

TOWER HAMLETS COMMUNITY HOUSING
BETHNAL GREEN AREA RESIDENTS BOARD MEETING
WEDNESDAY 20th JANUARY 2010

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)
M Sanchez Intame	Southwood Smith House (MSI)
P Light	William Rathbone House (PL)
M Colley	Nestor House (MC)
M Meir	Gwilym Maries House (MM)
L Cosgrove	Ajax House (LC)
J Bergonzi	William Channing House (JB1)
G Cook	Ajax House (GC)
L Thomas	Lysander House (LT)
J Boxall	William Rathbone House (JB2)

OFFICERS PRESENT

Elaine Hamilton	Community Housing Office Manager (EH) Minutes
Irene Poole	Resident Participation Officer (IP)
Glorin Joseph	Community Housing Officer (GJ)

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
Pav Sehmbly	PA to Chief Executive & Director of Finance

1 APOLOGIES

2.1 None

2 DECLARATIONS OF INTEREST

2.1 There were no declarations of interest.

3 MINUTES OF THE LAST MEETING

3.1 The minutes of the last meeting were agreed.

4 TENANCY COMMENCEMENT POLICY

4.1 Residents noted that this policy had been reviewed in May 2009 and was not due to be reviewed again until 2012. They asked that this be referred back to DE seeking clarification as to why he had asked for it to be reviewed by the ARB again so soon. **EH/DE**

4.2 Residents noted the Policy would need to be updated to reflect the fact that Housing Corporation no longer exists.

5 MATTERS ARISING

5.1 **Item 4.1 – Amendment to the minutes** - EH reported the minutes had been amended.

5.2 **Item 5.1 – CCTV agreement** - EH reported the agreement and covering letter had been sent out 30th November.

5.3 **Item 5.3 – New flooring installed on Mansford and Avebury East blocks** - EH reported that the meeting had been reorganised for 21st January but Poplar Harca had cancelled again. It had emerged that there was doubt about whether or not THCH had actually installed the same flooring as Poplar Harca and this was being investigated by CG and the Development Team. Residents were unhappy at how long this matter was taking to resolve and agreed the matter would be raised at JARB. **EH/CG**

5.4 **Item 5.5 – Security Improvement – BGARB suggestion to site camera overlooking Middleton Green** - YBA reported that THCH was discussing where the camera could be best installed with the Council and the SNT. EH further updated the meeting that the camera had been commissioned and was hopeful it would be installed by the date of the next meeting. AA stated that the Police had suggested that this be a dome camera and thus asked that YBA let her know what would be installed and when. **EH/YBA**

5.5 **Items 5.6 - Repair the uneven walkway alongside William Rathbone House** – EH reported that she had been unable to obtain a report back from GW on this item. **EH/GW**

5.6 **Item 5.7 - Bike shed for Beechwood/Sebright Houses** – KN reported that there was no ongoing funding for this project and the bike sheds installed so far had been on a pilot basis. EH further reported that the Director of Housing would not agree to residents being charged weekly for the rental of the bike sheds and if the BGARB agreed to spend some of it's budget on installing bike sheds across the BG estates, they would need to take this into account. Residents were unhappy with this response and agreed they would **EH/KN/DE**

raise it at JARB.

- 5.6.1 It was noted that the requested information on bike shed maintenance costs had not been received from GW. EH to chase. **EH/GW**
- 5.7 **Item 5.8 - Conversion of sheds on Mansford and Avebury East Estates to Bike sheds** – The plan was discussed and it was agreed that EH would obtain an estimate of converting sheds 91-94 by block 24-28 Mansford Street for the next meeting so that, once the charging issue was clarified, the BGARB could make a decision on whether or not to go ahead and agree the installation from BGARB funds. **EH/AO/CT**
- 5.8 **Item 5.9 - Stippling the floors on Minerva and Dinmont Estates - timescale, funding and specification to be agreed by AA** - EH apologised that she had been unable to obtain a report back from GW on this item. **GW/EH**
- 5.9 **Item 4.10.1 - Underground Refuse Bin maintenance contract** – EH apologised that she had been unable to obtain a report back from GW on this item. **EH/GW**
- 5.9.1 On a related subject Minerva residents asked when the two stolen URS hoppers would be replaced, as they had been gone for some months now. **EH/AT/GJ**
- 5.10 **Item 6.1.1 – Broken glass pane on Paris House door entry** – EH reported that the part was still on order and the job had been varied as it involved a frame repair. The CHO was regularly chasing but contractor performance had been poor. Residents stated that this was not acceptable and asked that this matter be raised formally either at a contract management meeting or via whoever at THCH was responsible for ensuring that this particular contractor fulfilled its remit. **EH/AT/GW**
- 5.11 **Item 5.16 – Illegal parking at Priam House** – EH reported the letter had been sent but it was noted the gate was again being left open as the lock was broken. EH to organise a more suitable lock and arrange that both residents who rented spaces be warned again that any further illegal use would result in their licences being taken away. **EH/AT**
- 5.12 **Item 6.1.1 – No fault noted on Adrian Boulton House** - EH reported the action sheet had been corrected.
- 5.13 **Item 6.1.2 – Condition of John Fielden House** - EH reported the block had been inspected and was recorded as clean. The failure of Apollo to deep clean as promised was discussed.
- 5.14 **Item 6.1.3 - Lighting at Southwood Smith House** - EH reported that the CHO had not received any complaints from residents and the lighting had been assessed as adequate by the CHO.
- 5.15 **Item 6.1.4 – AO's action sheets** - EH reported these would be as accurate as possible from now on.

