



**Minutes of the meeting of 10th July 2013
Council Chamber, Croydon Town Hall, Katherine St.**

Residents:

Stephen Aselford	Carol Bennet
Yaw Boateng	Raymond Brown
Charles Caeser	John Carey
Ken Coates	Hilbert Corrodus
Howard Devereux	James Fraser
Stella Green	Violet Halls
Michael Hewlett	Linda Hill
Sheila Howard	Yolanda Malone
Jim Mansell	Joe Mensah
Desiree Mitton	Clementina Odesanya
Julian Paine	David Palmer
Reginald Purkiss	John Reeve
Maureen Symes	Laurence Taylor
Eric Watson	Carol Wilson
Fintan Walsh	Jamil Tarik
Marilyn Smithies	Peter Mason
Stephen Pollard	Peggie Whittaker
Laurence Whittaker	Isabella Barber
Donna Cocker-St-Hill	Ama Ayini-Owsu
Renatia Aghaji	

Apologies:

Unice Frederick	Paul Phillips
Maurice Baxter	Ashish Patel
David Besser	

Officers:

Chris Stock	Resident Involvement and Scrutiny manager
Tim Nash	Resident Involvement Co-ordinator
Rose Marie Louis	Resident Involvement officer
Steve Driscoll	Resident involvement officer
Sylvie Saunders	Senior Involvement Support officer
Gemma Smith	Involvement Support officer
Dave Sutherland	Managing Director Croydon Landlord Services
Bob Richardson	Head of Planned Maintenance and Improvements
Lorraine Smout	Head of Responsive Repairs
Yvonne Murray	Head of Tenancy and Neighbourhood Services
Colin Alexander	Head of Income and Lettings
Mahmut Aydogan	Head of strategic programme and projects
Judy Pevan	Service Manager Stock Investment
Alison Crisp	Service Development Projects Manager

Councillors:

Cllr Michael Neal	Cllr Raj Rajendran
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Ref	Subject	Action
1.0	Welcome, introductions & apologies	
1.1	Apologies were given as listed above	
1.2	Chris Stock welcomed everyone and introduced the panel. He then went through the meeting rules and agenda for the evening.	
2.0	Housing Services Forums structure and ways of working.	
2.1	The aims of these forums is to enable residents living in properties managed by Croydon Council to talk with officers, about new proposals and existing housing management services in Croydon. The forum will enable residents to discuss proposals and to think about ways we can improve those services.	
2.2	The forum will also develop working relationships with residents and other partners from within the affected areas, in order to work towards improving the local environment and general quality of life on our housing estates.	
2.3	Reports will be presented to the forum for discussion such as performance reports on local services and recommendations can be made by officers or members where appropriate.	
2.4	There are two forums, one looking at services in the North and the other for those living in the South of Croydon. The forums are constituted – which means they have a set of rules, which should be read, understood and agreed by anyone wishing to become a member of the forum.	
2.5	Any residents from the area can attend but we will be encouraging people to become members, this will allow them to be involved in voting and actively take part in discussions more effectively. All those who wish to be members must complete a Forum membership form and register their details on the Housing Sounding Board.	
2.6	Forums will be managed by the Resident Involvement team who will also service the meetings but these are resident meetings and will normally be chaired by a resident, elected by the members.	
2.7	The agendas are put together by the resident chair and vice chair. If members wish to suggest agenda items, we will be asking for these at the end of each meeting or you can advise us of items prior to the next meeting.	
2.8	As the name suggests, these are ‘forums’ – which means a place for discussion, so we are hoping that they will provide an opportunity for residents to discuss key issues with officers and hopefully agree ways to improve housing services. The main focus will be on the delivery of housing management services from the council in each of the two geographic areas.	
2.9	A one hour surgery will precede all meetings and these will be staffed by	

