

Tenants Council AGM Minutes

Lambeth Town Hall, Council Chamber
Wednesday, 26 April 2006, 7:00 – 9:30PM

Attendance

Nominated Delegates, Deputies and Observers

Rashmi Agrawal	Brixton – Delegate
Bill Allison	Clapham and Stockwell – Deputy
Denise Anderson	Clapham and Stockwell – Delegate
Cathy Butler	Norwood – Delegate
Susan deSwarte	Norwood – Delegate
Rita Fitzgerald, Vice Chair	North Lambeth – Delegate
John Frankland	TMO Liaison Committee – Delegate
Jean Haley	Norwood – Delegate
Robert Hall	Brixton – Delegate
David Hart	Clapham and Stockwell – Deputy
Nicholas Helleur	Brixton – Delegate
Jean Kerrigan, Chair	Brixton – Delegate
Ella Lewis	Clapham and Stockwell – Delegate
Pauline Lewis	Streatham – Delegate
Barry McCalla	North Lambeth – Delegate
Angela Miller	Streatham – Delegate
Ros Munday, Vice Chair	Clapham and Stockwell – Delegate
Graham Nicholls, Ex-Chair	Streatham – Delegate
Ray Puckey	North Lambeth – Delegate
Beryl Saunders	TMO Liaison Committee – Delegate
Pat Scahill	Clapham and Stockwell – Delegate
Matt Toussaint	Brixton – Delegate
Chris Vaughan	Leaseholders Council Co-chair – Observer
Joyce Wilson	Brixton – Delegate

Elected Members

Cllr Jeremy Clyne	Liberal Democrat (Leaseholders Champion)
Cllr Keith Fitchett	Liberal Democrat
Cllr John Kazantzis	Labour

Officers

Chris Adamson	Head of Housing Management Support
Derrick Anderson	Chief Executive Lambeth Council
Tom Bremner	Interim Division Director Housing Management
Kevin Creed	Resident Participation Officer
Marilyn Proctor	Resident Participation Team Manager
Bayo Igoh	Area Operations Manager, Norwood
Chris Lee	Interim Executive Director of Housing
Mary Lynch	Interim Deputy Executive Director of Housing
Mike Wacha	Area Housing Office Manager, Streatham

Other observers

Barbara Booth	Streatham
Dr Vernon Maynard	Clapham and Stockwell

Pat Watson

Streatham

Apologies

Hazel Barlow

Streatham – Delegate

Cllr Bernard Gentry

Executive Deputy Member for Housing

Cllr Robert McConnell

Liberal Democrat

David Thompson

Interim Division Director Property Services

Cllr Peter Truesdale

Leader of the Council

Action

1.0 Welcome and introductions – Chair

- 1.1 An issue was raised about the appropriateness of the Vice Chair's attendance at the meeting due to her candidacy in the local elections. It was ruled she was fully entitled to attend and participate.
- 1.2 The Chair welcomed the new Chief Executive, Derrick Anderson who introduced himself and said he is looking forward to working closely with TC.
- 1.3 The Chair asked if the delegates were in favour of moving her outgoing report and the elections up the agenda to immediately follow matters arising. This was agreed unanimously.
- 1.4 Cllr Fittchett gave apologies for Cllr Truesdale and thanked the outgoing TC and TC Executive for all of their work over the past few years.

2.0 Minutes from 30 March 2006

- 2.1 Minutes agreed as accurate.

3.0 Matters arising and action sheet

- 3.1 Action Point (AP) 1.2: Officers briefed Sheltered Housing Officers on 4 April. Some delegates stated their wardens were not yet advised.
- 3.2 AP1.5: New rent notices were a bit late going out to ensure exactness of the information. A delegate questioned why water rates had apparently increased on some of the letters. **ACTION: Officers to investigate possible changes in water rates on the new rent letters.** Officers are confident the new letters are correct and will explain any changes that have occurred.
- 3.3 Delegates asked that officers ensure there is a clear explanation that any rent increase will be from the original rent and not from the new condensed rent payments for 2006/07. **ACTION: Officers confirmed this would be the case.**
- 3.4 AP1.3: The £7,000 cost for sending out the second round of rent statements is for printing and postage. There was no overtime paid to staff.
- 3.5 AP3.3: Delegates could not obtain information indicating the 50p surcharge for gas fires. Officers said if any does become available, they would look into it.
- 3.6 AP3.4: Estate deep cleaning. Officers explained that they had received a suggestion from delegates to include deep cleaning within major works projects. Officers believe this would be a good solution and will be in a better position to act on it after the validation of the 2005/06 programmes on the Road Map is completed in June. **ACTION: Officers to continue investigations into the possibility of including a deep clean as part of the capital works programme. Residents to be involved in these discussions.**
- 3.7 AP3.5: Streatham Community Rangers. Rangers will be rolled out across the borough by September. The HRA contribution will be £500,000. Environment will take over the borough-wide rangers' scheme during the summer.

