

Tenants' and Leaseholders' Panel Meeting
13th May 2009

Present:

Nick Westlake (NW) Chair	Maurice Grant (MG)
Herbie Barlow (HBa)	Bill Potts (BP)
Derek Sullivan (DS)	Chick Lavender (CL) Treasurer
Barbara McMinnies (BM) Secretary	Robert Gristwood (RG)
Bob Begbie (BB)	Neville Campling (NC)
Marcella Begbie (MB)	Ian MacDonald (IM)
George McMinnies (GM)	Muriel Rawsthorne (MR)
Henry Bone (HBo)	Sheila Lambourne (SL) Vice Chair

Staff:

Linda Wells (LW) – Housing and Community Services Director
 Amber Pullin (AP) – Interim Resident Involvement Officer
 Emma Martin (EM) – Resident Involvement Assistant
 Karen Novell (KN) – Head of Assets and Property Development

Observers: Sue Cleaver, Margaret Firth, Tim Rawsthorne, Simon Lloyd, Alex Coombes

Apologies: Shelagh Pile (SP), Phil Jones (PJ), Michael Marsh (MM)

1.0	<u>Introductions, apologies and correspondence:</u>	
1.1	NW welcomed Alex Coombes and KN. MM, SP and PJ sent their apologies. There was no correspondence.	
2.0	<u>Agree and sign the minutes:</u>	
2.1	NW made an amendment to 8.1. RG asked for an update on estate improvements. LW will give a brief update but will prepare a full update for the next meeting. This was added to the action table.	
2.2	RG asked if timescales with the Major Works contractors was still an issue. KN confirmed that it had been an issue but it has now been dealt with.	
2.3	BM asked if the election process for Panel representatives had been addressed yet. AP confirmed that she will be in contact with the possible candidates, to ask them to write a short profile about themselves to go out on the voting forms.	
2.4	NW asked for a list of members for the next meeting who are to be re-elected.	AP
2.5	The minutes were agreed and signed.	
3.0	<u>Karen Novell Major Works update:</u>	
3.1	KN started by explaining the major works process and how the oldest properties have been worked on first as it was felt this was a fairer way.	
3.2	Wates are running ahead of schedule. The backlog of adaptations from the Council has finally been cleared and the programme is back on track.	
3.3	KN explained that Repairs and Maintenance are flagging up obsolete boilers and these are being replaced.	
3.4	HBa asked if people can still refuse to have work done. KN confirmed they can.	
3.5	BB asked about boilers in sheltered accommodation, KN said in the main house the boilers are usually shared, but if there are individual bungalows these will be fitted with their own	

	boilers. HBo asked if a tenant replaces their own kitchen is it their responsibility to maintain it. KN confirmed it is.	
3.6	DS said he had recently received a letter saying that his kitchen will be replaced and bathroom will be refurbished and asked what the difference was. KN said there should be no difference; the same terms should be being used. Both the kitchen and bathroom will be replaced. KN agreed that the language needed to be standardised.	KN
3.7	KN spoke of the 5 year programme for external decoration. This will include communal areas, garages, door entry system, etc. NW asked if this is the same budget as major works. KN said it is a separate budget.	
3.8	NC asked what happens when leaseholders live in a block that is being decorated. KN said that Bracknell Forest Homes will consult with leaseholders about the costs, etc.	
3.9	NW asked if there will be enough money for aids and adaptations work, if the work rate continues to progress at the current speed. CL said that the article that will be going in Spotlight might create more work and use the money faster. KN said this will create more work, but people need to be aware that they can have this work done.	
3.10	DS asked if an adapted property will have to be changed back if a family moves in. LW confirmed it may be, but efforts will be made to match to families with need for adaptations.	
4.0	<u>Linda Wells Shareholding update:</u>	
4.1	LW explained that the policy had been approved by the Board. DS expressed how he had not voted for the policy to be approved. TR said how he thought there was no conflict of interest when a staff member wishes to be a shareholder. HBa said how he was not entirely happy with the document.	
4.2	LW explained that an article about the shareholding policy must go in the July Spotlight as the AGM is in September. CL said how he would like more information included in the article.	
4.3	SL asked about Bracknell Forest Homes communicating with leaseholders. There was a discussion regarding Spotlight and how it is not delivered to non paying service charge leaseholders. AP is looking into emailing Spotlight out to those who request it, including all leaseholders, following a discussion at the BFLA.	
4.4	NC asked why we make a differentiation between service charge paying leaseholders and non service charge paying leaseholders. LW explained service charge paying leaseholders pay a management charge for services including Spotlight.	
4.5	BM asked how the shareholding policy will be put out to all customers. LW said it will be going in Spotlight or can be sent out with the rent statements. TR suggested changing the policy at the next AGM.	
4.6	DS proposed a vote on whether to accept the document. 13 votes were cast to accept the document, 2 votes were against and 1 abstained. The Shareholding policy document was accepted.	
5.0	<u>Linda Wells Bracknell Forest Homes update:</u>	
5.1	LW provided a copy of the promises tracking document and invited the Panel to take it away and pass back any comments.	
5.2	Estate improvements security and health and safety items have been prioritised e.g. PIR security lights and knee high railings to deter people parking on grass areas. Larger requests are being looked into and require costing and consultation. Leaseholder	