2.10	<p>local officers, during the surgeries we encourage any personal issues to be discussed as these issues will not be discussed in the main meeting.</p> <p>Meetings will be arranged quarterly and will initially take place in central Croydon venues and in the evening but as time progresses, meeting times and venues may be amended.</p>	
<p>3.0</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>Q</p> <p>A</p> <p>Q</p> <p>A</p> <p>Q</p> <p>A</p> <p>Q</p> <p>A</p> <p>Q</p> <p>A</p>	<p>Croydon Landlord Services - Structure & Q&A</p> <p>Please see presentation which is included with the minutes.</p> <p>In addition to the presentation Councillor Michael Neal spoke about his role within housing services. Cllr Neal regularly goes on estate inspections with senior officers to review the estates and develop an action plan of all works, or changes that are required for those estates. This has been completed by Cllr Neal since 2006 and he has visited every estate in the Croydon Borough. If you would like Cllr Neal to visit your estate as you feel there are areas of concern please contact his office and he will happily add it to his schedule of visits.</p> <p>Q&A</p> <p>Why is recycling in certain areas of Croydon so limited, for example in some areas they do not have battery or electrical recycling?</p> <p>This is out of the housing remit and will be passed to Simon Mander for a response.</p> <p>Do empty properties that have had void works carried out get inspected before they are re-let?</p> <p>Yes, before the properties are re-let an inspection and safety checks are carried out.</p> <p>What is the council's position on converting Sheltered accommodation into general needs blocks?</p> <p>At the moment the council has too much Sheltered Housing in relation to the need of the borough, at the moment plans and consultation are going to be presented to council about the conversion of Gillett Road from Sheltered to general needs.</p> <p>Will the council lose rental income whilst this is being done?</p> <p>No, the plan is to move residents in and out at the same time so not to have vacant flats sitting for a long period of time.</p> <p>Residents from Kuala Gardens asked that a visit be made to their block; this will be taken up by Yvonne Murray for follow up.</p> <p>There is nothing on the presentation about first time fix rates for repairs etc. Why not?</p> <p>The presentation was not intended to go into that level of detail, if forum members wish to discuss these details they can be requested as agenda items or residents can look on Croydon Councils web site where most of this information can be found. Alternatively if they feel a service area requires specific scrutiny they can suggest this as an exercise for the</p>	<p></p> <p></p> <p></p> <p>SM</p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>YM</p>

<p>Q</p> <p>A</p>	<p>resident scrutiny panel.</p> <p>A tenant felt that the council have lost sight of the quality of life of its residents and feels that this should be addressed. The tenant added there is a need to think about the people in the house and not just the house itself.</p> <p>Where the council can, they invest in services that so benefit the quality of resident's lives, such as investing in the Warden service, sustainable community work and youth work. The council believe that they do all they can with the limited funding they have.</p> <p>Tenant commented about the good work that is done by the council, she regularly fills out monthly reports to the Resident Involvement team via the neighbourhood voice scheme and is very impressed with the speed at which her issues are resolved.</p>	<p>CS</p>
<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>Q</p> <p>A</p> <p>Q</p> <p>A</p>	<p>Repairs Re-procurement - presentation & Q&A</p> <p>Please refer to presentation attached.</p> <p>Q&A</p> <p>With regards to branding on vehicles for the new service a resident thought it would be a good idea to have all the contact details including phone number, email and web address.</p> <p>This was agreed to be a good idea which officers will explore further.</p> <p>Why have stock condition surveys not been carried out on my property for the past 15 years?</p> <p>Over the past few months and moving forward, the council have and are recruiting more surveyors to perform these surveys and aim to get every house surveyed on a 7 year cycle.</p>	<p>JP</p>
<p>5.0</p> <p>5.1</p>	<p>Future agenda items</p> <ul style="list-style-type: none"> • Recycling • Future of Veolia and litter picking on estates • Increasing Neighbourhood Warden service 	<p>GS</p>
<p>6.0</p> <p>6.1</p> <p>6.2</p>	<p>Chair and Vice Chair Elections</p> <p>Nominations for Chair – Michael Hewlett & David Palmer Written ballot results – Michael Hewlett 8 votes / David Palmer 5 votes</p> <p>Nomination for Vice Chair – Julian Payne, David Palmer and Lawrence Taylor Written ballot results – Julian Payne 4 votes, David Palmer 8 votes and Lawrence Taylor 0 votes.</p> <p>Chair confirmed as Michael Hewlett & Vice Chair confirmed as David Palmer – Congratulations.</p>	
<p>7.0</p>	<p>Date, Time and Venue of Next meeting</p>	

Surgery at 18:00-19:00 30 th October 2013 @ 1900-2100 – Room F4/F5 Town Hall	
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