

# Tenants Council Minutes

Lambeth Town Hall, room 8  
 Monday, 26 September 2005  
 7:00 – 9:00PM

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| <p>1.</p> | <p><b>Attendance</b><br/> <b>Nominated Delegates &amp; Deputies</b><br/>         Rashmi Agrawal<br/>         Bill Allison<br/>         Denise Anderson<br/>         Cathy Butler<br/>         Susan DeSwarte<br/>         Ray Farrow<br/>         Rita Fitzgerald, Vice Chair<br/>         Jean Haley<br/>         Edna Jarvis<br/>         Jean Kerrigan, Chair<br/>         Marjorie Landels<br/>         Ella Lewis<br/>         Barry McCalla<br/>         Ros Munday, Vice Chair<br/>         Graham Nicholls, Ex-Chair<br/>         Ray Puckey<br/>         Pat Scahill<br/>         Matthias Toussaint<br/>         Chris Vaughan<br/>         Bill Willingham<br/>         Joyce Wilson</p> | <p>Brixton – Delegate<br/>         Clapham &amp; Stockwell – Deputy<br/>         Clapham &amp; Stockwell – Delegate<br/>         Norwood – Delegate<br/>         Norwood – Delegate<br/>         Norwood – Delegate<br/>         North Lambeth – Delegate<br/>         Norwood – Delegate<br/>         North Lambeth – Delegate<br/>         Brixton – Delegate<br/>         North Lambeth – Delegate<br/>         Clapham &amp; Stockwell - Delegate<br/>         North Lambeth – Delegate<br/>         Clapham &amp; Stockwell – Delegate<br/>         Streatham<br/>         North Lambeth – Delegate<br/>         Clapham &amp; Stockwell – Delegate<br/>         Brixton – Delegate<br/>         Leaseholders Council Chair<br/>         Clapham &amp; Stockwell – Deputy<br/>         Brixton – Delegate</p> |
|           | <p><b>Elected Members</b><br/>         Cllr Keith Fitchett<br/>         Cllr Robert McConnel</p>  | <p>Liberal Democrat, Executive Member for Housing<br/>         Liberal Democrat</p>  |
|           | <p><b>Officers</b><br/>         Michael Adu<br/>         Akin Ankinyemi<br/>         Jacqui Alexander<br/>         Gerard Caulker<br/>         Kevin Creed<br/>         Chido Edoze<br/>         Judith Franklin<br/>         Bayo Igoh<br/>         Bill Legge<br/>         Anthony Millinship<br/>         Earl Ray Neil</p>  | <p>Contract Management &amp; Procurement Manager<br/>         Estates Services Manager, Clapham &amp; Stockwell<br/>         Planned Maintenance Manager<br/>         Resident Involvement Manager<br/>         Resident Participation Officer<br/>         Service Development Manager<br/>         Area Housing Manager, North Lambeth<br/>         Deputy Area Housing Manager, Norwood<br/>         Caretaking &amp; Concierge Manager<br/>         Anti-Nuisance Team Manager<br/>         Monitoring &amp; Service Development Manager</p>   |

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|           | Mike Perrot<br>Marilyn Proctor<br>Molly Wallis  | Principal Property Manager<br>Resident Participation Manager<br>Division Director, Housing Management  |                                   |
|           | <b>Apologies</b><br>Chris Adamson<br>Sarah Bitti<br>David Hart<br>Nicholas Helleur<br>Stewart Holton<br>Roger Roach   | Area Housing Manager, Brixton<br>Brixton – Delegate<br>Clapham & Stockwell – Deputy<br>Brixton – Delegate<br>Executive Director of Housing<br>Clapham & Stockwell – Delegate |                                   |
| <b>2.</b> | <b>Minutes from 30 June 2005</b><br>The minutes were agreed with some changes to the attendance list.   |  | <b>Action</b>                     |
| <b>3.</b> | <b>Matters Arising</b> <ol style="list-style-type: none"> <li>1. Chair welcomed all the new representatives from the new structure of Area Housing Forums and said only Streatham had yet to elect delegates.</li> <li>2. Condolences were given for the passing of Les Jenkins and Pauline Evans</li> <li>3. Chair asked to add two items under AOB: a letter from a delegate in Streatham and affordable warmth</li> <li>4. A report due on the Concierge service was not available; it will be brought to the meeting in November. Officers to send to Pat Scahill in the interim.</li> <li>5. Chair informed TC that George Grime had retired since the last meeting and sent good wishes for his future</li> <li>6. The agenda was agreed.</li> <li>7. A question was raised about point 3.8 from June's minutes concerning a sub-group to discuss the reorganisation of the sheltered schemes. Officers stated that Social Services was in charge of this. TC reminded officers that David Hart, Susan DeSwarte and Graham Nicholls are to be included on that panel and they would like to be informed as to the progress on this group. Officers told TC that only the reporting structure of the Sheltered Warden Managers was being discussed; otherwise there shouldn't be a change in the service on the ground. <b>TC requested an officer from Social Services to come to the next meeting in November to answer questions; this was agreed.</b></li> <li>8. On point 3.9 from June regarding the Notices to Quit served, officers stated that 13 were issued, 9 were cleared. <b>Cllr Fitchett wants to make sure an apology has gone to all of those who were wrongly served NTQs.</b></li> <li>9. <b>TC would like to have an update on the domestic violence report and the BME Action Plan, both presented in June.</b></li> <li>10. Members of TC asked how to get involved in the upcoming housing audit. Officers asked that anyone interested please let their Area Housing Managers know.</li> <li>11. Cllr Fitchett reported that there had not been any evidence of a break down</li> </ol> |  | <b>CHM</b><br><b>AM &amp; RIM</b> |