	consultation is statutory. Parking is being looked at separately with other partners such as the Council and the police, etc.	
5.3	The Tenant's Handbook will be delivered by the end of May 2009.	LW
5.4	IM asked about the brick wall structures throughout Great Hollands. LW said these should be reported to repairs, particularly if it is a health and safety issue. IM to provide more details.	IM
5.5	Alex Coombes mentioned how there is anti-social behaviour in the block in which she lives. BP said that Point Royal has recently had CCTV installed and this has helped with the ASB.	
5.6	Under the Expenses policy agreed by the Board, Bracknell Forest Homes now pays £15 per month towards broadband costs of the Panel.	
5.7	The Homeswapper scheme is up and running and currently has over 70,000 registered customers.	
6.0	<u>Chick Lavender Treasury end of year report:</u>	
6.1	The end of financial year balance was £805.18. CL passed around the accounts document. BM proposed and BP seconded the report. BP said how he thought the report was very well presented.	
7.0	<u>Feedback from other meetings:</u>	
7.1	SSRA – BB said the last meeting was held on the 21 st April. The representatives from Winkfield House said how polite and courteous the contractors were who were working on their properties. Martin Thomas, Head of Technical Services attended the meeting. He will be providing BB with a staff structure and contact list. RG asked how long will it take for the work to be completed at Edmonds Court. BB will find out.	
7.2	CIG – the last meeting of the CIG was on 5 th May. Pal Sandhu, Tenant Benefits Advisor attended and Martin Thomas discussed the Rechargeable Repairs document. Martin Thomas will be attending a second meeting to discuss the document further.	
7.3	Voids inspections have begun; a meeting will be held on 3rd June to clarify when and who decides what properties to view.	
7.4	There was no major works update as feedback has not yet been received from the questionnaires. Members of the group were asked to think of article ideas for Spotlight.	
7.5	The CIG were informed of Michael Marsh stepping down as Chair of the group and wished to pass on their thanks to him. A nomination letter has been sent out to advertise for a new chair. The closing date for this is 29 th May.	
7.6	BFLA – NC said a focus group has been created to work on the Leaseholder's Handbook. The distribution of Spotlight will also be looked into.	
7.7	HBo said how well the Hanworth and Birch Hill walkabouts were attended and two Councillors also participated. The Tenants and Leaseholders Panel would like to express their thanks to Councillors for attending those meetings.	
8.0	<u>Any Other Business:</u>	
8.1	IM said how he thought the NEAT were doing a very good job throughout Great Hollands and Home Farm. IM said that he saw a member of the NEAT sweeping with a broom and could Bracknell Forest Homes not supply them with a road sweeper. LW said major sweeps	

	on roads, etc should be being done by the Council and the NEAT have been tackling smaller areas on a hot spot basis.	
8.2	RG asked about designing lifetime homes. LW said the Head of Development would take these principles into account when the development programme is considered.	
8.3	If anyone would like to participate with the major works inspection group then please contact AP. SL explained the process. IM and Alex Coombes volunteered.	
8.4	LW said how Ian Harries thought there was scope to improve the compact. This will be looked at in more detail in July/August when Joanna Flaxman returns from maternity leave.	
8.5	CL spoke of a day at Windsor Housing on Wednesday 20 th May called "Windsor story" which gives an insight into Windsor Housing Association. CL and SL will attend this meeting.	

Actions Table

Date of meeting	Issue	Action	Progress	Lead
20/11/08	TR was questioning that there is no money available at present for major structural repairs.	TR has taken this up with LW.	15/04/09 – MR will take the lead on this point from TR. MR will contact LW.	MR
29/10/08	SP discussed a T.V. aerial issue at Dennis Pilcher House.	LW said this will be RACE communications and as previously mentioned their contract is being reviewed.	Ongoing – 15/04/09 Mike Jones is unravelling the arrangement between the Council and RACE. There is a lot of work to be done to establish information on aerial systems across the borough. Customers will be involved in the review and we will update when there is further information available.	Mike Jones
29/10/08	The Panel discussed the TPAS Landlords Accreditation proposal.	NW concluded it was too expensive and it is not urgent, so will be discussed at a later date.	Ongoing – 15/04/09 CL suggested keeping this issue on the actions list for now.	CL
11/03/09	Update on Election process. How are we doing on the election for these specific areas?	GM – Hanworth MR – Binfield	Ongoing – 15/04/09 Flyers have been sent. Closing date 8th May.	AP