

WEST OLDHAM LOCAL BOARD

27 May 2008 at 6.00pm

Members Present:

Mohammed Rafique; Harry Burns; Carol Taylor; Christine Goulden; Glynis Shaw; Jillad Miah

FCHO Officers Present:

Ray Wallis; Dave Thomas; Ady Brierley; Joanne Griffin

Others Present:

Lorraine Burrows; Lynn Phillips, Minute Taker

Item 1 - Meeting Convened At:

Carol Taylor took the Chair and convened the meeting at **6 pm**.

Apologies:

Ateeque Ur Rehman; Lila Wilson; Paul McGrady.

Members Absent:

Fida Hussain

Item 2 - Declaration of Interests:

There were no declarations of interest.

Item 3 - Items of Urgent Business:

There were no items of Urgent Business.

Item Number/Title	Item 4 Approval of Minutes and Recommendations from last meeting held on 15 April 2008 and Matters Arising
Purpose	To approve the minutes and recommendations from the last meeting held on 15 April 2008 and discuss any matters arising.
Recommendations	To Board is recommended to approve the contents of the minutes and recommendations.
Relevant Debate	
Resolution	The minutes were approved as a true and accurate record.

Item 5 – Public Questions

Name (Where Known)	Jimmy Allen of Barker St
Question	The lighting lamps at Barker Street:
Response	There was no news although Harry burns assured Jimmy Allen the work would be done.

Item Number/Title	Item 6 Options Appraisal Update
Purpose	To update members on Options Appraisal.
Recommendations	Members are asked to note the content of the information and newsletter supplied.
Relevant Debate	Carol Taylor asked what sort of response is being achieved for the meetings. Lorraine Burrows replied that response has been good. There will be regular newsletters and a booklet is in the

	<p>pipe-line.</p> <p>Mohammed Rafique asked about analysis of the survey: Lorraine replied yes, findings are being analysed, although tenants' priorities are different depending upon their area, coupled with the work already done during the capital programme. Lorraine added that when the team set up a stall on Shaw Market last Thursday, residents eagerly sought them and a top priority was grass cuttings left after mowing.</p> <p>Christine Goulden stated there is confusion regarding Primrose Bank: one resident thought that the Options Appraisal applied to Primrose Bank. This was clarified: Primrose Bank is part of PFI4 and as the estate will be redeveloped and managed by a Housing Association in the near future, it will not be part of the Options Appraisal. Any forms submitted from the estate would not be entered into the system. However, any issues arising from the forms will be replied to, as tenants are tenants of FCHO for the time being.</p> <p>Ray Wallace asked for Lorraine to provide the up-date prior to the Local Board meetings, so that it can be added to the papers.</p>
Resolution	<p>Members noted the content of the presentation.</p> <p>Lorraine AGREED to provide a written up-date prior to each Local Board meeting for distribution to Members.</p>

Item Number/Title	Item 7 Performance Report, Including Repairs – Quarterly Update
Purpose	To discuss the Performance Contract and Repairs Performance.
Recommendations	The Board is recommended to note the contents of the report.
Relevant Debate	<p>Rent: Carol Taylor queried the performance target presented: this was in fact for the last quarter.</p> <p>Responsive Repairs: Mohammed Rafique asked if PDA's are being used at the moment. Ady Brierley replied that the software is too complex at the moment however a roll out to supervisors is scheduled. Mohammed Rafique asked how long the roll out will take. Ady Brierley replied that a change to an order is presently very complicated and would take the operative a long time to navigate the different screens, so this issue requires resolving. Jillad Miah queried the target of six weeks: Ady Brierley replied that within the non-urgent turnaround there are included work such as 'rebuilding gable end' or 're-paint house after fire'. Ady Brierley explained this type of planned maintenance work will be reported separately. The team will also be split accordingly into planned or large pieces of work, and responsive repairs. Ady Brierley explained the financial management behind this.</p> <p>Voids: Mohammed Rafique asked how long the backlog will take to clear. Dave Thomas explained that if a balance of between 60 and 80 voids are kept, then the target of 35 days could be met.</p> <p>Painting Programme: Mohammed Rafique asked what the options are if the projected income does not appear. Ady Brierley replied that perhaps the last part of the painting programme could be removed. The areas in most need of painting are at the front of the programme.</p>

	Carol Taylor asked how often does FCHO paint and how often should FCHO paint? Ady Brierley replied that as replacement doors and windows are PVC, there is less to do, but the schedule is now around 9 years approximately.
Resolution	Members noted the contents of the report.

