

Bolney Meadow Local Scrutiny Panel (LSP)

Minutes of meeting held on 24th October 2017 at 6:00pm

Meeting room, Bolney Meadow Community Centre, 31 Bolney Street, London SW8 1EL

Chair: (MO)

Vice Chair: (OB)

Residents: (LV), (AL), (KS),
(LT), (PP)

NHHT (PRH): (ZP) – Housing Operations Manager
(VB) – minute taker

Welcome and introduction

The Chair opened the meeting with introductions.

1. Minutes of Last Meeting and Matters Arising

1.1 Matters arising

No changes.

1.2 Six week update

In regards to the installation of CCTV for Wareham House, ZP informed the Panel that she and the HO are waiting on quotes from the contractors. Once this has been received an estate improvement bid will be made.

ACTION: ZP to get an update from Flo 3 Drains on the details of the CCTV survey of Charmouth House.

The Chair has chased CN, Head of Estates for an update on the lighting issues and external lampposts between Ibberton and Branksome House. Estates and ZP has raised the issue with SC (Compliance Contract Manager). No further update is available.

ACTION: ZP to invite the M&E manager to attend the next LSP meeting.

ZP highlighted that not all the performance reports for this region has been set up in the same layout as Kensington and Chelsea.

ACTION: ZP to chase BID for an update on the performance report new layout for the

NSE region.

Some members of the Panel confirmed they had seen operatives carrying out guttering works.

ACTION: ZP to chase Flo 3 Drains for an update on guttering and jetting works.

2. Void Report

2.1 Voids in Bolney since April 2017

'Days void and unavailable to let' – this applies to non-standard relets. There is a grace period applied to complete extensive works, so the property is not lettable. HOs have 10 days once works have been completed to let the property.

'Days void and available to let' – this applies to standard relets. There is no grace period for works as the property is lettable from the date the previous tenancy ends. HOs have 21 days to let the property.

2.2 Lambeth void performance

ACTION: ZP to check how the void turnaround report works out the 'Grand Total: average days available to let'

2.3 Verification

KS confirmed Peabody verify applicants from Lambeth; however, ZP explained Lambeth will not allow NHH to verify applicants.

KS suggested taking the issue to Lambeth Councillors but ZP confirmed there will be another meeting with Lambeth's Allocations Manager and the various housing providers in December.

ACTION: ZP to get some clarification on NHH's possible policy changes to rent conversion on relets.

3. Performance Report

3.1 Customer Satisfaction

Customer satisfaction results for Q2 have not been released yet.

In a response to a query, ZP explained that receipting was the process of HOs confirming works have been completed and ensuring Wates receive payment. The Panel agreed it was an internal admin issue and did not need to be addressed further.

3.2 Rental Income

ZP raised concerns with the introduction of Universal Credit. 15% of the team's arrears come from UC accounts.

In relation to benefit caps for under 35's, HOs are contacting tenants to connect them with support partnerships to either get them into employment or enhance the skills to earn more money and in turn afford their rent.

ACTION: ZP to check with BID to simplify the weekly arrears graph.

3.3 Repairs

ZP believed that with the return of Wates' voids supervisor the responsive repairs should improve.

The Panel noted some mistakes in the report which should read as follows;

'The numbers of repairs not complete and overdue has slightly increased from 5 repairs to 6 by the end of September 17.'

*'The orders given to sub-contractors have **increased** and has gone over target of <10%.'*

3.4 Complaints

ACTION: Panel has requested numbers be provided on the complaints table rather than percentage as the sample size is so small.

3.5 Welfare Reform

ZP explained the welfare reform dashboard is an online report that gives a overview of the welfare reform across NHH.

ACTION: ZP will ask BID for welfare reform report specific to Bolney Meadows Estate.

3.6 ASB

The Panel reiterated the importance of confidentiality in the meeting especially when discussing ASB.

ACTION: ZP will provide the reasons why cases were closed and how quickly.

The Panel will review if block details should be changed to HO names on the ASB report at a later date.

3.6.1 Closure Order

The Panel noted the letter regarding the closure order was received after the weekend for which it was actually issued. ZP explained that mailing times led to the delay; however she will look at email options for the estate.

The Panel felt the closure order was slightly counterproductive.

ACTION: ZP to review email notifications for the estate to avoid communication delays.

With the run up to Halloween and Guy Fawkes night, the police have noted the issue with fireworks; so there will be a letter sent out to residents informing them the use of fireworks is a breach of the tenancy agreement. There will also be information on how to report usage to the police. In addition, the police are more visible on the estate with more patrols.