- 5.16 **Item 6.1.5 - Priam House action comment** - EH reported the sheet had been amended.
- 5.17 **Item 6.1.5 – Service Reviews** – EH reported that the comments had been passed to DE. JG and AA stated they had not received any communications from DE and asked EH to chase. **EH/DE**
- 6** **REPORTS**
- 6.1** **Estate Inspections**
- 6.1.1 **Page 1 – Fair grades being awarded to blocks across Mansford Estate** – AA questioned why the overall marking for the blocks in this section of the report was still shown as ‘Fair’ even though they had now been refurbished. JB confirmed this grading was awarded as the communal windows had not been cleaned. If this marking was to remain then the comment at the head of the sheet should be amended so that it accurately defined what ‘Fair’ represented. **EH/AO**
- 6.1.1.1 On the subject of window cleaning EH reported that the contract was being amended to cover the Mansford and Avebury East blocks, and to aid this the CHO had been asked to provide a list of blocks with windows to the R&M team. **GW/EH**
- 6.1.2 **Page 3 - Houses at 8-12 William Rathbone House** - it was noted that these had been recorded incorrectly on the main sheet. **EH/AO**
- 6.1.3 **Page 29 – Motor Bike chained outside Antenor House** – it was noted the bike that had been illegally parking previously had appeared again. **EH/AT**
- 6.1.4 **General** – AA asked that the actions taken column on the report was re-instated on completed items. She considered that the aim of the sheet was not only to note when the repair etc. was completed but also to monitor that the action assigned was correct and then how quickly it was dealt with at the different stages up to completion. **EH**
- 6.2** **Anti-Social Behaviour**
- 6.2.1 Residents noted the low number of casework cases and EH confirmed this had been a trend for some time.
- 6.3** **Lets and Voids, Rent, Service Charge and Shared ownership arrears, Repairs and Maintenance, Telephones and Correspondence.**
- 6.3.1 As the report captured Service Charges collected by BG Area, residents asked why any arrears could not be provided on the same basis. EH to refer this to the Finance Section for an answer. **EH/AG**
- 6.4** **Community Development**
- 6.4.1 IP outlined the main elements in the report.

- 6.4.2 Residents asked that IP publicise the various clubs and classes available in THCH facilities in UPDATE. **IP/AC**
- 6.4.3 Residents asked that in recognition of their commitment to THCH, regular meeting attendees should be invited on days out/trips/events first before other residents **IP**
- 6.5 New Build**
- 6.5.1 There were no comments on the report.
- 6.6 Budget**
- 6.6.1 Residents noted the report and suggested it be amended to an easier, more relevant report. EH to work with AA to improve. **EH/AA**
- 7 ARTICLES FOR UPDATE**
- 7.1 Residents suggested that AC be invited to the next meeting to discuss the content of UPDATE. One topic for discussion to be that UPDATE should report more events that were about to happen as opposed to events that had already taken place. **EH/AC**
- 8 FUTURE AGENDA ITEMS**
- 8.1 Residents asked that Development Team be invited to the next meeting to provide an update on how the remaining works on Mansford/Avebury East were progressing. **EH/YBA**
- 9 ANY OTHER BUSINESS**
- 9.1 IP asked residents to contact her if they required Recruitment and Selection Training as this training was required before residents could be involved in staff recruitment panels at THCH. It was agreed FH would be trained. **IP**
- 9.2 GC raised the issue of the help he needs to be able to use his boiler properly. EH to chase. **EH/GJ**
- 10 DATE AND VENUE OF NEXT MEETING**
- 10.1 The date and venue of the next meeting was agreed as Wednesday 20th February 2010 at 6.30pm in the Zander Court Community Room.

Signed.....

Date.....