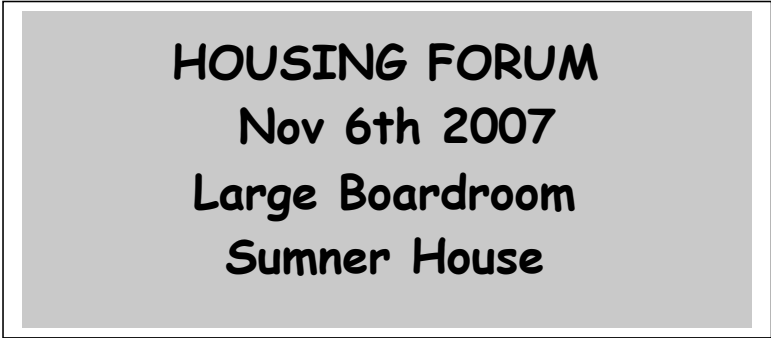


Residents Present:

John Harwood
Phyllis Whiteside
Don Smith
Patricia Henshaw
Sandra Wade
Mavis Bennett
Freda Smith,
Jean O'Neil
Sandra Tonks,

John Bradley, Pat Hanslope, Dave Gilson, John Deacon, Nadine Hodson, Paul
Fieldsend, Mr & Mrs Moss

Supported by: Rachel Page, Gary Melia, Sarah Barnes & Sian Coulton



Apologies: Frank McKenna & Christine Latus

Item	Action
<p>1. Notes from the Forum - 31.07.07</p>	<p>Sian opened the meeting welcoming everyone and advising that as Frank had sent his apologies she would act as chair this evening along with Gary and Rachel.</p> <p>Sian went through the notes from the meeting on the 31st July. A date had now been set for the meeting with Paul Smith for 28th November, an invite will be sent nearer the time.</p> <p>With regards to the North West Tenants and Residents Assembly Sian explained how she and Frank attended a meeting late September to discuss the possibility of a steering group being established for the North West area. With support from all attendees it was decided that it would go ahead with a number of organisations including New Progress offering their help. Sian will update residents once this has been organised.</p> <p>Sian explained how the Reward and Recognition policy would be re-visited in this evenings meeting.</p> <p>With all attendees in agreement the minutes will be passed.</p>

SC

2	Seminar and Events Programme	<p>Sian went through the proposed Seminar and Events programme for 2007 /2008, pointing out the main difference being that the seminars are now to be ran as Customer / Staff / Board member training events. All attendees agreed that this is a good idea and felt the time slot given of 2pm-4pm for each session should be kept.</p>	
3	NPHA performance review	<p>Sarah went through the performance review relating to September, Highlighting that the only areas below target were satisfaction with tenancy enforcement services and complaints response time. Sarah explained how the tenancy enforcement team are now looking at satisfaction through the Anti-social Behaviour benchmarking group, in which they are at the middle-top level.</p> <p>With all attendees happy with the format and information presented, Sarah thanked them for their time and confirmed that she shall continue to produce the report in this way.</p>	
4	Managing Directors Annual Report	<p>Gary passed on apologies from Managing Director, Bernie Keenan and explained how he had forwarded a copy of his recent report for Gary to table. As some parts of the report are confidential it was not circulated to attendees.</p> <p>Gary explained how Amanda Pyper who had been working for the company on a consultancy basis as Policy Manager is set to leave in December. The role has now been advertised and will hopefully be filled before Christmas.</p> <p>The recent staff seminar saw the introduction of staff awards, many of which were won by NPHA staff members. The awards and winners were as follows:</p> <p>Best Contribution to Local Communities: David Graham</p> <p>Most Innovative Team: The Tenancy Enforcement Team</p> <p>Outstanding Customer Service: Karen Cowley</p> <p>Special Award: The Floating Support Team</p> <p>Most Outstanding Team Performance: The Voids Working Group</p> <p>Progress Person of The Year (as voted by staff)</p>	

		<p>Marie Slater</p> <p>South Ribble Borough Council are set to come over for a presentation to see what we do as they have recently awarded The Tenancy Enforcement Team £3,000.00 to reduce Criminal Damage throughout the Borough. This money is to be spent on promotional materials in schools, on out of hour's operations and in our own reception area. Edna questioned why we are only working with a school in Chorley when the majority of youngsters live in Leyland. Gary explained that we were invited into Southlands School in Chorley to deliver the package and now it has been a success we will be offering the course to local schools as well. Sandra questioned whether any joint work is being done with the scouts or similar organisations, as they took part in activities in the sheltered scheme where she lived. Gary explained that we are keen to get out and work with others jointly and would definitely look at working with such organisations. An example of this is the Tenancy Enforcement Team taking part in joint operations with the local Police between 30/10 - 5/11 to combat nuisance over the half term period.</p> <p>With all attendees happy with the issues discussed, Gary thanked them for their views and advised he would pass them on to the board.</p>	
5	<p>Asset Management Strategy/Local Action Plan</p>	<p>Rachel explained how this report looks at The Asset Management Matrix and how we rank estates. This enables us to monitor estates on a short, medium and long-term basis by using a traffic light system to indicate their position. This is looked upon as a good approach by the audit commission as it looks at problems and ways to solve them by writing an annual action review.</p> <p>Rachel looked at each estate: Wade Hall: Continues to suffer from high levels of anti-social behaviour and rent arrears, as a result ranks as 1st and 4th respectively. However more positively the area has moved from Red to Amber, with rent arrears dropping, a reduction in</p>	

the level of tenancy turnover and joint working being undertaken with the Police, Local authority and the use of The Place.

