

**Bolney Meadow Local Scrutiny Panel (LSP)**

**Minutes of meeting held on 18 October 2016 at 7.10 p.m.**

**Chair:** MO

**Vice Chair:** OB

**Residents:** AL, LV, PP, KS DS

**NHHT (PRH):** ET – Housing Manager  
 ZP- Housing Manager  
 MV – Group Director of Housing  
 SH – Housing Officer  
 SN – Housing Officer  
 DE – Senior Resident Involvement Officer  
 VB (minute taker)

1.	<b>Welcome and Introduction</b>	<b>ACTION</b>
	<p>The Chair opened the meeting with introduction, explaining the aim of the LSP and today's open meeting.</p>	
2.	<b>Minutes of last meeting and matters arising</b>	
<p><b>2.1</b></p> <p><b>2.2</b></p>	<p><b><i>Corrections to minutes from 19 July 2016:</i></b>          No changes to the minutes from the previous meeting.</p> <p><b><i>Matters Arising:</i></b>          In the last meeting the panel requested further confirmation that PCN are patrolling the estate over the weekend. However PP informed the meeting she had not seen parking attendants patrolling or any cars ticketed. Instead she had seen non-residents parking their cars on the estate without permits and once confronted a driver who had illegally parked in a disabled bay.</p> <p>The Chair updated the panel on meeting a PCN parking attendant before the meeting, who confirmed they do patrol the estate 5 days a week (Monday to Friday) and were including Saturdays into the rota. The attendant suggested possibly changing the hours of patrol to aid ticket evasion; however, this would need further consultation.</p> <p>DS asked about the CCTV on the estate filming ticket evaders, and the Chair explained PCN have their own cameras they use. MV asked if PCN could produce a monthly report showing the number of cars they have</p>	



	<p>ticketed and the number of cars that have been removed from the estate.</p> <p><b>ACTION: ET OR EN TO REQUEST MONTHLY REPORTS FROM PCN SHOWING THE NUMBER OF CARS TICKED AND REMOVED FROM THE ESTATE</b></p> <p>Ginkgo (landscaping contractor) attended the last meeting to discuss the work they do on the estate. The decision on the wild meadow will be discussed at a later meeting. KS explained that in the last meeting concern were raised in regard to some landscape areas appearing messy especially where plants had died and had not been replaced. Ginkgo have included the cost of replacing dead plants in the last pack; however, the panel believes that the replacement of dead plants should be included in general maintenance within the contract.</p> <p><b>ACTION: ET TO CHECK IF THE REPLACEMENT OF DEAD PLANTS BY GINKGO CAN BE INCLUDED IN GENERAL MAINTENANCE.</b></p> <p>MV explained the cleaning and gardening contracts will be retendered in July 2017 and a new specification will be put together.</p> <p>With regards to the compliance of housing officers on estate inspection, ET provided a report pertaining to each housing officer scoring.</p> <p>In relation to the bin store latches, Wates have now provided a more moderate price (£670) for all the bin door latches on the estate; and the panel would like the price included in the estate improvement bid.</p>	<p>ET/ZP/ EN</p> <p>ET/ZP EN</p>
<p><b>3.</b></p>	<p><b>Performance Report</b></p>	
<p><b>3.1</b></p>	<p><b>Customer Satisfaction</b></p> <p>The report included in the pack is an older version; the next meeting will have results from the current survey. ET explained the current customer satisfaction survey is now more intuitive and asks 10 detailed questions that are important to the customer.</p> <p>Management have just received the second quarter statistics, and the response numbers are very low but as the year goes on the number of response should increase. Out of 12,000 customers surveyed, team 11 has had 80 responses from residents.</p>	
<p><b>3.2</b></p>	<p><b>Estate Management</b></p> <p>The Chair noted Bolney Meadow was one of the best performing LSP areas; however, there was a declining trend in external cleaning and landscaping.</p> <p>The Vice-Chair raised two major issues with the estate management; the first is a very large puddle outside of CH caused by drainage blockage that now covers the parking bays. It was noted the continuous blockage was blockage is due to residents pouring cooking grease down the drains but the panel felt HOs should be addressing the issue of the puddle on their regular visits to the block. The second issue was the external lights in between blocks not working properly, which creates a safety concern. The Chair added there have been on going issues regarding the external lighting</p>	



