

Minutes of the Clapham & Stockwell Area Forum

Meeting held:- Tuesday 15th March 2005.

Homan House Community Centre, Kings Avenue, SW4

In attendance: Refer to attendance sheet.

1. Welcome and Apologies.

Pat Scahill – Chair – opened the meeting at 7pm.

Apologies received from Cllr Gentry, Cllr Pindar, Cllr Saunders, Josie Heffernan, Donna Henry, Susan Bowman and Bill Alison.

Roger Roach proposed a motion that there would be no discussion at the Area Forum on the dismissals of various officers from the Clapham Park West TRA.

2. Action points from Meeting of 17/01/2005

Tim Fairhurst went through action points

Julie Hansen stated that the work on potholes on Wyvil Estate was still not complete, although work had started. Tim Fairhurst said that an inspection of these works was due tomorrow (16/3)

3. Area Managers Reports

Tim Fairhurst went through the first of the reports.

It was questioned as to how it was known that properties had unauthorised occupants? (Item 2.3 page 4)

Margaret Farr responded that it was a combination of housing officer visits and information volunteered to the Council from other residents.

Ella Lewis commented that they are never able to get in contact with those responsible for internal cleaning on Wyvil.

Tim Fairhurst replied that a meeting could be organised with the Area Supervisor.

Action:- Tim Fairhurst to arrange meeting between Wyvil reps and the Area Supervisor.

Pat Scahill:- does not agree with rectification notices (item 3 page 5), i.e – more should have been issued, as failure to do so gives the impression of cleaners being super efficient when this isn't necessarily the case.

Tim Fairhurst will take this matter up with Managers.

Margaret Farr:- at Contractor meetings that have been held there haven't been any issues raised concerning this, but Pat Scahill's points have been noted.

Claire Rennie:- on Weir Estate, there are still issues with cleaning that have not been resolved. These issues have been referred to Pauline Taylor (Area Supervisor), but there still hasn't been any feedback from Pauline.

Ros Munday:- has asked repeatedly that abbreviations and jargon are not used in papers that are circulated.

Pat Scahill asked whether the increased patrolling of Graffiti Solutions (page 6) was down to the recruitment of more staff, or were existing workers borrowed from other areas?

Margaret Farr confirmed that extra staff had been taken on.

Margaret Farr had attended a contractors meeting today. Up until now there had been 3 different repair and maintenance contracts within Clapham and Stockwell. From 4th April, A E Williams will take over the contract for the whole area.

Cllr Fitchett questioned how will the work carried out by A E Williams, be monitored?
Margaret Farr:- Currently working on computer systems which will assist process, but Local Service Team Managers do have provisions to check work. There will also be monthly and quarterly walkabouts.

It was asked whether previous contractors had been paid for jobs but subsequently have not carried out the work. Will these jobs be given to A E Williams?

Margaret Farr:- some jobs will be re-issued to A E Williams, some will remain with the current contractor for completion.

Pat Scahill:- has checked repairs on works to do list, but none of them have been done – all jobs have been given an extension of time for no apparent reason. This is unacceptable. There has been no explanation given for this although was expecting a response last Friday – none received.

Action:- Cllr Fitchett to look into why this is happening

Margaret Farr:- Ian MacIntosh would like to table a paper for the next forum regarding this.

Tim Fairhurst went through the second report, which was the Proposed Area Managers Performance Report.

He asked for any comments and suggestions regarding this and for members' agreement to the proposed format.

Claire Rennie: suggested that issues raised [during Estate Walkabouts], and issues resolved should be included in the report. This was noted.

4. Resident Participation

4.1 Training needs

Frank Tamplin would like to run training courses but needs residents to put forward what they would like training in. These courses can either be In-House or through Lambeth College.

Ideas to be forwarded to Frank or Resident Participation Officers at Hambrook House.

Nora Anne Sheehey asked whether it would be possible to have the Resident Participation Officers Service Plan presented at the next Area Forum?

Margaret Farr: Yes, this will be presented. Margaret also went on to say that during this current year Resident Participation Officers have been working on getting existing associations running effectively. Next year, the focus will be on capacity building and setting up new groups.

Ros Munday: have vacancies for Resident Participation Officers been filled yet?

Margaret Farr: unfortunately, there were no suitable applicants at the recent interviews, so will have to re-advertise.

Roger Roach stated he was prepared to be the contact for Clapham Park West, in relation to estate walkabouts.

