

TOWER HAMLETS COMMUNITY HOUSING
BETHNAL GREEN AREA RESIDENTS BOARD MEETING
WEDNESDAY 18th NOVEMBER 2009

ZANDER COURT COMMUNITY ROOM – COMMENCED AT 6.30pm

MINUTES

PRESENT

A. Ambrose	Achilles House (AA) Chair
J Benson	John Fielden House (JB) Vice Chair
F Hunt	Hector House (FH)
C Kellers	John Fielden House (CK)
J Grierson	William Rathbone House (JG)
T Chambers	Thomas Burt House (TC)
E Whitehead	Sebright House (EW)
M Colley	Nestor House (MC)
M Meir	Gwilym Maries House (MM)
L Cosgrove	Ajax House (LC)
D Kelly	Argos House (DK)
J Kelly	Argos House (JK)

OFFICERS PRESENT

Elaine Hamilton	Community Housing Office Manager (EH) Minutes
Irene Poole	Resident Participation Officer (IP)
Adam Tsegey	Community Housing Officer
PC Rodgers	SNT
PC Mott	SNT

DISTRIBUTION

All Above+	
Michael Tyrrell	Chief Executive
David Eatwell	Director of Housing
Peter Exton	Director of Development
Harneck Chilemba	Director of Finance
Compton Gustave	Housing Services Manager
Shamim Hossain	Acting Community Development Manager
Sheila Bradley	Corporate Administration Manager
Annie Evans	Senior Development Manager
Arum Sigavnanam	Interim Financial Controller
Ajay Gajjar	Revenue Accountant
Sirajul Islam	Community Housing Officer Manager Shadwell
Bridgett Bardwell	Human Resources Manager
Andrew Coleborn	Policy & Communications Manager
Tracey Bellamy	Lettings Manager
Maryann Lowry	Lettings Manager
Glyn Wiltshire	Repairs & Maintenance Manager
Mina Rahman	Community Housing Office Manager Spitalfields

1 APOLOGIES

2.1 None

2 DECLARATIONS OF INTEREST

2.1 There were no declarations of interest.

SNT

3.1 PC Ben Mott gave residents information on the work the SNT were doing on using Restorative Justice procedures when working with younger children in the area who were causing general nuisance.

3.2 There was a discussion on the amount of fireworks around in the run up to Bonfire Night and it was agreed that although it had been problematic, the work the SNT had done, especially the shift changes, had contributed to a successful reduction on ASB compared to previous years.

3.3 LC asked why more action wasn't taken on the shops that sell the fireworks to the underage youths. PC Ben Mott explained that a separate team had targeted local shops and some had their licences removed.

MINUTES OF THE LAST MEETING

4.1 6.1.2 – Page 10 – it was agreed this should be amended to read “It was also noted that the resident at 1, Priam House allowed users of the garages opposite the block to park in the courtyard. CHO to write a warning letter and consider cancelling the car space licence if this continued”. EH

MATTERS ARISING

5.1 **Item 4.1 – CCTV agreement** - EH had distributed the draft document and residents and the SNT officers agreed the content with minor editing amendments. It was agreed EH would edit the agreement as noted and write a covering letter, to be agreed by AA, for distribution to all residents on Mansford and Avebury Estates. EH

5.2 **Item 4.2 – Lights on Hector House** - EH reported that the works had been done.

5.3 **Item 4.5 – New flooring installed on Mansford and Avebury East blocks** - EH reported that the Development Team had confirmed the flooring could not be changed at this stage and an effective solution to cleaning had to be found, even if this resulted in more resources being needed to clean the floors effectively and regularly. Contact had been made with Poplar Harca to arrange a cleaning demonstration as they had these floors installed in some of their blocks. EH/CG

5.4 **Item 4.5.1 – Discrepancy in Mansford Forum** – EH reported the Development Team had been made aware of the discrepancy.

5.5 **Item 4.6 – Security Improvement in the BG area** – EH confirmed an update on this item was due to be provided at the January meeting. EH

