

-TENANTS ADVISORY GROUP

Monday 15 April 2002

PRESENT:

Councillor ELKIN (Chairman); Councillor BELSEY (Deputy Chairman); and Councillor Mrs POOLEY.

TENANT REPRESENTATIVES:

Old Town Tenants Association - Mr S NORWOOD

Langney Central Tenants Association – Mr M BRYAN, Mr B ELPHICK

Archery Court - Mr D LEWIS, Ms J MULLEN

New Derby House – Mr and Mrs KENWARD

ALSO IN ATTENDANCE:

Ms J CANNY (Head of Housing Management), Ms G MORGAN (Tenant Participation Officer), Mr A CARTER (Property Services Manager).

(Apologies for absence were received from Councillors Mrs Murray and Potter, Ms I Sims and Mr A Channon).

27. MINUTES. The minutes of the meeting held on 28 January 2002 were submitted and approved and the Chairman was authorised to sign them as a correct record.

28. STAFFING ISSUES. The Group considered the report of the Tenant Services Manager, detailing the staffing changes in Housing since the last meeting of the Tenants Advisory Group in January 2002. The staff changes were as follows:

<u>New Staff</u>		
Helen Carpenter	Senior Customer Services Officer	4/2/02
Ada Smith	Retirement Housing Cleaner	4/2/02
Diane Hughes	Court Manager- Longford Court	11/2/02
Anne Godwin	Court Manager- Roxburgh Court	11/2/02
Veronica Oels	Court Manager- Tyrone/Stirling Courts	11/3/02

Catherine Leyden	P/t Rent Administrator	1/3/02
<u>Leavers</u>		
Alison Olivier	Senior Court Manager	10/2/02
Peter Martin	Capital Programme Officer	30/1/02
Janet Lumley	Cleaner	15/2/02
Chris Gittins	Court Manager - New Derby House	15/3/02

NOTED.

29. PROGRAMMED WORKS/MAINTENANCE CONTRACTS. A paper summarising contract work currently being undertaken or planned had been distributed at the beginning of the meeting.

Members were advised that the purpose of the report was to ask members of the Group for feedback on the format of the report and how they would like it to develop, to ensure that it was providing the most relevant and appropriate information. Councillor Belsey requested that the contracts that were part of a rolling programme should include start and finish dates so that Members and Tenant Representatives could monitor the progress of the work.

Mr M Bryan noticed that the uPVC Window Replacement programme was due to commence towards the end of August 2002, and requested that the windows were not removed in one go, as it would leave tenants houses drafty and cold. Tenants were assured that there were specific clauses within the contracts to protect tenants, and that the new Supervising Officer overseeing this contract had considerable experience and would therefore monitor the work closely.

Mr S Norwood queried which type of window was being replaced, and was informed at present, it was a programme in age order, and some emergency cases, if warranted. Mr Norwood pointed out that the uPVC windows that had been replaced some years ago were causing some tenants problems. The Property Services Manager stated that Tenants should report all problems to the Housing Department so that problems could be resolved as soon as possible.

NOTED.

30. BEST VALUE REVIEW OF HOUSING MANAGEMENT (PART 2). The Group considered the report of the Head of Housing Management regarding the progress of the Best Value Review the Housing Management Part II.

Members were advised that the Best Value Review of Housing Management followed a two-stage process. Part I had covered the strategic review of the stock options. Part II seeks to review the Housing Management function, from an operational perspective. Part II of the review commenced in November 2001.

Members noted that details of the key objectives and key challenges were detailed within the report.

Members were advised that in order to ensure the most efficient and robust review, three working groups had been established covering the three areas of service; Estate Management, Revenue Collection and Tenant and Leaseholder participation. A Primary review group would consider feedback from these working groups and charges them with their future 'programmes of work'.

The Group were advised that the Review group had commenced work on the review of nuisance and anti-social behaviour policies, Review of the Tenant Leaseholder compact and review of revenue collection procedures. A full project plan detailing the review was attached at appendix 1. Members were also informed that there would be reports back to the Group as the review progressed.

Mr S Norwood requested that the Council clarify to Tenants who is responsible for certain services either Eastbourne Borough Council or East Sussex County Council, as many Tenants were still confused. J Canny, Head of Housing Management, reported that there would be an article in the next Tenants Newsletter, and reminded Tenants that there was extensive information about the Council's services within the Tenants Handbook.

NOTED.

31. COMMUNITY STREET WARDENS. The Group considered the report of the Tenant Services Manager updating Members on the progress to date of the Community Street Warden Scheme.

Members were advised that the two-year scheme would operate with a combined team of 10 people in Old Town, Langney, Hampden Park and Willingdon Trees areas. It was anticipated that three 'patch' teams would be formed covering these areas.

Members noted that Sussex Police were very supportive of the scheme although the work of the Warden's would be very different to that of the Police. The overall aim of the scheme was to proactively engage with the local community to ensure the delivery of services aimed at deterring Anti-Social Behaviour, reducing crime and the fear of crime, fostering social inclusion and encouraging a sense of well being in the community.

Members noted that a description of the scheme and the functions and responsibilities of the wardens was detailed within the report. The Members were also advised of the extensive training that the Wardens would receive.

Eastbourne Borough Council and the Eastbourne Crime reduction Partnership would be responsible for the overall management of the scheme. The wardens would be employees of Eastbourne Borough Council, and a multi agency steering group would oversee the operation of the scheme.

Members were advised that the Wardens would not be working 9-5 Monday to Friday, and that their shifts would be flexible, possibly changing with the seasons (Winter/Summer).

The Head of Housing Management suggested that the Warden Scheme Manager attend the next scheduled meeting of the Tenants Advisory Group to discuss the progress of the scheme.

NOTED.

32. VOTE OF THANKS. The Chairman expressed his thanks to Members, Tenant Representatives and Officers of the Group for the effort and support throughout the previous year.

The meeting closed at 7.00 p.m.

D ELKIN

Chairman