

# NORWOOD AREA FORUM

## MINUTES

### NORWOOD AREA HOUSING FORUM

**Date:** 31 May 2006

**Time:** 7.00pm

**Venue:** Central Hill Day Centre, Lunham Road SE19

#### **Present:**

##### **Tenants & Residents**

Ray Farrow (Chair)

Jean Haley (co-Chair)

Lorraine McKenzie

Christine Banya

Holderness TRA

Central Hill TRA

Hainthorpe Estate

Hainthorpe Estate

Doreen Niblett

Ingrid Fisher

Cathy Butler

Lesley Dillon

Albert Jones

Patrick Gomollon

Susan deSwarte

Reg deSwarte

Peter Walton

Freda Walton

Jean Vallotton

Jenny Forster

Brenda Hoare

Chris Owen

Bentons Lane TRAA

Valley Prospect

Bloomfield TRA

Vincennes Estate

Vincennes Estate

York Hill TRA

Mount Pleasant TRA

Mount Pleasant TRA

Central Hill TRA

Central Hill TRA

Fern Lodge TRA

Bloomfield TRA

Bloomfield TRA

Bloomfield TRA

##### **Councillors**

Councillor Andrew Gibson

Councillor Graham Pycock

Councillor Irene Kimm

Councillor Jackie Meldrum

Councillor Daniel Fitzpatrick

Councillor David Malone

Gipsy Hill Ward

Gipsy Hill Ward

Thurlow Ward

Knights Hill Ward

Knights Hill Ward

Knights Hill ward

##### **Guests**

Derek Brown

Morrison

##### **Norwood Housing**

Jackie Thomas

Bayo Igoh

Babatunde Dawodu

Ian Phillips

Joanne Hall

Area Housing Manager

Area Operations Manager

Principal Building Surveyor

Senior Programme Manager

Resident Participation Officer

## NORWOOD AREA FORUM

### 1. Chair's welcome

- 1.1 The Chair, Ray Farrow, welcomed everyone to the meeting.

### 2. Apologies

- 2.1 Apologies were received from:-

Adelle Pobee - Executive Support Officer (Minutes)  
Maggie Mapes - Estate Services Manager

Councillor John Whelan Thurlow Park Ward  
Councillor Suzanne Poole – Gipsy Hill Ward  
Councillor Clare Whelan - Thurlow Park Ward

Mr Bellman – Hope Park  
C Williams - Berridge Estate  
Sophia Davis - York Hill TRA  
Hassina Poyser – Resident Involvement Unit  
Christine Banya -Hainthorpe Estate  
Clover Williams - Dunelm Grove  
Mrs Margaret Wrigley - Vicars Oak Road  
Daphne Altamore- Bloomfield TRA  
Theresa Fraser -Hainthorpe Estate  
Ann Hazell - Central Hill TRA  
David Green -Berridge Road Estate  
E.Titchener- Deronda Estate  
Dr Sobowale - Bentons Lane Estate

### Corrections

1. Point 3.17 the actual work was completed but not as recorded in minutes of 27.04.06.
2. B. Melrose is recorded in minutes as being present and giving apologies. B. Melrose was in attendance.
3. Minutes agreed.

### 3. Matters Arising from the meeting held on the 30 November 2005

- 3.1 Point 3.7 door entry issues still on going and have yet to be addressed. I. Phillips, Housing Property Services (HPS) will speak with L. Dillion directly after the meeting.
- 3.2 Point 3 of the Norwood Area Forum Action Response from 24.04.06 meeting still awaiting signature for Planned Programme at 2-64 Central Hill.
- 3.3 Point 4 issues previously raised will be the subject of further discussion at Tenants Council. In the interim, short term measures to address issues raised will be undertaken by Housing Property Services (HPS). It is likely a Review will be undertaken to address long-term solutions.
- 3.4 Point 5.2 J. Haley MBE (Chair) raised issues regarding previous questions asked in relation to any savings made as a result of the Reframing project. These have yet to be answered fully and will be raised again at Tenants Council.
- 3.5 Bayo Igoh (Area Operations Manager) confirmed that the Notice Boards would include details of the Estate Services Team management structure.
- 3.6 Discussion held on possibility of having Forum meetings at a third venue, a venue within the Thurlow Park Ward Area. Vote held to decide on suggestion(s) made. The Forum voted unanimously to use the two current venues, Central Hill Day Centre and Old Library.

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- 3.7 Following on from point 7.3 the info has previously been provided on satellite dishes.
- 3.8 Norwood Area Forum Action Response sheet from 27.04.06 meeting discussed. Action points still outstanding include:
- 1. Problem with overhanging hedges from London & Quadrant residents – LB Lambeth to write to L&Q to take action.
  - 2. Door entry system at Vincennes Estate – I. Phillips to liaise with L. Dillon.
  - Planned Programme at Vincennes Estate – still awaiting signature.
  - Lights issues at Berrige Road – two outstanding repairs waiting to be done.
- 3.9 Area Housing Office to seek clarification and obtain details relating to cyclical and Planned Maintenance programmes (see below).
- 3.10 Chair (J. Haley MBE) arranging to hold meeting between British Gas and Tenants & Resident (TRA) Chairs. Awaiting feedback/response from British Gas. Chair also requests that British Gas Caller Centre Manager be invited to the next Forum meeting (26.07.06). Tenants state there are still a number of problems with bookings and attendance. Communication has not improved.

