

SHELTERED HOUSING PANEL

Tuesday 25th March 2014

Community Space, Bernard Weatherill House

PRESENT:

Members & Reserves

Sylvia Fletcher (chair)
James Cassidy
Margaret Jones
Syed Ahmad
John McGovern
Teresa Cox
E Lynch
Les Wallace
Sylvia Edmund
Joseph Mensah

Peter Mason (vice chair)
Jean Baldy
Janet Callingham
Henry Beer
Bill Jones
Paul Phillips
S Ions
Jim Mansell
Betty Pullen
Marjorie Lee Sang

Observers

Marilyn Smithies

Officers

Liz Collins – Resident involvement officer
Sylvie Saunders – Senior involvement support officer
Rosa Muggleton – Sheltered & support service manager
Marlene Bryce – Careline Plus co-ordinator
Natalie McNeish – Project officer, stock investment
Margaret Padmore – Tenancy manager
Sam Jenkin – Customer relationship manager
Adam Curtis – Tenancy & neighbourhood services co-ordinator
Muneem Mazumder- Tenancy support officer
Hazel Butcher – Members & resident services manager (surgery only)

Councillors

Cllr Tony Harris
Cllr Patricia Hay-Justice

Ref	Subject	Action
1.0	Welcome, introductions and apologies	
1.1	Apologies received from Councillor Neale, John Hyde, Carol Bennett, John Reeve, Millie Grostate and Peter Houghton. Introduction from staff and residents who had not attended the panel before.	
2.0	Matters arising	
2.1	The minutes and action plan from previous meeting were agreed with the following;	

	<p>Action Plan</p> <ul style="list-style-type: none"> • (6.3) Councillor Dudley Mead was double booked so unable to attend this meeting. However, he is happy to be invited again. • (8.1) Liz Collins confirmed following questions from councillor Hay-Justice, that basic IT skills are required to report a repair on line. Margaret Padmore stated that support to those who do not have the required skills or are otherwise vulnerable, could possibly be provided by the tenancy support officers if the tenant contacts their tenancy officer in the first instance. She is going to look in to this. • Also confirmed the repairs reporting telephone number will be the same under the new contractor. • Information kiosks in retirement housing blocks. Confirmed by Rosa Muggleton that they are currently located at College Green, Beech House, Allington Court & Bridge Place. They are for use by all tenants of retirement housing. Margaret Padmore said Muneem, the support officer, could show tenants how to use the kiosks during the regular surgeries held at the blocks. To confirm this with Muneem. 	<p>MP</p> <p>MP</p>
<p>3.0</p> <p>3.1</p> <p>3.2</p>	<p>Update on guest room availability for tenants – Rosa Muggleton</p> <p>Rosa explained that the guest rooms had been closed because in their current state they are not ‘fit for use’. There are a number of things to consider;-</p> <ul style="list-style-type: none"> • Very low level of use, just 18% per year is the highest, but most units were only used between Nil and 5.6% • The need to refurbish if they continue, and the cost of this. • Income, over two years from July 2011 to July 13 has only been £2,574, which will probably only cover the cost of refurbishment for just one room. • Cost of upkeep in relation to servicing them and who will do that. Should tenants be responsible if their friends or relatives use it Changing sheets, cleaning the room?. <p>Some tenants felt they should be responsible for the room if they use it. Rosa pointed out that this was previously supposed to happen, but didn’t always work out, and this does not absolve the Council of their responsibility when something goes wrong. She also said that although the charge was nominal, just £10, we have also had issues collecting the money in from some tenants/ relatives.</p>	

