

# CLAPHAM & STOCKWELL AREA HOUSING FORUM

## MINUTES OF A MEETING HELD ON 29<sup>TH</sup> JUNE 2005

### IN ST MARY'S HALL, ST ALPHONSUS ROAD

#### Present:

#### Resident Representatives:

Alison Kelly	Charles Barry	Josie Heffernan	Clapham Manor
Ron Laidley	Fenwick	Barbara Sopp	Fenwick
Les Jenkins	Fenwick	Lynne Ottaway Reid	Heathbrook
Bill Willingham	Hemans	P A Staunton	Hemans
Bill Alison	Mawbey Brough	Sean McGovern	Mursell
Patricia Scahill	Mursell	P McMonagle	Mursell
Patrick Scahill (Chair)	Mursell	Susan Baker	Mursell
Teresa Bell	Mursell	Denise Anderson	Nelsons Row
Chris Vaughan (Vice Chair)	Notre Dame	Laura Facchini	Notre Dame
Kathy MacAree	Oaklands	Mandy Schofield	Oaklands
Vic Phillips	Spurgeon	Claire Rennie	Weir
Pat Broderick	Weir	Ros Munday (Vice Chair)	Willard
Nora-Ann Sheehy	William Bonney	Beryl Jones	William Bonney
Peggy Hayes	William Bonney	Ella Lewis	Wyvil

#### Councillors:

Angie Meader	Clapham Common	Marietta Crichton Stuart	Oval
Darren Sanders	Clapham Common	Helen O'Malley	Clapham Town
John Pindar:	Thornton Ward (late),		

#### Officers & Contractors:

Tim Fairhurst	C & S AHO	Margaret Farr	C & S AHO
Frank Tamplin	C & S AHO	D O'Sullivan	A E Williams
Natasha Raymond	West Stockwell LHO		
Joseph Ajala	Major Works		
David Giggs	Planned Maintenance		

#### Others:

Malcolm Shepherd	Macaulay Road
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#### Apologies received from:

Cllrs Geoffrey Bowring:	Oval Ward,	Andrew Sawdon:	Oval Ward,
Jean Thomas:	Springfield,	Julie Hansen:	Wyvil

### Action Points AHF 29-06-05

Page 3	Hemans re: SMS notification that job had been done	Ian McIntosh
	Mursell new build	Building Control ??
	Willard Walk abouts	Ian McIntosh
	Willard AE Williams Sub-contractors	Daniel O'Sullivan
	Window Cleaning Schedule	Area Supervisors
	Cllr Sanders - Oaklands Lights	Ian McIntosh
	Notre Dame Walkabout	Daniel O'Sullivan
Page 4	Willard SHU Walkabout added to schedule	Area Supervisors
	List of job priorities for TRA Reps	Area Supervisors
	Heath Road play area H & S Check	M Farr
	Weir - Quennel House cleaning	Akin Akinyemi
	Oaklands refuse being left by bin-man	Akin Akinyemi
	Schedule and précis of contracts	M Farr
	William Bonney refuse spillages	Akin Akinyemi
Page 5	Cleaning Bins & Chambers	Area Supervisors to check
	P A System	Frank Tamplin
	Enlarge Print on 6 Yr Plan	Frank Tamplin
Page 7	<b>Any Other Business</b>	
	Weir Estate Letter re Barbecues on Balconies	Don Campbell
	Civil Emergency Procedure	Frank Tamplin / Central RPU / AHM / DAHM / TRAs

## **AGENDA ITEMS**

### **2) Action Points From Forum of 10<sup>th</sup> May 2005**

- Point 1      Actioned by Michelle Miah & Local Service Team managers
- Point 2      Resolved by Kathryn Oldroyd
- Point 3      Waiting for Parking Control
- Point 4      No comment
- Point 5      Site visit arranged by Peter Hall, works order issued  
Commented that walk abouts are not happening in Sheltered Housing Units.
- Point 6      Some received, but still some outstanding
- Point 7      Meeting took place
- Point 8      Actioned Frank Tamplin

