

JOINT CONSULTATION MEETING
Between
ST. LEGER HOMES of DONCASTER
And
THE STANDING JOINT COMMITTEE
Of the
DONCASTER FEDERATION
Of
TENANTS AND RESIDENTS
ASSOCIATIONS
Held on
Thursday 25 May 2006 @ 2:00pm
In the
HAYWOOD ROOM

Present

SJC

Mrs L Ralph	SJC Chair
Mrs M Williams	Vice Chair
Mr S Hall	SJC Member
Mr B Naughton	SJC Member
Mr A Kerr	SJC Member
Mr C Leonard	SJC Member
Ms L Teasdale	SJC Member
Mr E Plastow	SJC Member
Ms D Ashmore	SJC Member

St Leger Homes

Mr P Hopkinson	Director of Property Services
Ms S Bowie	Community Liaison Manager
Mrs L Harrison	Community Liaison Officer
Miss L Hind	Clerical Support Officer

Apologises

Mr G Hardy	SJC Member
Mr M Solomon	SJC Member
Mr F Knapton	Assist Secretary
Ms L Myers	SJC Member
Ms A Sargent	SJC Member
Ms S Wilkinson	Treasurer

1. Welcome.

Lynn Ralph opened the meeting and thanked everyone for attending.

2. Minutes of the last meeting.

The minutes of the last meeting were passed as a true record.

3. Matter Arising.

In the last meeting Brian Naughton had raised an issue, where a tenant was having problems regarding a shower Brian confirmed that the tenant had actually gone to the papers now. Paul Hopkinson advised the meeting that Judith Jones has requested a full investigation on this issue.

4. Directors Report

Paul Hopkinson advised the meeting that all staff from Floor 11, The Council House had now moved to St Leger Court and are waiting for the rest of the furniture to be delivered. Paul asked the SJC if they would like to hold their next meeting at St Leger Court. The SJC agreed to this.

With regards to the void properties issues, Paul explained that a private company would be visiting to advise St Leger Homes of Doncaster on various steps which could be taken to help with the Inspections. In four weeks time a meeting will be held with staff to bring forward any proposals. Lynn Ralph asked if this was just for the voids or other areas of housing. Paul said at the moment we are just looking at voids.

The show room bungalow at Scawthorpe should be completed this week. Paul asked if the SJC would like to go down to view it and give feedback on it. Lynn Ralph agreed to this and requested a date and time. Paul said he would get back to the SJC with more details. The bungalow, which has been converted to a 3 bedroom, is waiting to be painted then that will be complete. Linda Teasdale asked if the choice based lettings would have any effect on the void properties. Paul said that the Choice based lettings process is being led by DMBC and may take approximately 6 months before it is implemented.

Paul Hopkinson advised the meeting that the Compact was launched on 13 May. The display unit was sited in Doncaster Town Centre and was very well attended with many positive feedback comments. Lynn Ralph asked if it would be possible to put the display unit in different areas. Sue Bowie said Linda Milan is looking into this. Sue advised the meeting that despite the weather there was a constant flow of people. Lynn Ralph said she had spoke to a lot of BME people and suggested that maybe Mahroof Hussian or Curtis Henry could possibly go to the next event where issues could be discussed. Brian Naughton said he thinks it might be a good idea to hold an event every month. Sue Bowie explained that a programme is been looked at for other areas. Sue thanked all the SJC members for their help and support and asked that if anyone was interested in taking the display unit out could a list of names and addresses be put together of people

who could attend. Paul Hopkinson also gave his thanks to the SJC for their support in making it a successful day.

Paul Hopkinson explained that a plan has been put together which explains the visions and values of St Leger Homes of Doncaster. Paul advised the meeting that St Leger Homes of Doncaster are aiming to provide excellent customer responsive services that encourage pride in their home and help work with others to develop sustainable communities. Linda Teasdale understands that St Leger Homes of Doncaster are also aiming for Quality Homes but is confused to who is dealing with Quality Neighbourhoods. Paul said we are currently working in partnership with South Yorkshire Police and various agencies so we can provide Quality Neighbourhoods.

Andy Kerr explained that he had received a document, from the law commission which he thought was an important one and asked if he could discuss this. Lynn Ralph suggested that if everyone reads it this week then it could be discussed at the next meeting.

5. CLO Report

Lynne Harrison gave an update on the Tenants and Residents Association's.

Lynne advised the meeting that BACA TARA would be holding a community disco over the bank holiday.