<p>3.3</p>	<p>It was felt by some tenants that the rooms should be more like a hotel, with a shower and toilet. It was pointed out that the cost of this compared to low use, would not be cost effective.</p> <p>There is going to be a survey carried out by surveyors on all the schemes including the guest rooms in order to cost out how much refurbishment will be or to find other use for the rooms. Following this, further consultation with residents will take place.'</p>	
<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> <p>4.4</p> <p>4.5</p> <p>4.6</p> <p>4.7</p> <p>4.8</p>	<p>Deep Cleaning Update – Adam Curtis/Sam Jenkin</p> <p>Adam explained that the problems with deep cleaning arose because Croydon Landlord Services (CLS) assumed Interserve were doing it but this was not necessarily the case, and it varied from area to area. CLS have therefore decided to use their own team.</p> <p>In response to questions regarding cleaning of lifts of blocks of flats not managed by Interserve, Adam confirmed that the caretakers should be doing this, cleaning the floor as well as wiping down the surrounds. The deep cleaning team are there to support the caretakers, and in caretakers absence they will cover them.</p> <p>Some blocks purposely built as 'sheltered' housing originally, such as Bell and Arthur Courts, are serviced by Interserve (referred to as level 3).</p> <p>Sam Jenkin stated that there is a difference between a 'spring clean' and a deep clean. She encouraged all present to report issues if they feel the cleaning is not done properly</p> <p>A tenant from Creed Court stated that the caretaker had told him the only cleaning he does is the bin store and changing light bulbs. Sam to follow this up.</p> <p>Jim Mansell said he was unhappy with the grounds maintenance around Sevenoaks & Tonbridge. Trees growing over paving and leaves not cleared. Adam agreed to feed this back</p> <p>Residents at Allington Court stated that they clean the lift because it is not done. Adam to look in to this and will ask caretaking manager, Kingsley Eze, to meet with residents.</p> <p>In response to a complaint about the lack of cleaning outside Beech & Cedar, Adam encouraged those who are Neighbourhood Voices to record this on their monitoring forms, which are used to help monitor Veolia services</p>	<p>SJ</p> <p>AC</p> <p>AC</p>

<p>4.9</p> <p>4.10</p>	<p>In response to a question from councillor Hay-Justice about monitoring services, Adam confirmed that managers monitor caretaking services and score these on a monthly basis. Externally there are regular, local estate inspections involving officers, residents and councillors. Sam confirmed that Interserve have 3 'roving' operations managers who can turn up anywhere unannounced. They carry out cleaning audits, and Sam does 5-6 audits herself per month</p> <p>A resident expressed concern about food bins at Beech & Cedar being located in the communal garden. People are also dumping other general rubbish. Adam will arrange a visit to the blocks to discuss</p> <p>Liz Collins stressed the importance of Neighbourhood Voices in dealing with issues like this. She asked if anyone would be interested in joining the scheme – one tenant said yes. Liz to pass contact details on. Residents can join this scheme at any time.</p>	<p>AC</p> <p>LC</p>
<p>5.0</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p>	<p>Consultation on safe storage of mobility scooters – Natalie McNeish</p> <p>Natalie explained that there have been a number of issues around the storage and charging of scooters. The Fire Brigade are also involved as some current practices contravene Health & Safety regulations. A pilot survey of 2 blocks has already been carried out, and this will now be rolled out to all.</p> <p>A tenant stated that there is an external cupboard at Beech & Cedar that is not used. Natalie confirmed that it is not just a matter of space. There has to be an electrical supply for charging, any room or space has to be fire proof, have automatic door (s) and it has to be big enough to store current scooters whilst also thinking about future use.</p> <p>A tenant mentioned one tenant at Tonbridge who has 2 scooters. Natalie confirmed that a policy and procedure is being devised, however it is likely to be one scooter bay per property that requires one.</p> <p>A resident stated that current storage on landings is illegal and the council should be removing Natalie advised that this is not possible without a suitable alternative, which is what we are working towards. Margaret Padmore confirmed that tenancy do write to offenders and we are currently asking them to store scooters in community rooms as a temporary measure.</p>	

	Tenancy will start enforcement action if they do not adhere, however given that these tenants have mobility problems it would be difficult to convince a judge to enforce action.	
6.0	Age UK Croydon – New services for Croydon residents. Stuart Routledge, Age UK Croydon	
6.1	Stuart was prevented from attending the meeting at short notice. Liz will invite him to a future meeting	LC
7.0	AOB	
7.1	Bill Jones would like to know if the council or just the retirement housing tenants were ‘conned’ about the costs of Step Change. How can it cost 8x as much as originally quoted to reduce sheltered housing officers from 25 to 5? The Chair said that they will continue to invite councillor Mead to the meeting, and she is sure she will when she can	
7.2	Jim Mansell questioned how many meetings a member has to attend before they can vote. Chair confirmed the previous meeting and voting meeting had to be attended before allowed to vote	
7.3	Councillor Hay-Justice mentioned that the acoustics in the community space were a problem for lots of people. Liz apologised, however meeting was moved from the council chamber in the town hall for the same reason when a new sound system was installed there. Liz will complain to facilities management in order to sort the problem out.	LC
8.0	Date and time of next meeting Tuesday 1 st July 2014 @ 1430-1630 in the Community Space, Bernard Weatherill House. Surgery and refreshments available from 1400-1430.	