4.3 Area Forum Terms of Reference.

No decision to be made on these tonight. Forum members were invited to forward any comments/suggestions on these to Frank before the next Forum.

Chris Vaughan made comments on these – see attached.

Claire Rennie would like Weir Estate recognised as an association, but just running without a Chair. Are there any solutions to finding a Chair?

Frank Tamplin:- after April will be out on the Estates actively encouraging people to become involved in the associations and finding out why there is a current lack of interest.

Cllr Helen O'Malley:- what support can be given to T/RA's that do not have suitable places to meet?

Frank Tamplin:- this is why so many associations fail, because there are no premises to hold meetings.

Action:- will be brought up as agenda item at next Forum to work towards finding solution

It was asked on whose authority, that Frank no longer contact TRA's in the Clapham Park Area?

Margaret Farr apologised that TRA's were not informed, and that there had been a change around with the Resident Participation Officers. Douglas Newton was now on secondment.

This then raised the question of how work is covered when staff do go on secondment placements. There should be an automatic provision in place for work to be delegated to other staff if there is no replacement straight away.

Margaret Farr:- advised that Human Resources are currently looking into the issue of secondments and the implications and a draft procedure was in circulation.

4.4 Tenants Council Feedback

Ros Munday reported that they have had their AGM. Jean Kerrigan is the new chair, along with Rita Fitzgerald and herself as Vice Chairs.

Tenants Council have had a few concerns over the Terms of Reference.
Nothing more to report.

4.5 Leaseholder Council Feedback

Chris Vaughan gave report – see attached.

George Coombes of Birkwood Close expressed his anger regarding the situation of Freeholders not being recognised as main officers.

Action:- Cllr Fitchett will enquire as to why there is still this ongoing situation regarding Freeholders, and whether it may be down to a legal implication.

Kate Hoey MP stated that she couldn't see there being any legal reason, so long as the Freeholders don't vote.

4.6 Quarterly Estate Walkabout Details.

It has been noted that Scrutton Close for some reason has not appeared on the walkabout schedule.

Action:- Margaret Farr to look into.

Julie Hansen:- there should be prior notification of when quarterly walkabouts are going to take place.

Margaret Farr:- agreed, and in future there will be notice given. Dates are going to be re-circulated. Paul Gann and Pauline Taylor (Area Supervisors) are working on putting together a reference pack, which will be distributed, at the next Forum.

Pat Scahill asked if any consultation had taken place at which Margaret replied that she understood that consultation had taken place.

Claire Rennie:- not happy that dates are changed with no prior notice and that walkabout due for Weir Estate on 2nd May is a Bank Holiday.

Macaulay Square and Sinclair Estate need to be included in the walkabouts.

Cllr Fitchett advised, that the Council is to soon introduce a new service which will allow tenants, TRA Chairs & Reps and local councillors to receive a text message on their mobile. This will alert them of repair jobs raised and when they are completed, and if they need to chase a job there will be a contact phone number. This is an opt in service and the first of it's kind in the country.

Beverley Hartwell Morrison enquired as to whether someone would come round to check that repairs had been completed, or whether it would be down to a resident to contact office to say that work hadn't been done.

It was confirmed that Local Service Team Managers are responsible for the monitoring and follow up of repairs.

Claire Rennie:- asked what the action plan would be to rectify the situation with communal repairs. Railing on Weir Estate were due to be fixed last year, these have still not been done.

Action:- Tim Fairhurst to look into

Birkwood Close Residents Association, asked Lambeth for a yellow line in the Close. They were told last year to contact NDC, as they have a budget for estate improvements. Nothing has happened so far.

It was suggested that Local Service Team Managers could combine all data on outstanding repairs and consolidate into one report.

It was asked as to what has happened to all the handy people that are meant to do minor repairs? The last information given on them was that they were waiting for toolkits. Have these been ordered yet?

Margaret Farr:- Yes, tools have now been distributed and handy persons will be starting work very soon.

4.8 Proposed Dates for Future Forums

Tuesday 10th May 2005, Resource Centre, Binfield Road, Behind Stockwell Station.

5 Capital Programme

The Capital Programme was presented.
The following points were made.

