melvin Jones House; King George Road and Norman Close. Details will feature in the next newsletter for tenants. Well done to all who took part.

Apologies: Jane Andrews; Valerie Avery; Margaret & Roy Chandler; Joan Chapman; Mr & Mrs Coad; Marie Condon; Mr Corbin; Mr & Mrs Crocker; Debbie & Roy Gibbs; Anne Haddow; Sheila Hewes; Dave Hurden; Mrs Hurst; Liz & Phil Leach; Mrs McIntosh; Jan McLean; Joan Pascoe; Ruth Payne; Jenny Rigden-Murphy; Mrs Rundle; Brian & Gina Shakespeare; Sandy Shearman; Maureen Tanner; Tracy Thomas (Vice Chair); Mr & Mrs Tree; Mrs Weir; Derek Whitear.

2. **Minutes of the last meeting:** These were approved.
3. **Matters arising** – An action list was circulated at the meeting & included the following:
 - A post is to be installed at Ransome Close to stop parking
 - Residents at King George Road feel that the white lining of the parking bays needs to be re-done following work
 - Doors at King George road are to be checked for fire-proofing
 - Two fan heaters need to be collected from 17 Spencer Court
 - A gate at King George Road needs to be replaced (why?)

4. **Shaun Barnett, Planned Maintenance Manager – Responsive Repairs:**

Shaun gave a Power Point presentation about the responsive repairs service that he manages. He said that since April 2015, most responsive repairs have been carried

out by the Council's own workforce. The aim of the service is to maintain council assets to high standards.

The recent overhaul of the service means that more attention is paid to what the customer says and the service is looked at from the viewpoint of the customer. This has resulted in more jobs being completed first time and in the time for completing jobs being reduced. Contractors are mostly used where specialist work is needed.

Planned work completed this year and work planned for next year includes the following:

- The fire alarm system at Frosthole Close will be replaced early in 2018
- CCTV at Valentine Close & St Julien House will be replaced early in 2018
- Rainwater goods have been replaced at Caen House & will be replaced at Tebourba & Vimy
- Bathrooms; kitchens; windows and doors are now replaced when needed
- A new parking bay for disabled users has been installed at King George Rd
- Improved drying area fencing has been installed at Foster Close
- Assheton Court has benefited from an improved surface to the parking area

Questions and issues raised for Shaun included the following:

- The guttering outside 14 King George Road is leaking
- The gutters in Northmore Close are blocked in places & the external block walls need painting
- Is there a programme for external painting? No, but, it may be re-introduced
- There are asbestos external pipes at Webb Rd & Carberry Drive
- The tarmac pathway between 14 & 19 Spencer is cracked
- John Elsey thanked Shaun for the good service provided at Trafalgar Court
- Paving slabs near block 36-40 Garden Ct need replacing as does the block sign
- Mr Buxey from Foy Gardens reported protruding service covers on the pavement between 2 and 4
- Mrs Davies, 50 St Marys Rd would like a new kitchen

5. Update on Tenancy Services and performance reports (Jane Cresdee):

Estate Improvements:

Jane Cresdee said that there is an estate improvements budget of £20,000 which is renewed each year. This is for small scale improvements such as signage; line marking; seating; garden sheds; bin store improvements and parking. The improvements have to be on housing land. (Please pass any suggestions on to Jane, Jon, Jennie or your Area Housing Estates Officer).

Improvements planned include the following:

- Line marking at Cains Close
- A new shed at Northmore Close
- Fencing at Barnfield Court (in progress)
- Fencing & parking improvements at King George Rd (completed)
- Security door and cycle store at Foy Gardens (completed)
- Bin store improvements at Frosthole Close (completed)
- Improved storage at Chapelside (completed)

Feedback from Tenancy Services:

Jane gave details about the housing stock in Fareham as follows:

- Fareham has 2394 properties. 703 are general needs; 691 are sheltered. 51 properties have been sold through the right to buy in the last 5 years. Of these, 28 were 3 bed properties; 17 were 2 bed properties and 6 were 1 bed properties. Fareham purchased 12 properties using Right to Buy receipts and 99 new homes were built.
- **Staffing** – Keith Nevitt retired at the end of last year & was replaced by Lauren Bedford. Lauren has now left us to join a housing association and Sian Jeffery left at the end of October. A restructure of Tenancy Services is planned, so, no posts can be filled at present. Gemma Barton will join the team however from 13th November to act as a housing officer for the Fareham South West and Portchester areas.
- **Homeswapper** – this scheme enables tenants to move into different areas & it is web based. It has become more difficult for tenants to move unless they have medical grounds for a move, so, Homeswapper provides an option. As Fareham subscribe to Homeswapper, the service is free to our tenants who can then move within the Borough or country wide. To qualify, a tenant must have a clear rent account & not be on an Introductory Tenancy Agreement. Approximately 220 tenants are currently registered on the scheme.
- **Kitchens & bathrooms:** Between August 2016 & May 2017, 29 kitchens & 44 bathrooms were modernised. Anyone can apply & their kitchen/bathroom will be assessed. Are there any plans to modernise the kitchen at 14 Northmore Close (Mr Hennessy?).
- **Feedback from the Housing Review Panel:** Jane reported that the Council are buying older unused properties in the Borough. The aim is to improve them and let them.
- The last meeting was a training meeting mainly, so, Barbara did not attend.

Feedback from meetings with contractors & South Coast Training:

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

- Tenants are still ringing Fareham and not TSG about problems with gas heating (numbers are in the newsletter)
- TSG are cleaning chimneys for safety reasons
- TSG are unable to gain access to 9 properties in need of gas servicing
- TSG's contract expires next year
- Asbestos surveys are still an issue because of the time taken to get them
- Linda Wylie is still waiting for a part for her boiler and her home is very cold
- Fan heaters are not being collected after boiler problems have been fixed

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

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

Window cleaning is due to start from 8th November 2017.

Grounds Maintenance: Yvonne Goddard reported back the following:

- Grass cutting has been a problem in recent months and there have been complaints about it. This has been caused by the weather, staff issues and machinery.
- Tidying up in Sheltered Housing schemes is planned over the winter months

Editorial Panel: The last newsletter was sent out in September 2017. Approximately £700 was saved in postage as tenants & staff posted out a large proportion of the newsletters.

Tenants would like an item about Welfare Reform in the next newsletter.

South Coast Training: The last event was held in October 2017. Workshops included Welfare Reform; Mental Health & Well-Being; Confidence Building and analysing performance information. The next event will be in April 2018.

Meeting with the Housing Minister: This was cancelled, but, will be re-scheduled.

Any other business:

- There is no news about the fire damaged properties at Kenwood Road
- Residents have not had feedback from the last estate inspections at Kenwood Road & Titchfield
- Bins are overflowing at Spencer Court and Chapelside
- Residents at King George Road would like scooter storage & charging facilities
- There is a privet hedge at Spencer Court which is being pushed over

Date of next meeting: The next meeting will be held on Thursday 18th January 2018 at 1:30pm.