



ACTION PLAN

Date of Meeting:-
Name of Panel:

30th October and 20th November 2013
North/South Housing Services Forum (combined)

| LOCATION | Mins. ref no. | ISSUE/PROBLEM | ACTION AGREED | DEADLINE FOR ACTION |
|-------------|---------------|---|---|---------------------|
| North Downs | 3.2 | A tenant felt that the inspections are not detailed enough as 1-14 North Downs Road garages have had blocked drains, tall weeds and issues with rubbish being dumped on garage roofs for months with no one seeming to deal with these issues. It was also noted that residents regularly do not lock the barrier gate. The resident asked if tenants could be written to advising them to lock the gate to prevent further issues of flytipping. | Margaret Padmore has noted this and will pass to the relevant tenancy officer for action. Response from Ian Gray With regard to the garage site at North Down I referred this to Hannah Ojo with the request that a quote is obtained to replace the FB2 mortice with a pattern that requires the gate to be locked before the key can be taken from the key hole. I'm awaiting this and would plan to fund from MEI | completed |
| | 3.3 | Cllr Hall felt that two hours is not enough time to complete a proper estate inspection of large areas such as Fieldway and suggested that such areas need to be broken up into more manageable sections. | Response from Margaret Padmore I had a meeting with repairs and we have split some estates because they were too large and have revised the schedule for this year to ensure appropriate officers will be in attendance. All this will be in place from April 2014 | completed |
| | 3.5 | A resident reported that Milne park has issues with regards to the garage area, where frequent illegal parking makes it impossible for emergency vehicles or rubbish trucks to gain full access to the site. There is also an issue of the gate here not being locked by residents. | Margaret Padmore will take this away and pass to Michael Brown. Response from Ian Gray The garage site at Milne Park is not to my knowledge used improperly and access is unaffected. The site is surrounded by houses and residents use it for parking. Are they referring not to the garage site but to the open parking area to the rear of the block of flats in Milne | completed |



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| | | | park (close to the junction with Arnhem Drive)? | |
| | 3.6 | It was suggested that it would be beneficial for Margaret Padmore to attend the next Waddon Community Forum to discuss estate inspections, and other local issues. | <p>Margaret Padmore would be very interested in coming and an action will be put forward for Theresa Rogers to invite Margaret to the next meeting.</p> <p>Response from Theresa Rogers I will be sending the email and invites out today (6th Jan) and will include the tenancy manager and officer for Waddon.</p> | completed |
| | 4.4 | Why do the wardens not call on vulnerable residents anymore in Northdowns and New Addington? | <p>Stanley Enyinnaya will look into this for the resident concerned and ensure that an agreed level of contact is made between the resident and wardens.</p> <p>Response from Stanley Enyinnaya Due to the reshuffle of neighbourhood wardens from one area to another, the new neighborhood wardens that patrol Northdowns did not include Jean as their Key Contact as they had other key contacts in the same block however I have asked them reinstate Jean as our key contact and since then, they have made several visits to her and the block.</p> | completed |
| | 6.1 | It was noted that the person asked to cover this topic was not available to attend. The chair requested that this be taken through to senior management as the topic requires open discussion. She added that several previous requests for attendance at various meetings in the past by the department have not | <p>Tim Nash contacted the Service Director (Tony Brooks) shortly after the HSF meeting. He had spoken with his team and apologised for the non attendance, which he said appeared to be down to communication issues. Tony also confirmed that officers are normally expected to attend meetings</p> | completed |



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| | | been fulfilled. | and hoped this would not be an issue in future. To further update the forum, a meeting has been arranged on site with Skanska (the contractor) and a variety of representatives from the council (including highways) to discuss remaining concerns about the lighting project with local residents and councillors. The meeting has now happened and reps from Skanska and the council side attended. Four residents and a local councillor went through current issues and agreed a number of actions to improve future communication. | |
| | 2.2 | Q: Why is recycling in certain areas of Croydon so limited? Eg. In some areas they do not have battery or electrical recycling. | A: All properties on the box collection system in flats and on estates can recycle the same items apart from textiles. We have 10 neighbourhood recycling centres which can accept small electronic goods, batteries and light bulbs. These are located at the most popular sites and is a free collection service to the council by the provider of the banks. There are no plans currently to expand the banks to more neighbourhood recycling centres due to space issues and footfall is low compared to other sites. | completed |
| | 3.1 | With regards to the reporting of flytipping incidents why do residents not get a report on what was done with the information given? eg: if photos of illegal tipping are given to the council can the residents be informed of what the outcome was? | Response by Terry Edwards (Neighbourhood Caretaker Manager) :- This issue has now been dealt with. I have liaised with the tenancy officer and fed back to Jim Cassidy on what actions were taken. Jim was happy with the response. | completed |
| | | Weeds are not being cleared and removed by Veolia. | Keith Turner will bring this up at the meeting with | completed |



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| | | Why is this not happening? | <p>Veolia. This should be carried out on a daily basis along with the twice yearly spraying of weeds on estates.</p> <p>Response- discussed with Veolia. They have been reminded of the need to fulfil their obligations under the contract. Random monitoring to continue and rectification orders will be raised as necessary to remedy matters.</p> | |
| | 3.2 | Tenant reported issues of not enough bins to cover the flats he lives. They have no bulk bins and only fortnightly collections. The residents would like this reviewed by the council. | <p>Keith Turner will go and have a look at Claret Gardens and review the bin scheme.</p> <p>Response -The bin cupboards are designed that only standard size dustbins will fit. The existing dustbins are supplied by Housing dept.</p> | completed |
| | 4.1 | Why do College Green residents not see wardens as often as they used to? When they are on the estate there seems to be a high ratio of wardens to children when playing games and interacting with the children. Surely these activities should be better balanced and wardens being drafted to work on other areas of the estate. | <p>Response from Stanley Enyinnaya</p> <p>This issue will be reviewed and regularly monitored. One of the warden's roles is to interact with the younger generation but this should be balanced with working with all residents on the estate.</p> | completed |