Item Number/Title	Item 8 Respect Agenda – Quarterly Update
Purpose	To inform the Board on progress made around the Respect Agenda.
Recommendations	That Board members note the contents of the report and offer their continued support to the Respect Standard for Housing Management.
Relevant Debate	<p>Harry Burns was interested that the most reported ASB issue is noise. Harry Burns asked Joanne Griffin to explain to the Board how a complaint is issued, which Joanne did in detail. Harry Burns asked if a time-limit is imposed when diary sheets are issued. Joanne Griffin explained that each case could be different; she added that contact with the complainant is important to ensure that entries into diary sheets are maintained. Ray Wallis added the tenant will be phoned on a weekly basis to offer re-assurance. Diary sheets used to be handed to tenants upon request, but now housing officers take to time to assess the situation first.</p> <p>Noise nuisance was discussed in general, including levels of noise and new tenancies. Harry Burns added that if complaints are responded to quickly, then an assessment can be made as to whether the resident realises they are making too much noise or not. Glynis Shaw stated that new tenants may not know if they are being too noisy. The reputation of the old forms was discussed; however there is a different attitude now to dairy sheets.</p> <p>Jillad Miah commented on reporting ASB and suggested that tenants, especially the elderly and vulnerable, be issued with a pocket guide of 3 or 4 essential numbers. Jimmy Allen added that regular forms are sent out with contact numbers. Ray Wallis explained that reports of incidents are being analysed. Joanne Griffin added that contact numbers have been distributed in the past but there may be a reluctance on behalf of tenants to speak to a Council Officer. Harry Burns was concerned that there could be only one tenant with ASB issues who would not know who to contact. Ray Wallis said this is a difficult area, as FCHO may be trying to engage tenants who do not want to be engaged or are difficult to engage. Carol Taylor added that the recently distributed Council information booklet is very useful, as it contains every Council office number that a resident could need.</p> <p>Harry Burns suggested that when newsletters are next published, please include contact telephone numbers.</p>
Resolution	Members AGREED to request that contact numbers for issues of ASB be added to forthcoming newsletters.

Item Number/Title	Item 9 Annual Plan
Purpose	To discuss Local Board Annual Plans for 2008 – 2009.
Recommendations	Board members are requested to discuss and suggest items for the Local Board Annual Plans 2008 – 2009.
Relevant Debate	Formal and informal area walkabouts, inviting residents from the

	immediate area.
Resolution	Members AGREED to add the following items: Formal and Informal Estate Walkabouts

Item Number/Title	Item 10a Items for future meetings and forward planning timetable
Purpose	Board members are invited to suggest possible items for future meetings.
Recommendations	The Board is recommended to note and discuss the contents of the forward planning timetable and suggest possible items for future meetings.
Relevant Debate	<ul style="list-style-type: none"> • Ray Wallis would like another up-date on tenant participation. • A report on the Eldon St Estate Inspection. • An Equalities and Community Cohesion Update.
Resolution	Members AGREED to add the above items to the next agenda.

Item Number/Title	Item 11 Any Other Business
Purpose	To discuss any other items of business raised by Members.
Recommendations	
Relevant Debate	<p>The venue of the tenants' room at Cherry Avenue, Alt was discussed. Members were unsure if the vertical lift was still in use. If it is, then Members would like to continue using the venue.</p> <p>On Sunday 25th Mohammed Rafique ran 26.2 miles for charity. He thanked all all those that sponsored him.</p> <p>The ENCAMS kite mark for West Oldham: the estate put forward is Barker Street. Ray Wallis asked members if they had any alternative suggestions. The reason Barker Street was suggested is that there are a lot of things already in place, but there would still be a lot of work involved. Carol Taylor added it is a shame an estate that does not get a lot of attention could be selected i.e. Coldhurst or Clarkwell. Ray Wallis explained how the environmental budget is divided up between housing officers.</p> <p>Harry Burns added that achieving the Kite Mark would be a boost for the area, and Barker Street would stand a very good chance. Ray Wallis explained the staffing requirements and work involved in order to put an estate through. Ray Wallis would ensure the Housing Officer is supported throughout, and the bid is resourced adequately.</p>
Resolution	Members AGREED that Barker Street should be put forward for the ENCAMS kite mark.

Item Number/Title	Item 11(a) Feedback from Main Board
Purpose	To discuss feedback from the Main Board Meeting held on 7 April 2008.
Recommendations	
Relevant Debate	Harry Burns informed the Board that a valued Saddleworth & Lees and Main Board member, Jean Bradley, had passed away that morning. The Chair requested that condolences be sent to Jean Bradley's family from all Members.
Resolution	The Board REQUESTED a message of condolence from Members be sent to the late Jean Bradley's family.

Item 12 - Next Meeting Date:

Tuesday 8 July 2008 at 6.00pm

Venue: Alt Tenants Hall

Meeting Closed At:

The Chair closed the meeting at **7.35 pm**

Apologies to: Corporate Support Team

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