### **With the meeting's agreement, Ian McIntosh spoke on responsive repairs**

- 2a) Ian explained that there had been problems with the hand over to A E Williams in the Clapham & Stockwell Area. The major problem is that over 500 communal repairs were handed over to A E Williams and at least half of those were marked as priority 3, i.e. to be completed within one week. This is not realistic and we should be converting some of these priorities. We need to identify Health and Safety issues and get these done first and then try to get the remainder done in a reasonable timescale. If we leave all the repairs as urgent there is bound to be slippage.

To try to address these issues we are holding meetings with the Local Service Team Managers and A E Williams on the last Friday of the month. There will also be meetings with A E Williams in between.

If we leave a longer time span for repairs to be completed it will cost less and save money in the Housing Revenue Account; not all repairs can be urgent. Obviously Health and Safety issues must be urgent and prioritised as such, but the majority of repairs are not, which is why some have been given extensions of time. For the priority list, please see your Tenants Handbook, where the priority times are listed.

**Pat Scahill** – Some priority 3 (5 working days) have been re-prioritised to P4 (28 working days), for completion, how can this improve the service? When P4 job reaches its 5<sup>th</sup> week it seems to get an extension and can end up being about 9 working weeks.

**Ian** – There have been improvements in day to day repairs, but items such as fencing and repairing bin chamber doors are taking longer.

**Weir** – Walk abouts seem to be working, but it seems that what is needed is back office support so that issues raised are dealt with and officers and residents time is not wasted.

**Nelsons Row** – Quality of the work that actually gets done is not satisfactory.

**Heath Road** – We have been attending walk abouts for a while now, not all the repairs needed get done. We have not the walk abouts for a couple of months. The estate looks shoddy with bin chamber doors hanging off, refuse strewn all over, it looks a disgrace.

**Hemans** – Received an SMS message that the holes had been filled in and job completed. The job was NOT done. Who checks and monitors these repairs. This is not acceptable.

**Mursell** – The new build on the corner of Hampson Way and Portland Grove raises Health & Safety issues regarding the paving. They say that they are waiting for the Water Board but it is dangerous to even walk there. If the contractor on site is not willing to effect the repair, can the Council do the repair and then bill the contractor?

They should put a plate over the holes to make them safe.

**Willard** – Walk abouts produced a list of jobs that need to be done but over half have not been completed. SMS message says that they have been completed some are four months outstanding. Residents Associations are not being consulted so we have no input.

To A E Williams Rep – What are you going to do about getting your sub-contractors into shape, example after the fire in Shore House?

**William Bonney** – It shows on page 4 under communal repairs that satisfaction cards are being given to resident reps. Not aware of this as have never been given or sent a satisfaction card to complete. Are Local Service Team Managers expected to give out these cards? LSTMs are not being briefed on outcome from this Forum.

**M Farr** LSTMs now have the systems in place to enable them to carry out post inspections of all completed communal repairs, ie the requisite 100%.

**Ian** – We require a certificate that any job over £2,000.00 is completed before we authorise payment.

(Window cleaning schedule for next forum)

**M Farr** – Every Friday afternoon all LSTMs have a meeting in the Area Office and go through their areas of work. If there are omissions, TRA reps are encouraged to speak with their respective Local Service Team manager and, if matters do not improve, to escalate via Area Supervisor then to myself.

**Cllr Sanders** – Clapham Common have 71% of their repairs as urgent and I support Nora Ann's comments regarding sub-contractors, for example lighting is still on in the daytime on Oaklands Estate reported three months ago and still not sorted.

Contracts have poor specifications, what sanctions can we impose?

Many LSTMs do not know the process from the Centre to the LSTMs, the central database is letting down the LSTMs and it seems that they are working with one hand tied behind their backs.