In order to combat this type of ASB on the estate, HOs need witness statements, which tends to be very difficult to get hold of.

4. Merger Update

The Chair informed the Panel that they would all receive another letter on Wednesday 25th October regarding the merger.

NHH will no longer be a subsidiary of Genesis, it will now be an equal partner. However the merger will not be voted on by shareholders until February. The consultation period with residents ends in December. There will also be meetings on 30th October in Kings Cross and Hammersmith for NHH and Genesis residents.

5. Richborne Terrace

The Panel were surprised at the high estimated cost of works (£20,000) for the bin store creation. ZP explained the costs include the breakdown of walls, laying foundation and wall rebuilding. The costs have been brought down by approximately £1600 but that does not include the cost of the bins themselves. Work will likely start in January.

The Richborne Terrace Residents Association also volunteered to cover the costs of the removal of the satellite dishes on Richborne Terrace block; however the offer has been rejected because it risks creating a reciprocal obligation. ZP has spoken with Lambeth about the dishes and it has been agreed that ZP will submit planning and costs will be covered through next year's budget.

The Residents Association has planted on Richborne terrace and Road without consulting NHH or its residents. Unfortunately the plants have not been taken care of and many have died, without being removed. They also plan to remove parking spaces on the road (every other) and replace it with meadow planting. They have asked NH what the plan is with the parking to the rear of Richborne Terrace and ZP has responded that this will not change and must be kept out of any planning that they want to do for their project.

6. Leaseholder Private Tenants

It was agreed NHH will not liaise with the private tenants of leaseholders as it does not have a legal relationship with them; however, general estate communication via letter will be addressed 'Dear residents' to include them.

7. Fire Update

The Panel agreed to contact ZP directly if they have any queries.

8. Northern Line Extension Update

AL updated the panel that surveyors are currently measuring areas, but have had issues with the Residents Association of Fentiman Road. AL has not attended the Association's meetings because the agenda has not been relevant to Bolney Meadow Estate.

However, a surveyor has been seen assessing the roof at Blandford House.

ACTION: ZP to check why there was a surveyor assessing Blandford House roofing.

9. Agree Agenda

The Panel will agree the details of the agenda at a later date but have included the following;

- Project Kitten update from DM
- Update from M&E manager
Performance report
- Standing items

The Panel will also discuss setting the agenda at the start of the year.

10. LSP Chairs' Scrutiny Review

The Chair informed the Panel of the meetings held in July and October. The October meeting was chaired by MV, Group Director.. Topics covered in the meeting included the merger, leasehold and customer satisfaction. The minutes will be available in the next LSP meeting as well as the new terms of reference.

AB, COO, has offered to attend LSP meetings to discuss the new digital project 'Workwise'.

11. AOB

LV requested the signage on Wareham House needs to be moved, it currently sits on Fentiman Road and cannot be seen properly.

ACTION: The signage on Wareham House needs to be moved as it can not be seen clearly

ZP has liaised with the police and Lambeth and confirmed there is no gang problem on the Estate. However, there is an area behind close to the Estate where knives are being hidden and as a result the police may want to complete a knife swoop on the estate like they did on the Oval side of the estate. The reason for this is that now people are hiding knives in the open to then use later.

Action list

Point	Action	Assignee
1.2	ZP to get an update from Flo 3 Drains on the details of the CCTV survey of Charmouth House.	ZP
1.2	ZP to invite the M&E manager to attend the next LSP meeting.	ZP
1.2	ZP to chase BID for an update on the performance report new layout for the NSE region.	EN
1.2	ZP to chase Flo 3 Drains for an update on guttering and jetting works.	ZP
2.2	ZP to check how the void turnaround report works out the 'Grand Total: average	ZP

	days available to let'	
2.3	ZP to get some clarification on Kate Davis' possible policy changes to rent conversion on relets.	ZP
3.2	ZP to check with BID to simplify the weekly arrears graph.	ZP
3.4	Panel has requested numbers be provided on the complaints table rather than percentage as the sample size is so small.	ZP
3.5	ZP will ask BID for welfare reform report specific to Bolney Meadows Estate.	ZP
3.6	ZP will provide the reasons why cases were closed and how quickly.	ZP
3.6.1	ZP to review email notifications for the estate to avoid communication delays.	ZP
8	ZP to check why there was a surveyor assessing Blandford House roofing.	ZP
11	The signage on Wareham House needs to be moved as it can not be seen clearly	ZP/SH