	<p>outside the community centre (CC) and these issues have been raised to DMA (services department).</p> <p>In response to lighting issues at the CC, ET spoke with assistant office services manager and he explained DMA have come out three times and have restored the lighting each time; but he will investigate why the lights keep going off. As a result of changes in health and safety, lights can only be checked with a cherry picker. So BH will be checking all the lights the other housing officers have reported an issue with. ET explained it cost £350 to hire a cherry picker; so in order to be cost effective, 10 year energy efficient lights will be installed.</p> <p><b>ACTION: ET TO INFORM PANEL OF THE DATE EXTERNAL LIGHTS ARE REPLACED</b></p> <p>LV asked who is responsible for checking when the lights are working. ET explained that as the lights operate on a timer, HOs are not always on the estate at night so cannot see which lights are faulty; therefore rely on residents and cleaners to report it to them.</p> <p><b>3.3 Rental Income</b> The Chair highlighted there is a decline in the rent collected and the issues will be discussed in further detail at the next meeting.</p> <p><b>3.4 Voids</b> To be discussed on a periodic basis.</p> <p><b>3.5 Repairs</b> The Chair noted the improvement in service since Wates were introduced.</p> <p>The Chair asked for clarification on the KPI post inspection target and figure for May and August 50% and 75% respectively. ET explained the quality target was for repairs that passed post inspections. NHH surveyors inspect repairs completed by Wates and hold them accountable for the repairs that do not meet the standard NHH set in the repairs contract. Wates will then re-do the repair at their own cost within 3 to 5 days.</p> <p>ET explained that from the repairs satisfaction survey, the team receive approximately 5 responses weekly across both boroughs. Any dissatisfaction is raised in the weekly repairs contract meeting.</p> <p>The Vice-Chair asked for data on the number of recalled repair jobs resolved within or outside of the expected 3 to 5 days timeframe</p> <p><b>ACTION: PANEL REQUESTED FIGURES SHOWING THE NUMBER OF RECALLED JOBS REPAIRED IN AND OUT OF THE EXPECTED TIMEFRAME</b></p> <p><b>3.6 Complaints</b> The panel asked for details on the year to date summary of complaints, with more detail on the complaint where needed.</p> <p><b>ACTION: PANEL REQUESTED YEAR TO DATE SUMMARY OF</b></p>	<p>ET/ZP</p> <p>ET/ZP</p>
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<b>3.7</b>	<b>COMPLAINTS.</b> <b>ASB</b> ET informed the panel the ASB database has now been completed and is now in the training process for HOs. CCTV training has also been scheduled for all Bolney HOs and office services for the blocks and CC.	
<b>4.</b>	<b>Chair's overview of the year for attendees</b>  In July 2015, the LSP reviewed income collection and scrutinised the procedures used to collect rent. The panel made suggestions for the process for example simplifying the legal referral process and the introduction of a buddy system for HOs.  The panel has also reviewed changes in the repair contract, with detailed reviews on the performance of Breyer. There are also regular updates on parking and PCN, estate management, bins and bin chutes.  Another key area the panel have reviewed is the database and IT improvements, in particular, complaints, ASB and repairs, in addition to the changes to the NHH website.  In April 2016, the panel paid particular attention to HOs performance and the water issues in IH, CH and CoH; which was an ongoing issue for 9 years with the infrastructure that has now been resolved.  In July 2016, Ginkgo attended to discuss landscaping on the estate and this will be a continual review.	
<b>5.</b>	<b>Questions</b>  <b>Q1. There is still an ongoing issue with drugs in BH, what is being done about it?</b> ET explained NHH work with the police in all cases regarding drugs and in order for us to take action against tenants, NHH need police evidence. Although NHH may receive CAD numbers from residents, if the police are unable to attain actual evidence; NHH do not have a strong enough case to take to court against tenants. EN is working on this case gathering witness statements from tenants and working with the police.  DS asked if the CCTV footage in the block can be used as evidence. ET confirmed that it can but HOs will need specific dates and times of activity as the cameras film 24 hours a day.  <b>Q2. There is a lack of security on the DR side of BH. Children are able to climb over railings into the block and run in and out of the block causing disruption.</b> The Chair noted the alternative to the current security hedge was a perspex shield around the block, blocking out some light, which residents would not like but LV pointed out that it could be tough clear glass as she has seen elsewhere.	