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|                  | <p>in communication during the civil emergency in Brixton Water Lane (9.2 June). The only delay had been at the request of the Police at the beginning.</p> <p>12. It was reported that Myatts Field North TMO voted 55% in favour of the proposed PFI.</p>   |   |
| <p><b>4.</b></p> | <p><b>Performance Reports</b></p> <ol style="list-style-type: none"> <li>1. <b>Gas:</b> Officers reported that there has been excellent progress on this year's gas servicing programme with 73.6% completed to date. Lambeth will now get court injunctions before any forced entries are carried out. The contract for gas servicing will be renewed in 2006.</li> <li>2. There were several concerns raised about leaseholders responsibility to get their gas serving done annually and how Lambeth can monitor this. Home Ownership Services is trying to tighten up the sub-letting policy.</li> <li>3. There was a question about the decommissioning of gas fires. It was explained that due to new flu regulations, the cost to re-line flues in many cases is prohibitive. It is only being done where gas fires are an alternative source of heating.</li> <li>4. There was a lot of dissatisfaction from residents with the current gas servicing contractors. It was explained that CORGI registrations need to be renewed every two years, involving further education and monitoring of contractors' work.</li> <li>5. Officers stressed the importance of reporting all complaints via the Lambeth Service Centre, as this will ensure all are followed up. TC suggested that there should be more rigorous inspections and monitoring of the gas contractors. <b>Cllr Fitchett requested that in future all forced entry letters should be delivered by Recorded Delivery;</b> this will provide third party evidence in court when going for a forced entry. <b>It was agreed that officers would prepare a report to the next meeting on the requirement for leaseholders to have their gas appliances serviced.</b> Gas fires policy needs to be communicated better.</li> <li>6. <b>Nuisance:</b> Officers gave their report and informed TC that a questionnaire would be sent to each person once their nuisance case has been 'closed'.</li> <li>7. Safer Neighbourhoods is a police-led initiative that aims to have dedicated teams in every ward by 2007.</li> <li>8. TC asked that Chief Inspector Susan Wallis from the police be invited to a future meeting to answer questions about the Safer Neighbourhoods initiative.</li> <li>9. There was a request to expand the area covered by the Streatham Community Rangers.</li> <li>10. Officers reminded TC that it is policy to try to prevent nuisance rather than just treat the symptoms of nuisance. Anthony Millinship gave his phone number 020 7926 3626 as he is the lead officer.</li> </ol> | <p><b>AHOs</b></p> <p><b>HOS &amp; Plan. Maint.</b></p> |