- 5.5.1 **Item 4.6.1 – Provision of Entry Doors on Avebury East Blocks** – EH confirmed that this suggestion had been passed to SMT.
- 5.6 **Item 4.7.2 & 7.7.2.1 Repair the uneven walkway alongside William Rathbone House** – EH reported that there was no report back on this item. **GW/EH**
- 5.7 **Item 4.7.3 - Bike shed for Beechwood/Sebright Houses** – Despite the action assigned by the ARB at the previous meeting officers felt that the first step should be an initial letter evaluating interest, which was ready to be distributed. However after further discussion, it was agreed a draft letter detailing the whole project, i.e. how big the shed would be, how many bikes it will hold, what it would look like and initial (and possibly) ongoing costs, would be sent to AA as previously agreed. **EH/KN**
- 5.8 **Item 4.7.4 - Conversion of sheds on Mansford and Avebury East Estates to Bike sheds** – EH apologised as the plan was not available yet. The officers' workload on new shed applications had impacted on their ability to produce the plan in time for the meeting. The plan would be sent out with the invitation letters for the January meeting. **EH/AO/CT**
- 5.9 **Item 4.7.5 & 4.7.5.1- Stippling the floors on Minerva and Dinmont Estates - timescale, funding and specification to be agreed by AA** - EH apologised as there was no report back on this item. GW to provide a response to the requested stated in the previous minutes, via EH, to the next meeting. **GW/EH**
- 5.10 **Item 4.10.1 - Underground Refuse Bin maintenance contract** – EH apologised that there was no report back on his item. GW to provide a response, via EH, to the next meeting. **EH/GW**
- 5.11 **Item 4.10.3 -Beading on the window tile at Sebright House** – EH At reported that this item was completed on 17th September.
- 5.12 **Item 4.11 - Grille Cleaning at Sebright House** – AT reported that this item had been completed on 12th October.
- 5.13 **Item 4.15.1 – Dumped rubbish outside Gwilym Maries House** – AO reported that the footage had been checked and the rubbish dumping had not been recorded.
- 5.14 **Item 5.1.3 – Reports to BGARB** - EH reported that the extra reports had been included, except the budget information, which would be presented to the January meeting. **EH**
- 5.15 **Item 6.1.1 – Broken glass pane on Paris House door entry** – GJ reported this was completed but FH stated it was not as there was still brown wood where the glass pane should be. EH to check. **EH/AT**
- 5.16 **Item 6.1.2 – Illegal parking at Priam House** – It was agreed a warning letter would be sent to the resident and monitoring would take place. If the resident continued to allow illegal parking, the car **EH/AT**

space licence would be ended.

- 5.17 **Item 6.1.3 – Accurate reporting on the action sheets accompanying the estate inspection reports** – EH reported that officers were reminded.
- 5.18 **Item 6.3.1 – Reporting comments when targets not met including strategy to improve** – EH reported that this had now been included.
- 5.19 **Item 9.1.4 & 9.1.5 – Recycling bins** – EH reported that all the comments had been passed to the Development Team and THCH would be talking to the Council about the whole recycling strategy and what could and could not be offered to residents.
- 5.19.1 Residents asked EH to reassure them that no bins would be installed without proper consultation and EH confirmed this was the case.
- 5.20 **Item 9.2 – Hector House lift** – GJ reported that the lift contractor had reported the lift had two separate problems that day and both visits were chargeable. FH did not agree but EH stated that, given the different faults reported on the repairs system, it was not possible to challenge the contractor further.

6 REPORTS

6.1 Estate Inspections

- 6.1.1 Page 4 – Adrian Boulton House – it was noted that the actual fault was not noted. **EH/AO**
- 6.1.2 Page 5 - John Fielden House – JB asked if the CHO had actually checked the stair rails and skirting after the Apollo deep clean as he stated it was still in a poor condition. **EH/AO**
- 6.1.3 Page 6 – Southwood Smith House – JB asked that that the CHO investigate whether the stairwell lights should be on for 24 hrs per day as it was dangerously dark. It was noted that the sheet once again stated that the block would be refurbished in April 2010/2011 even though this had not yet been agreed. EH to get this amended. **EH/AO**
- 6.1.4 General – it was noted that AO's action sheets notes contained a number of errors and omissions. EH to ensure the report was correct in future. **EH/AO**
- 6.1.5 Page 15 – Priam House – it was noted the action comment was incorrect as the item had been completed. **EH/AT**

6.2 Anti-Social Behaviour

- 6.2.1 There were no comments on the report.

6.3 Lets and Voids, Rent, Service Charge and Shared ownership arrears, Repairs and Maintenance, Telephones and Correspondence.

6.3.1 It was noted that Service Charge and Shared Ownership arrears were not reported on a Community Housing Office basis.

6.4 Community Development

6.4.1 IP outlined the main elements in the report.

6.4.2 Residents commented how disappointed they were that the children's Xmas party catered for only 40 children and expressed their concern that children refused entry may contribute to ASB on the estate that day.

6.5 New Build

6.5.1 There were no comments on the report.

7 ARTICLES FOR UPDATE

7.1 There were no suggestions.

8 FUTURE AGENDA ITEMS

8.1 There were no suggestions.

9 ANY OTHER BUSINESS

9.1 Service Reviews – AA asked for volunteers to take part in the current services being reviewed, Voids and Lettings Repairs and Maintenance and Procurement. There were no volunteers except AA who volunteered herself for the Voids and Lets Service Review. EH to notify DE.

EH

9.2 Borough Wide Lettings Review – EH distributed the Council's leaflet and questionnaire.

10 DATE AND VENUE OF NEXT MEETING

10.1 The date and venue of the next meeting was agreed as Wednesday 20th January 2010 at 6.30pm in the Zander Court Community Room.

Signed.....

Date.....