**Notre Dame** – After a walk about with LSTM, checked in the office to find that most of the communal repairs had been given extensions after their completion date with no reason given. A E Williams did not attend the last walk about, which involved Cllr Sanders, and Daniel O'Sullivan advised that he would personally attend the next walk about on Notre Dame.

**Ian** – we need to get the ordering right first time so that extensions do not happen.

**Willard** - Ros asked that consideration be given to adding Sheltered Housing Units to the estate walkabout schedules.

**Heath Road** – Can RA Officers be given a list of the priorities for jobs? Also we have several small play areas around the estate which really need Health & Safety checks done on them.

**Weir** – Propose that if an extension is needed then a reason must be given.

**Chair** – P1 should be attended and made safe within 2 hours and completed within 24 hours.

**Willard – Ros** – The service centre has been giving advice that is patently incorrect with regard to job priorities, this was evident when residents called the centre after the fire in Shore House.

**Chair asked that the meeting move on at this point.**

### 3) **Area Manager's Report**

Tim spoke to his report and asked representatives to accept it.

**Weir & Nelsons Row** – Cleaning only appears to be done when there is going to be a walkabout. There is a particular problem with Quennel House cleaners.

**Oaklands** – Cleaning is excellent, refuse removal is not, The bin-men leave rubbish all over the bin areas. It's not the cleaners' responsibility to clean it up but they try to leave the place clean and tidy.

The bin-men should clean up after themselves.

**M Farr** – TRA representatives are encouraged to attend the monthly contract meetings. Meetings are being set up for every other month involving Connaught Cleaning, the Refuse Contractor and representatives from the Area Office. These meetings will, initially be for staff only. It is noted that these meeting have been held on the past and had involved TRA representatives but had fallen by the way-side due to poor commitment displayed by the Refuse Contractor.

(For a future forum pack, please include a schedule and précis of contracts so that we know who is responsible for what).

**William Bonney** – Spillages are not being cleaned up. Cleaning is brilliant with the usual crew but if they go on holiday, it's useless. If there are 4 bins full, they take 2 and leave 2 still full, consequently we never have enough room in the bins for the rubbish and its no wonder it overflows.

Streetcare contract should be enforced via monitoring and default notices.

**Notre Dame** – Bins ought to have been replaced years ago, there are several turned upside down, which need replacing.

Waiting for the larger Eurobins as replacement. ServiceTeam has a responsibility to maintain their bins, have now been in touch with them about this.

**Weir** - They used to come and clean the bin chambers and bins but they don't anymore and they stink to high heaven.

They are supposed to clean bins every quarter and chambers every year.

#### 4) **Housing Opportunities Fund**

Add to the list	Mawbey Brough	£3,000 for works to committee room £3,000 for Castle House works
	Mursell Estate	£10,000 for CCTV works (Already agreed by previous Forum)

With the unallocated money can we purchase a PA system?

Yes get estimates (Frank)

#### 5) **Major Works - 6 Year Plan**

Joseph Ajala spoke to this report and asked that delegates look only at 2005-6

**Q** – Why is so much being invested in Clapham Park where some of the blocks are to be demolished?

**A** – We have a duty to keep the premises wind and weatherproof and in good repair. Where a block is to be demolished, we will take this into account

**Mursell** - Document is illegible, 6 – 8 point is too small to read, the Council standard should be 12 point. We can't ask questions on something we can't read.

Frank to enlarge print and send out with next Forum Mailing. (Frank)

The street properties list is being compiled, these are only estate works, and will be circulated to Ward Councillors.

**Q** - Are freeholders involved for example when roofs need replacing and there is a freeholder in the middle of a terrace?

**A** - They should either pay for the roof over their property and we will include it but we will not replace their roof as a matter of course, it is not our responsibility.

Consultation will commence after receipt of the Consultants reports, we need to commit money or start works before the end of the financial year.

Joseph said that he would contact each TRA and meet with them in order to discuss the 6 yr Road Map with specific reference to their estate.

