

**NOTES OF THE CLPAHAM AND STOCKWELL IMPLEMENTATION FORUM
HELD ON TUESDAY 16 NOVEMBER 2004**

Welcome

Cllr Gentry (Chair for this meeting) Started by asking all forum participants to introduce themselves.

Attendees:

▪ Teresa Bell	Mursell Estate
▪ Pat Scahill	Mursell Estate
▪ Bill Lear	Clapham Park West
▪ Frank Tamplin	Residents Participation Officer
▪ Paul Gann	Area Supervisor, Clapham & Stockwell
▪ Pauline Taylor	Area Supervisor, Clapham & Stockwell
▪ Douglas Newton	Residents Participation Officer
▪ Jean Thomas	Union Road
▪ Ms Anderson	Rydal House
▪ Ros Munday	Willard Estate
▪ Mike Wacha	Area Housing Manager, Clapham & Stockwell
▪ Tom Bremner	Head Of Housing Management
▪ Chris Vaughn	Clapham Common Leasehold
▪ Pat McMonagle	Mursell Estate
▪ Les Jenkins	Fenwick Est & Willington Road
▪ Julie Hansen	Wyvil Estate
▪ Ella Lewis	Wyvil Estate
▪ Laura Gibbons	Willard Estate
▪ Divina Dixon	Executive Support Officer, Clapham & Stockwell

Apologies:

David Hart	Willard Estate
Margaret Farr	Deputy Area Housing Manager
Lynne Ottaway-Reid	Clapham

Notes of the last meeting/matters arising (5th October)

Previous notes agreed to be a true account of the last meeting.

Actions Brought Forward:

MM- to re-send reframing communication packs to residents on the Willard and Weir Estates as some residents have not received this information. **Action**

Ros Munday – Garages are not being managed, we have five on the estate, one of which has been abandoned and the others have been vandalised twice.

MW- to investigate and inform RM and Cllr Gentry of the situation. **Action**

Residents would like to know who is covering their areas when members of staff are absent.

Local Tenants Reps will be informed who is on covering where an LSTM is absent. (Cllr Gentry is to be notified) **Action**

DD- to forward a copy of the phone list to Ros Munday and Chris Vaughan. **Action**

Pat Scahill1 – Had asked for information in the past regarding the Environmental Improvement funds and has yet to receive a clear response, what's happening and who is responsible?

Action: MW to meet with Pat Scahill in order to review the list and progression on projects under the environmental scheme for 2004/5 and also to clarify who is doing what.

Ella Lewis – Raised issues regarding the repairs not being done on the Wyvil estate and also raised concerns as to where the funding for these repairs had gone if the works have not been completed.

Action: TB- suggested a walk-about with the Ken Daniels (LSTM) in order to list repairs and explained that there is no specific Local Repairs Budget.

Julie Hansen – Concerned about works not being done and still being marked down as finished.

Cllr Gentry invited Julie to have any details in relation to this to be investigated.

Update from Management Team:

Mike Wacha – introduced the Management Team and continues by going through the handout. (See Attached)

Mike addressed the issue of communication between tenants, TRA's and the offices.

Contract Monitoring:

The roll out is nearly complete, the terms and conditions of the contract has not been changed we now have a new and more effective contractor.

Cleaning, Ground Maintenance and repairs: Margaret Farr has been leading on this and has attended a few meetings.

Action MW/MF: the TRA's would like to be notified as to when these meeting will be taking place.

Mike explained issues log to the forum as a way forward to tackle any issues raised by them.

Pauline Taylor and Paul Gann presented a brief report explaining the role of the LSTM; they also explained the weekly scheduled visits on the estates and how they work. Paul and Pauline assured residents that photos of your LSTMs along with their phone numbers would be posted on the walls in the area.

Interviews for Caretakers and LSTMs are taking place, by December we expect to have 23 Caretakers in post. The estimated completion date is in four weeks time.

MW – raised the issue of sessions held at Heather Close and has asked the forum if they had no objection to the session being held in the morning.

Tenants raised a number of issues regarding the new arrangement for parking; some estates have not yet had their lines painted on.

Action: Cllr Gentry expressed his concerns and requested a briefing from George Grime urgently.

Chris Vaughan raised a need for training for the Customer Services Staff on leaseholder issues, this issue has also been raised with Ros Griffith at the CSA Centre.

Housing Officers and TRA's are to meet in order to make a decision as to where they will be placed and to review what we have in way of refuse chambers.

It was clarified: Tenants should have received a letter from Michael Adu stating that permits that are out of date may be used until the new stock of parking permits arrive.

Action: PT

Pat Scahill – raised the issue of the play areas needing regular health and Safety checks, Pauline Taylor and Paul Gann are to investigate.

Action: TB – to look into the repairs Email due to emails bouncing back to tenants.

Meeting Closed

Future Meetings:

Next meeting will be on: **Monday 6th December 2004**
Venue: **Wheatsheaf Community Hall**
Wheatsheaf Lane
SW8
Time: **7:00pm**

Buses: 77, 322 & P5