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- 3.8 AP3.6: residents to assist in the selection of the Chair of the Sheltered Housing Commission. George Marshman, Division Director Disabilities and Older Persons, is happy for this to happen. **ACTION: still needs decision by Executive Members.** ML
- 3.9 This led to a discussion about the transfer of Clarence Avenue and Clifton House SHU to the Clapham Park NDC. Officers explained how 50 new SHUs will be built under the transfer scheme with LBL nomination rights. The final sign-off for the transfer is to take place on Friday, 28 April 2006. Residents argued that this should have been discussed with residents and claimed that officers weren't honouring the Tenant Participation Compact. **ACTION: TC voted to have Jean Kerrigan attend the meeting on Friday to bring their views to the table.** Jean Kerrigan
- 3.10 AP3.7: Parking permits issuing protocol. Tom Bremner suggested that this item be taken to the Housing Service Improvement Forum to be looked at in depth. Delegates pointed out that it is illegal to clamp vehicles with disabled plaques; that the 15 minute waiting time is not being honoured; and that tenants who have an agreement and are sticking to it to reduce arrears should be issued with a permit. **ACTION: TC agreed to discuss this item to HSIF on 22 May 2006.** HSIF
- 3.11 AP5.4: Housing Opportunities Fund (HOF). £300,000 had been spent by 31 March 2006. Officers reiterated that all 231 schemes will be delivered. Delegates were encouraged to raise any enquiries in relation to individual schemes at their Area Housing Forums.
- 3.12 AP6.4: Concierge. Staff have been reminded that all concierge staff should be in uniform. **ATION: Officers to investigate whether there is a problem in relation to the 'supply of uniforms'. Delegates asked for evidence that Leaseholders are being reimbursed where there is no provision of service.** Delegates enquired how to get refunds for services not provided; officers explained that a letter outlining their reasons for requesting reimbursement should be sent to their Area Housing Manager. CA
- 3.13 AP7.3: Resident involvement in contract management. **ACTION: Chris Adamson said he would look into the change in working hours by Graffiti Solutions across the borough.** CA
- 3.14 AP10.1: Decent Homes property inspections. Officers explained that the current inspections are part of the re-validation process of the Road Map. Photos are only taken in cases where there are exceptions to what they expected to find or where sever problems are discovered. The inspections can take up to 20 minutes, but in many instances could be much shorter. **ACTION: Divisional Director of Property Services requested to provide a response detailing what comprises a survey and the length of time this should take (to include whether boilers and electrical checks are to be undertaken). This information to be sent to all TC delegates.** DT
- 3.15 Resident from Clapham Park NDC asked who is responsible for repairs as the NDC has said it is Lambeth and the Service Centre has said the NDC is responsible. Officers and Councillors confirmed that until the transfer takes place, Lambeth is responsible.
- 3.16 AP10.2 Reframing cost savings. **ACTION: A report of the cost savings achieved by the reframing exercise in the first year to be made available as soon as available.** PC

4.0 Referrals

4.1 There were no referrals at this meeting.

5.0 Chair's outgoing report

5.1 Please see the attached report.

RPT

6.0 Elections

6.1 **Chair: Graham Nicholls nominated Ros Munday; Jean Haley and Rashmi Agrawal seconded the motion. Ros Munday was elected unanimously.**

6.2 **Vice Chair: Motion to elect two Vice Chairs was approved unanimously. Rashmi Agrawal was nominated for Vice Chair by Denise Anderson and Jean Kerrigan seconded the motion. Graham Nicholls was nominated by Rashmi Agrawal. Both were elected unanimously.**

6.3 **Ros Munday and Jean Kerrigan were elected to attend Lambeth First.**

6.4 **Ros Munday and Rashmi Agrawal were unanimously elected to Community Empowerment Network – Ros as delegate and Rashmi as deputy.**

6.5 **Graham Nicholls was unanimously elected to attend Lambeth Federation of Tenants.**

6.6 **Ros Munday, Jean Kerrigan and Rashmi Agrawal were unanimously elected to sit on the Sheltered Housing Commission. Ros as delegate and Jean and Rashmi as deputies.**

7.0 Capital programme update – Mary Lynch

7.1 Officers stated that a complete validation of the 06/07 programme would be completed by the end of June 06 and that a validation of the entire plan would be completed by December 06. Once this is complete, officers will be in a much better position to let residents know when specific projects will be started and completed.

7.2 Officers confirmed that purchase orders have been signed for the majority of schemes in the 2005/06 programme.

7.3 There were many questions regarding the accuracy and reliability of the start and completion dates.

7.4 **ACTION: Delegates requested a strategic, overall review of the programme and the costs to-date.**

CA, DT

7.5 **ACTION: Officers requested that the TC Executive discuss what information TC would like to see on the validated Road Map.**

ML, TCexe

8.0 Audit Commission Inspection report

8.1 This item was postponed due to lack of time.

9.0 Service Standards

9.1 This item was postponed due to lack of time.

10.0 Update on London Tenants Federation and Lambeth Strategic Partnership

10.1 A paper was circulated with an update.

11.0 Any other important business

- 11.1 **ACTION: Officers to discuss with TC Exec the frequency of TC meetings and the need to forward-plan agenda items.** ML, CA, TC Exec
- 11.2 **ACTION: Officers to investigate the query that properties in North Lambeth have been re-wired with surface-mounted plastic wiring as this prevents the installation of gas cookers.** CA
- 11.3 Delegate expenses: **ACTION: Officers agreed that delegate's expenses be paid to allow attendance at a conference in May.** CA