	<p><b>Q3. The cleaning standard in BH has declined. The walkways have not had a deep clean for some time, and the bin chutes also a mess. The cleaners also do not have sufficient equipment to do their jobs.</b>  ET has received information regarding tendering but is still awaiting price quotes and the scheduling of deep cleaning and window cleaning.</p> <p>AL informed the panel that signage around the bin chutes in BLH have really helped prevent blockage. ET explained that letters went out to residents after the last LSP meeting regarding large items thrown in the chute and the disposal of grease. In addition, the HOs are using different approaches to prevent blockage in the chutes and drainage system. ET added that across the business NHH spend a great amount of money resolving drainage issues caused by residents disposing of grease incorrectly.</p> <p>SH informed the panel that in relation to the puddle and blockage outside CH, she raises on average 20 to 25 repairs a month for that particular area. Flow Through attend within 3 to 4 hours to clean and unblock, but within a few days the grease is disposed again causing another blockage. SH has asked Lambeth if the will reintroduce small grease bins for residents but is still awaiting a response. SH will also request CCTV for the blockage outside Charmouth House.</p> <p><b>ACTION: SH WILL REQUEST CC CCTV FOR THE BLOCKAGE OUTSIDE CHARMOUTH HOUSE</b></p> <p><b>Q4. What is being done about dog fouling on the estate?</b>  ET informed the panel that HOs have a record of tenants who own dogs and could send reminder letters but often foul is left by dogs of non-residents. However, if HOs are not informed of residents owning dogs, they will be able to tell when they carry out annual visits. HOs will also need to look at signage across the estate.</p> <p><b>Q5. Is there a there a restriction on signage as there isn't much on the estate?</b>  There is no restriction on signing across the Estate.</p> <p><b>Q6. Is there any talk for food bins on the Estate?</b>  ET noted HOs can make an appeal to reintroduce but ultimately the decision lies with Lambeth Council.</p>	<p>—</p> <p><b>SH</b></p>
<p><b>6.</b></p>	<p><b>Next meeting</b></p>	
	<p>The next meeting will be in January 2017 and there is a possibility to invite a spokesperson from the South Lambeth Regeneration.</p> <p>Discussion areas for the agenda will include:</p> <ul style="list-style-type: none"> <li>- Drug dealing in the Estate</li> <li>- Benefit changes for under 35s</li> <li>- Estate management – tenders (cleaning and gardening)</li> </ul>	



<b>7.</b>	<b>AOB</b>	
	DS has resigned from the LSP.	
<b>11.</b>	<b>SUMMARY OF ACTIONS</b>	
	<b>ACTION: ET OR EN TO REQUEST MONTHLY REPORTS FROM PCN SHOWING THE NUMBER OF CARS TICKED AND REMOVED FROM THE ESTATE</b>	<b>ET/ZP/ EN</b>
	<b>ACTION: ET TO CHECK IF THE REPLACEMENT OF DEAD PLANTS BY GINKGO CAN BE INCLUDED IN GENERAL MAINTENANCE.</b>	<b>ET/ZP</b>
	<b>ACTION: ET TO INFORM PANEL OF THE DATE EXTERNAL LIGHTS ARE REPLACED</b>	<b>ET/ZP</b>
	<b>ACTION: PANEL WOULD LIKE FIGURES SHOWING THE NUMBER OF RECALLED JOBS REPAIRED IN AND OUT OF THE EXPECTED TIMEFRAME</b>	<b>ET/ZP</b>
	<b>ACTION: PANEL REQUESTED YEAR TO DATE SUMMARY OF COMPLAINTS.</b>	<b>ET/ZP</b>
	<b>ACTION: SH WILL REQUEST CC CCTV FOR THE BLOCKAGE OUTSIDE CH</b>	<b>SH</b>
	<b>The meeting closed at 8:25 p.m. Next meeting: 17 January 2017</b>	