- Only kitchens and bathrooms that do not comply with the Decent Homes guidelines are to be replaced, not all as a general rule, which is mistakenly believed to be the case.
- Any scheme that is to be included in the 2005/06 programme has to be presented for approval in the Forward Plan, generally 6-8 weeks. It is then subject to the 3-4 month Section 20 process. It's suggested that there is a guillotine timescale attached to any discussion with regard to year 2005/06 or it may be jeopardised by time/procedural constraints.
- A question was raised regarding the water tanks at William Bonney. The Project Manager of the heating scheme has confirmed that some of the water tanks in the roof have indeed recently been replaced due to them being found to be in a corrosive state and needed to be changed. Unfortunately, the final design for the heating was not known at that time and this now means that those tanks will need to be removed once the heating scheme has been completed. (see attached report)

Note that there is a correction to the planned works on Oaklands estate. Cubitt and Eastman houses are having windows replaced only.

Cllr Helen O'Malley stated that misleading information was being given out to residents.

6. Vulnerable People Steering Group

If anyone would like to be on the Steering Group, please let Tim Fairhurst know.

7. Opportunities Fund

There is £300,000 available. Any ideas should be forwarded to Tim Fairhurst to be included on a 'Wish List'.

Claire Rennie questioned as to whether any requests that have already been raised, for example during walkabouts, would be automatically included or will they have to be raised again?

Action: Margaret Farr to table at next Forum details of known 'Wish List'

8. Minutes & Matters Arising

Chris Vaughan:- Last paragraph of Item 6.2 incorrect. Agreed to defer Update on Leasehold Council to next meeting due to time constraints.

All other items agreed as correct.
No matters arising.

9. AOB

Julie Hansen:- Heating in the Drop-In hut on Wyvil has not been working. Is there any update on this?

Action:- Tim Fairhurst to follow up

Nora-Anne Sheehy:- Third location for Forums has not been confirmed, another place is needed in Clapham. Suggested St.Mary's Hall, as has good wheelchair access.

Action:- Frank Tamplin to organise and confirm third location

The meeting was closed at 9.20pm

Residents (Representatives, Deputies and Observers)

Bill	Willingham	Hemans Estate	London SW8
Ella	Lewis	Wyvil Estate	London SW8
Julie	Hansen	Wyvil Estate	London SW8
George	Coombes	Birkwood Close	London SW12
Pat	Shulton	Birkwood Close	London SW12
Alan	Shulton	Birkwood Close	London SW12
Christopher	Wellbelove	Willard Estate	London SW8
Chris	Vaughan	Notre Dame Estate	London SW4
Pat	Scahill	Mursell Estate	London SW8
Ros	Munday	Willard Estate	London SW8
Kathy	MacAree	Oaklands Estate	London SW4
Pat	Broderick	Weir Estate	London SW12
Claire	Rennie	Weir Estate	London SW12
Diego	Soto-Miranda	Charles Barry Close	London SW4
Vic	Philips	Spurgeon Estate	London SW8
Pat	McMonagle	Mursell Estate	London SW8
Roger	Roach	Clapham Park East	London SW2
Les	Jenkins	Fenwick & Willington Rd	London SW4
Ron	Laidley	Fenwick & Willington Rd	London SW4
Gerald	Haggar	Scrutton Close	London SW12
Beryl	Jones	William Bonney Estate	London SW4
Peggy	Hayes	William Bonney Estate	London SW4
Nora-Anne	Sheehy	William Bonney Estate	London SW4
Sebastian	Rojas	Clapham Park West	London SW4
Thomas	Hallauer	Sinclair Estate	London SW12
Beverley	Hartwell-Morrison	Sinclair Estate	London SW12

Elected Members (MPs) & Elected Councillors

Kate	Hoey	C/o House of Commons	London SW1A 0AA
Marietta	Crichton-Stuart	LibDem Members Room	Town Hall
Anthony	Bottrall	LibDem Members Room	Town Hall
Marcus	Mayers	LibDem Members Room	Town Hall
Helen	O'Malley	Labour Members Room	Town Hall
Jonathan	Myerson	Labour Members Room	Town Hall
Keith	Fitchett	LibDem Members Room	Town Hall

Officers

Tim	Fairhurst	C & S Area Office
Margaret	Farr	C & S Area Office
Katherine	Oldroyd	C & S Area Office
Frank	Tamplin	C & S Area Office
Gunter	Dawson	C & S Area Office
Peter	Hall	HPS Programme Manager
Ian	Philips	HPS Programme Manager
Keith	Hardy	HPS Major Works Manager
David	Giggs	Planned Maintenance