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| <p><b>5.</b></p> | <p><b>Community Premises Report</b></p> <ol style="list-style-type: none"> <li>1. Officers presented the report that was previously on the agenda for information.</li> <li>2. There were concerns about the cost to residents' associations; many don't have enough to pay full rent. It was explained the proposal is that only when the premises are let out to private business would full rents would be collected, not from non-profit organisations.</li> <li>3. A question was raised about the disposal of the Berridge Road Resource Centre. <b>Officers said they were not aware of this and that they would look into this claim.</b></li> <li>4. Community premises require a full survey to assess repairs and asbestos and to declare an asset value for Council records.</li> <li>5. Who will be deciding if the premises serve the community?</li> <li>6. TC would like officers to look into the possibility of approaching insurers to see if a rate can be negotiated if they all go with the same company.</li> <li>7. <b>A vote was taken on the six recommendations in the report. These were agreed.</b></li> </ol> | <p><b>RIU</b></p>          |
| <p><b>6.</b></p> | <p><b>Civil Emergency</b></p> <ol style="list-style-type: none"> <li>1. There was a brief discussion about this report.</li> <li>2. The one issue of concern was the provision of enough sleeping equipment.</li> </ol>   |                            |
| <p><b>7.</b></p> | <p><b>Tenant Participation Compact</b></p> <ol style="list-style-type: none"> <li>1. Officers presented the new draft of the borough wide compact that had been produced following several meetings with the working party. Once the final version has been agreed, a summary version will be produced. All Area Housing Offices will produce Local Area Compacts.</li> <li>2. TC Terms of Reference: TC would like to have a discussion in the future about freeholders being able to be on boards of residents associations. There were a few typos that needed to be corrected as well. <b>TC voted and approved the adoption of the Terms of Reference unanimously.</b></li> </ol>  |                            |
| <p><b>8.</b></p> | <p><b>Tenants' Welcome Pack</b></p> <ol style="list-style-type: none"> <li>1. Report not presented due to lack of time. A few suggestions were made: <ol style="list-style-type: none"> <li>1. Information on low-cost insurance for residents;</li> <li>2. Information on local TRAs with contact details;</li> <li>3. Information on local amenities (e.g. schools, doctors, etc.) to be included.</li> </ol> </li> <li>2. Any further suggestions can be sent to Chido Edoze in Service Development. <b>TC agreed that a draft version of the Welcome Pack be brought back to the meeting in November.</b> It was suggested that officers speak to a sample selection of new tenants to find out what information they would have found helpful.</li> </ol>  | <p><b>Service Dev.</b></p> |
| <p><b>9.</b></p> | <p><b>Parking Permits</b></p> <ol style="list-style-type: none"> <li>1. Not presented due to lack of time. Officers told TC that the roll out of the</li> </ol>   |                            |

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|                   | <p>new permits has started. Rita and Ray were thanked for their help with the pilot. Next phase will commence this week (details of all phases were included in the schedule attached in the report).</p> <ol style="list-style-type: none"> <li>2. An issue was raised that one (1) permit per household had been agreed, but there is evidence that some areas are issuing two (2) per household.</li> <li>3. Officers agreed to look into this discrepancy and will ensure it will not happen in the future.</li> <li>4. A hotline number was requested in case of vehicle obstruction.</li> <li>5. It was commented that the agreed 10 minute grace period for visitors to collect a visitor's pass was not being granted</li> <li>6. Officers confirmed that permits were only for estate parking not for public roads.</li> <li>7. Permits have holograms to make forgery more difficult</li> <li>8. Officers confirmed that a permit could be issued to a resident with arrears as long as there is an agreement in place to pay off the arrears and that it is being adhered to. The same applies to those with arrears in garage payments.</li> </ol>  |  |
| <p><b>10.</b></p> | <p><b>London Tenants Federation &amp; Lambeth Strategic Partnership</b><br/>Update at next meeting due to lack of time.</p>   |  |
| <p><b>11.</b></p> | <p><b>Any Other Business</b></p> <ol style="list-style-type: none"> <li>1. The chair advised that a letter had been received from a resident in Streatham concerning attendance at a contract meeting. Graham Nicholls presented the case on behalf of the resident. He was disappointed that the Area Housing Manager was not at TC as he had been made aware that this would be on the agenda. The concerns expressed were about the setting up of residents' associations, contract meetings, etc. He wanted to know the procedure in other areas (i.e. how are associations set up in other areas? Who may attend contract meetings?) Michael Adu has stated in the past that contract meetings are open to all residents. In North Lambeth there was a call for volunteers at their Forum, however nobody volunteered at the time. It was made clear that anyone who would like to volunteer should make contact with a member of Ian McIntosh's team. The chair stated that practices need to be the same across the borough. Molly Wallis said she was aware of the problems in Streatham. She has discussed this with Tom Bremner. She said a report would be brought to the next TC meeting in November. In Clapham &amp; Stockwell contract meetings had taken place for nine years then they stopped due to reframing; they have just started up again.</li> <li>2. Affordable warmth was not raised due to lack of time.</li> </ol> |  |

\*Key to action groups: **AHM** = Area Housing Managers; **CHM** = Central Housing Management; **HPS** = Housing Property Services; **SP** = Strategy & Partnership; **TC** = Tenants Council