#### **4. Presentation on Involving Lambeth's BME Communities (Hassina Poyser – Resident Participation Officer – Resident Involvement Unit)**

- 4.1 Hassina Poyser had provided apologies for non-attendance. The paper was tabled in Hassina's absence.

#### **5. Elections to the Area Forum and Consultation Groups**

Joanne Hall (Resident Participation Officer) conducted elections. The Norwood Area Housing Forum AGM was held on 31st May and the election results were as follows:

##### **Co Chairs:**

- Jean Haley MBE - Central Hill Estate TRA
- Ray Farrow - Holderness Estate TRA

##### **Tenants' Council Reps:**

- Jean Haley MBE Central Hill Estate TRA
- Ray Farrow - Holderness Estate TRA
- Cathy Butler – Bloomfield Estate TRA
- Christine Banya - Hainthorpe Estate TRA

##### **Repairs Panel Reps:**

- Jean Haley MBE - Central Hill Estate TRA
- Ray Farrow - Holderness Estate TRA
- Cathy Butler - Bloomfield Estate TRA
- Christine Allery - Cheviot Gardens TRA (possible)

##### **Housing Strategy Group:**

- Doreen Niblett - Bentons Lane Estate TRA
- Cathy Butler - Bloomfield Estate TRA

**Housing Finance Group** - No reps elected

##### **Service Improvement Group**

- **Jean Haley MBE - Central Hill Estate TRA**
- **Cathy Butler - Bloomfield Estate TRA**
- **Christine Banya - Hainthorpe Estate TRA**

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### 6. Items for Information Only

7. The rectification and default notices information provided as part of the Grounds Maintenance, Building Cleaning and Window Cleaning report back was inaccurate.

**ACTION: Maggie Mapes (Estate Services Manager) to provide detailed report.**

- 7.1 A number of TRA representatives reported dissatisfaction with the current level of refuse collection – particularly failure of contractors to “clean-up after themselves” following the collection of refuse”.

**ACTION: AHO to contact and/or invite management of contractors responsible for refuse collection across the estates in the Norwood Area.**

- 7.2 The Chair requested the attendance of D. Giggs to the next Forum meeting.

**ACTION: AHO to invite D. Giggs to next Forum meeting.**

- 7.3 Cllr. Meldrum raised issues relating to Joe Hunte Court and Vincent Close. Access to the bin chambers in the area and refuse collection in the area was of concern.

**ACTION: AHO to provide details of refuse collection dates and times and update on two areas in question.**

- 7.4 Cllr. Pycock questioned the length of time taken for the AHO has taken to address the Service Requests raised.

**ACTION: AHO to investigate further and provide appropriate report for future meetings.**

- 7.5 Tenant Representatives raised questions relating to capital, major works across the Area. I. Philips was asked to provide more details, updated Road Map at next Forum meeting.

**Action: I. Philips to provide details of Road Map at next meeting and updates Area Forum Repairs Digest (p12)**

- 7.6 Cllr. Meldrum requested an update on 269 Leigham Court Road and all aspects relating to on-going Major & Planned works.

**Action: AHO to provide report and update on 269 Leigham Court Road.  
Action: I. Phillips to provide details relating to Major works on 269 Leigham Court Rd.**

- 7.7 Issues relating to use/availability of Television aerials on the Hainthorpe Estate raised as an issue.

**Action: AHO to provide details in relation to usage and availability.**

- 7.8 Chair thanked all officers working within the Norwood Area Housing Office (AHO) for their work and efforts to date.

Abbreviations: NTQ – Notice to Quit  
NOSP – Notice of Seeking Possession

- 7.9 Tenancy checks may start across the Borough; there is a pilot in the north of the Borough. May start 3<sup>rd</sup> quarter of 06/07.

- 7.10 Both Dunbar & Dunelm and Hainthorpe TRAs both congratulated following registration of their Tenants & Residents Association.

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- 7.11** Contractors meetings occur on a weekly basis. TRA representatives can attend if interested.

**Action: AHO to provide details of contractors meetings for information.**

**8. Registration of Tenants and Residents Associations**

Both Dunbar & Dunelm and Hainthorpe TRAs both congratulated following registration of their Tenants & Residents Association.

**8.2 Caretaker Duties Paper**

Following discussion of the paper tabled, it was agreed that there would be a need to have the paper reviewed and updated/clarified before the next meeting.

**Action: AHO to provide update on Paper entitled "Caretaking, Handy Person's work."**

**9. Any Other Business**

**10. Dates of Next Meeting**

- 26th July 2006 - The Old Library
- 27th September 2006 - The Central Hill Day Centre
- 25th October 2006 - The Old library
- 29th November 2006 - The Central Hill Day Centre
- 13th December 2006 - The Old Library

**The meeting ended at 9.15pm.**