#### 8) **Resident Participation**

Frank Tamplin spoke to this item:

The Area Housing Forum Terms of Reference were tabled. Meeting **AGREED** to delete on page one, under Criteria: A Council employee and to insert: An Employee of the Housing Department. With this amendment the Area Housing Forum Terms of Reference were formally adopted by majority vote.

Following the formal adoption of the Terms of Reference, Frank asked for nominations for Chair and Vice Chairs.

Pat Scahill Elected Chair, Ros Munday and Chris Vaughan elected Vice Chairs.

- 1) Forum agreed to recognise registration of Spurgeon Estate, Mursell Estate and Notre Dame Estate TRAs
- 2) Tenants Council feedback: Ros said that as Tenants Council was meeting the following evening so no feedback
- 3) Leasehold Council feedback: Chris Vaughan - Not very much to report as Leasehold Council is next week. The Executive agreed the Area Housing Forum Terms of Reference on the understanding that Molly Wallis would look at possible proportional representation from leaseholders on Area Housing Forums as leaseholders make up 25% of the residents in Lambeth Housing surely they ought to have 25% of the voting rights. Also, the original terms of reference for the Area Housing Forums membership included a representative from each Local Service Team Area, Leasehold Council was not prepared to accept the loss of leaseholder reps from each Local Service Team Patch to the Forum but to get the ToR agreed, we accepted it again on the understanding that it would be looked at by Molly Wallis in 12 months time.
- 4) 5), 6), 7), and 8) Election results as follows:

<b>Tenant Council</b>		<b>Voting Delegate</b>	<b>Deputy</b>
CS1	VMW Plus	Ella Lewis - Wyvil	Bill Alison - Mawbey Brough
CS2	HMS	Pat Scahill - Mursell	Bill Willingham - Hemans
CS3	Springfield	Jean Thomas - Springfield	(Would like a rep from McCall Close)
CS4	Fenwick	None elected	None elected
CS5	Orchard	Ros Munday - Willard	David Hart - Willard (in absentia)
CS6	Clapham High Street	Denise Anderson - Nelsons Row	None elected
CS7	Clapham Common	None elected	None elected
CS8	TOWPS	Mandy Schofield	None elected
CS9	Clapham Park	(Meeting agreed that Roger Roach continue if he will)	
<b>Repairs Panel</b>		Sean McGovern	Mursell
		Pat Scahill	Mursell
<b>Housing Strategy Group</b>		Nora Anne Sheehy	William Bonney
		Lynne Ottaway-Reid	Heathbrook
		Kathy MacAree	Oaklands
<b>Service Improvement Group</b>		Denise Anderson Ros Munday	Nelsons Row Willard
		Sean McGovern	Mursell
		Pat Scahill	Mursell

#### **Finance & Monitoring Group**

Ros Munday is already a member and will represent Clapham & Stockwell as a voting member.

**NOTE THAT THE CHAIR AND VICE CHAIRS ARE EX-OFFICIO NON VOTING MEMBERS OF ALL THE ABOVE EXCEPT TENANT COUNCIL.**

**EXCEPT IN THE CASES OF THEIR BEING ELECTED TO REPRESENT THE FORUM AS THE VOTING DELEGATE.**

**6) Minutes & Matters Arising**

Tim and Margaret took this item; the main matters arising were contained in the Action Points from the previous meeting.

**7) Any Other Business – Communal Repairs**

Mostly dealt with above, any others please see us afterwards.

There was a fire on the Weir Estate, can you please write to every resident pointing out that fires i.e. barbecues on balconies are not permitted.

There was a major incident in Brixton this week and civil emergency procedures were put in place. We need to have a civil emergency procedure for the Area and we will be writing this in consultation with Associations that have community premises.

**8) Date, Time & Venue of Next Meeting**

The meeting agreed to skip the August meeting, as there would be many people on holiday. Next meeting to be 7<sup>th</sup> September venue to be arranged and agreed.

**PAT SCAHILL, CHAIR CLOSED THE MEETING AT 21.05, AND THANKED EVERYONE FOR ATTENDING.**