Broadfield: Concerns for this area is that it has moved from Red to Green in the last year. This is mainly down to the Anti-social Behaviour problems in the area, scoring 2nd overall.

Trish questioned whether the area has an Estate Caretaker, as she felt this is something that helped with the improvement on Wade Hall. Rachel explained that this is something we are looking at introducing next year and at current are undertaking a consultation for the service. As well as this Starter Tenancies are being looked at for the area, which will give us more power when dealing with problem tenants.

Welsby Road/Fox Lane: This area is relatively quiet with no concerns in relation to arrears. Voids or turnover. It has however moved from Green to Amber over the last year but it is felt that this was due to the rise in ASB complaint, as the reporting regime laid down in the ASB strategy is much stricter.

Leyland Other: This area has remained red with ASB and Voids being the main problems. Arrears level has decreased this year. Starter tenancies are to be introduced from November 2007 in order to try and combat the ASB problems in the area.

Moss Side: Ranked as the number one Red Banded area, with a rise being noted in tenancy turnover and ASB. Several ASB issues arose around Interim accommodation in the area that was placed as a hotspot and steps were taken to end these tenancies. Involvement in a multi-agency family intervention project has also been undertaken. This project targets families with high support needs who are in danger of their tenancies being terminated. Another factor affecting tenancies turnover is the large amounts of interim accommodation in the area.

Collins Road /Brindle Road: This area has remained amber for the last two years; this non-movement is due to a rise in ASB complaints, as they have increased from 10 to 43. One positive

action for the area is the reduction in void properties and tenancy turnover as the area has experienced environmental changes making it a more attractive place to live.

Lostock Hall / Farington: This area has changed from green to amber this year. This is due to the high turnover of tenancies as the area is made up by a number of sheltered schemes and void properties are high. It is hoped that the new Choice based letting scheme will combat this problem.

Kingsfold West / East and Penwortham: These three areas are currently ranked as Amber. The Tenancy Enforcement Team are looking at the Kingsfold estate in particular to try and reduce the level of ASB. Improvement work is being carried out on Orchard Grange sheltered scheme in the Penwortham area to try and combat void levels.

Longton / New Longton / Whitestake: All three areas remain amber with the high level of sheltered properties; turnover and void levels the reason for this.

Accrington: This area has remained red for the last two years. The main reason for this is void properties; nomination arrangements have improved with Hyndburn Council to improve turn-around times. As well as this estate walkabouts have proved invaluable in improving the environmental appearance of the estate.

Chorley: Chorley has gone from Green to Red this year. There are only 22 properties in this area made up of supported short-term housing that often creates high turnover figures. The rest of the stock is largely made up of new build properties at Buckshaw Village, which has no major issues at present. Work is being done by a variety of teams to reduce levels in all sectors.

Blackpool: This is another small area made up of only 22 properties that has moved from Red to Amber this year. This is due to the intensive work done to improve the area, especially in relation to rent arrears.

6	Tenant Reward Scheme	<p>Gary advised that after lengthy consultation, including the in-depth discussion at the last housing forum it had been decided that the Tenant Reward Scheme was not to go ahead at this moment in time. Instead it is to be deferred until we do a status survey, this is something that we are required to do every three years by the housing corporation. It has been found through surveys already carried by other associations that levels of satisfaction are higher when Tenant Reward Schemes are in place. We are therefore parking it at the moment and shall not be recommending it to the Board. All attendees were happy with this decision.</p> <p>Gary thanked all attendees of the housing forum for their views on this subject.</p>	
7	Grounds Maintenance Contract	<p>Rachel explained that after a number of tenders being accepted and considered by The Grounds Maintenance panel it was decided that the Tender to go to Board was one of £186,477.13 per year by South Ribble Borough Council. The recommendation of the Panel was that the cut and collect service be deferred pending a full review. All attendees agreed that this was a fair decision as SRBC price was the best value for the service being provided, and further consultation over the cut and collect service should definitely be carried out as it would be much better to have the grass picked up.</p> <p>Freda questioned whether or not residents would be written to advising them of the implications if the grass was collected in relation to the increase in rent. Rachel advised that all residents would be fully consulted before a decision was a made. Freda recommended that such consultation be done after the grass is collected next year as it is at this time residents can really see the benefit of it.</p>	
	Date, Time & Venue for next meeting	<p>Tuesday 26th February 2008, 6pm Boardroom, Sumner House</p>	