

MINUTES OF FAREHAM BOROUGH COUNCIL'S TENANTS' FORUM

THURSDAY 6TH DECEMBER 2012

18:30PM AT FERNEHAM HALL

In attendance: Steve Lovelock (Chair); Mike Busby; Paula Weaver; Liz Bartlett; Ann Fells; Yvonne Goddard; Doreen Mallows; Phil Taylor; Cliff Murray; Sylvia Murray; Terry Payne; Ruth Payne; Maureen Tanner; Ken Tomlinson; David Town; Graham Wood; Brian Shakespeare; Gina Shakespeare; Mr Allen; Eileen Bailey; Dorothy Campbell; Barbara LaSueur; Mrs Rundle; Malcolm Glover; Dorothy Leighton; James Tree; Mary Tree, Marie Condon; Mike Hunter; Cllr Brian Bayford; Cllr Peter Davies.

Officers in attendance: Jane Cresdee (Senior Housing Management Officer); Tania Meskouri (Area Housing Estates Officer); Keith Nevitt (Area Housing Estates Officer); Hugh Saich (Leasehold Management Officer); Jennie Larkin (Tenant Involvement Officer).

1. Chairman's announcements & apologies for absence:

- Steve Lovelock welcomed everyone to the meeting and invited the Councillors and staff to introduce themselves.
- Steve presented Marie Condon with a card and plant on behalf of the Tenants' Forum to recognise her recent trauma following a fire in her block of flats. Marie thanked Jane Cresdee and Jon Shore for their support.

Apologies for absence:

Mollie Pearman; Val Williams; Joyce Parker; David Hurden; Ray Hall; Irene Smith; Ann Bowring; Mr & Mrs Crocker; Angie Robinson; Mr Girt; Stephen Potts; Ann Raybould; Jenny Rigden-Murphy.

2. Minutes of the last meeting:

These were proposed as a true record of the last meeting by Mike Busby and seconded by Dorothy Leighton.

4. Matters Arising:

- Items raised at the last meeting were listed on the feedback form.
- The tree work at Lincoln Close has not yet been completed.
- The residents of Foster Close would like smaller boilers fitted in their properties. Jennie Larkin confirmed that there are no plans to do this at present, but, that boilers will be replaced when needed.

5. Alastair Webb, Hampshire Credit Union:

Alastair Webb and Maria Ganderton came along to the Forum to talk about the Hampshire Credit Union and Fareham Community Savers. Both organisations offer

an alternative to money lending organisation who charge high rates of interest. Both the Hampshire Credit Union and Fareham Community Savers are supported by Fareham Borough Council.

Further information is enclosed.

6. Feedback from monitoring meetings with contractors:

Comserv:

Mike Busby is now receiving satisfaction cards sent in by tenants who have repairs carried out by Comserv. The Comserv contract comes to an end in April 2013 and will either be re-negotiated or put out to tender. Tenants would like to be involved in this process.

TSG and MITIE:

Paula Weaver said that there were very few problems with either of these contracts. Paula stressed the importance of tenants returning satisfaction cards after work is carried out as this enables the Council to improve services in the future.

One Complete Solution:

It was reported that some blocks at Frosthole Close have seen an improvement in terms of cleaning. The residents of Lincoln Close are still not happy with the standard of cleaning however and there is still general dissatisfaction with window cleaning.

In future, we will change from card feedback for cleaning to Area Housing Estates Officers directly contacting Block Captains and Estate Monitors on the day that cleaning is carried out (or the next day). This will improve communication between Area Housing Estates Officers and Block Captains/Estate Monitors.

Terry Payne and Carla Gibson are the representatives for the tenants at the monitoring meetings.

Grounds maintenance:

There is still an issue with the lack of cleaning with regards to communal pathways. Cllr Davies reminded tenants that they pay for such services. Tenants are still waiting for a schedule of when this work should be carried out.

Tenants are represented at the monitoring meetings by Ann Raybould and Maureen Tanner.

7. Tenancy Services update:

Jane Cresdee reported that the new Area Housing Estates Officer, Jon Johnson started work with us on 22nd October. Jon covers North Fareham, including Frosthole Close.

Matt Elsbury has changed jobs and has moved into Community and Leisure for 9 months to cover maternity leave for 2 days a week. For the other 3 days he will cover rent accounting. Matt will be replaced by Gemma Lewis with effect from 7th January. Gemma will be the Area Housing Estates Officer for Stubbington and Fareham South which includes Redlands Lane, Fairfield Avenue, Highfield Avenue and Longfield Avenue.

8. Feedback from Housing Tenancy Board

Performance information:

Jane Cresdee gave an overview of how the various services provided to tenants are performing. This covered rent arrears, void turnaround times and rent arrears. The full report is presented to Housing Tenancy Board. If you would like to see the full report, please contact Jennie Larkin for a copy on 01329 824463 or e mail jlarkin@fareham.gov.uk.

9. Environmental/Estate Improvements update:

£18,000 is available in the budget for environmental/estate improvements each year and ideas for how it should be spent are welcome.

For 2012, the following improvements are to be progressed:

- Fencing work at Northmore Close
- Improved lighting at Spencer Court
- Improved signage at Chapelside and Holly Hill Mansion
- Line marking at Western Court, Privett Close, Crofton Court and Hardy Close.
- Fencing work at Nashe Way (will be completed in phases)

Other work being considered includes:

- Bench seating at Baytree Close
- Landscaping at Winnards Close and Crofton Court
- Drying areas at Frosthole Close and Crofton Court
- Landscaping at Lower Bellfield
- Landscaping at Frosthole Close and a dropped kerb

10. Feedback from the meeting with the Block Captains and Estate Monitors:

A report will be sent out to all those who attended in the New Year. The feedback was mixed and window cleaning is still an issue.

11. Any other business:

Question & answer session:

The following issues and questions were raised under this item:

- Members of the Forum said that they would like speakers to have the use of a microphone at meetings as some have difficulty in hearing what is going on.
- There will be a review of tenant involvement and the various meetings at the Annual General Meeting which will be held on 14th March 2013 at 6:30pm at Ferneham Hall.
- The Editorial Panel would like to see the Annual Report and Tenants' newsletter before they go out.
- Tenants are to be asked to suggest items for discussion at future meetings of the Forum.
- The next **Housing Tenancy Board** meeting will take place on **Monday 21st January 2013** at 6pm in the Council Offices. All tenants are welcome to attend.

11. Date of next meeting:

The next meeting of the Tenants' Forum will take place on Thursday 17th January 2013 at 13:30pm at Ferneham Hall.