A few months ago Blowhall and Stubbins started doing bingo sessions on a Friday evening. Apparently these have gone from strength to strength increasing their bank balance by several hundred pounds.

Cantley 1,2 &3 are considering making a bid for funding to put lighting on the field behind the Wilby Carr centre so local youths can have somewhere to play football in the evening. This is currently on hold though as a meeting was arranged to discuss this with the local youths but, unfortunately, none of them turned up.

Lynne explained that Cantley South have been thinking of disbanding their group as the number of people attending the meetings has dropped. The reason for this was that they had been very disappointed with the issues they have on the estate and the lack of things being done after promises were made. Lynn Chamberlain and Karl Chapman visited the Committee and went on an estate walk to see exactly what the problems were. Karl has taken over this group as part of his area and is doing an excellent job of getting some results for them. It was agreed that the group wouldn't disband as yet and the Committee would be revisited with hopefully some positive results and that they will be willing to continue. NB- the initial problems this TARA had were unpainted steps causing a hazard, a handrail installed in the wrong place and problems with overgrown and untidy gardens. Lynne advised the meeting that all these issues should be resolved by the end of this week. Mavis Williams said she was disappointed that no one had turned up to the South East Forum meeting, as normally there were around 5 people from this group.

Kirkstone Close is holding a street party in the hall to celebrate the Queens birthday on the 5th July. Also the Hornsea trip is now fully booked.

Lynne said the sponsored spell was a great success. It raised £130 and was enjoyed by all. Cllr T Sockett selected the words for the sponsored spell and Lynne facilitated it in the absence of Cr S Hardy. The proceeds are going to the purchase of plants for a circular flowerbed in the Centre of Kirkstone Close to be dug by community first and maintained by the association members. Several members of the Committee have expressed a wish to visit other groups to see how they operate. Lynne has contacted some TARAS and have agreed to welcome these people into their meetings.

Mexborough Common TARA will be spending £100K on the Park on Park Road this year. There will also be a fence at the top of the park. A summer gala will be held on 22 July 2006 with all proceeds to the park regeneration fund. Lynne was pleased to say that since the TARA formed in 2002 the group have raised £3,000 for the park project.

Lynne explained that Radburn Estate TARA have had excellent feedback regarding the finished back lane of Ormonde Way and people have commented that they can not believe the difference it has made. Also the Radburn TARA will be hosting the Rossington Gala on Saturday 27 May. The gala will be on from 11.00 till 15.00 and will held in and around Meadow Court on Radburn Road. Lynne said there would be a Carousel, Bouncy Slide, Face Painter, Raffle and many stalls. The local shops are contributing and giving out prizes for the raffle. Lynne advised the meeting that Stanley Gardens Tenants Club has decided to close. This is due to lack of numbers. The club may look at opening again if interest increases in the future.

Lynne Harrison advised that after renewed interest, Station Road TARA at Dunscroft, are looking to reform a new TARA in this area. The Crescent and Station Road were leafleted regarding a drop in session where people could come along to show interest. On the night there were enough interest to form a new TARA so a meeting will be arranged as soon as possible to elect a new committee.

The Chair of the Thorne South TARA has asked why there is no longer a North East Forum are now requesting that the SJC reconvene it. Given this, it would seem a good time to reconvene the North West Forum. The South East Forum is already up and running and the South West Forum have had their first meeting. This might lead to a regional forum for all four quadrants.

Town End TARA has succeeded in getting the Swaithe Dyke cleaned out. The association have worked towards the park having been grassed and benches and flowerbeds installed. They have had 4 additional streetlights erected in the area as a result of a direct request from the TARA to Highways lighting department. Diane Ashmore asked if people could get fined for dumping the waste in Swaithe Dyke? Lynne said maybe Environment Health could do something about this.

Lynne Advised that Woodfield TARA will be holding a jewellery party to raise funds to buy equipment for the Community Allotment Project. They are also holding a bike day for anyone with a bike that needs attention and the Safer Neighbourhoods Team will be on hand to give help and advice about road safety.

At Woodlands new Estate, work has started in the park for the play area and that play equipment has been chosen. The local chip shop is donating a fish supper raffle prize to the association each month to help with the funds.

Lynne also gave a staff update; Lynne advised the meeting that Paul Hodges has now joined the Diversity Team as Admin and Technical Support Assistant. Lynne explained that Paul has previously worked in House file and has now come back to our team.

Lynne advised the meeting that the Tenant Participation Compact launch has now taken place and explained that the compact is the written agreement between St Leger Homes and the tenants and residents it serves. The compact will give everyone living on the housing estates managed by St Leger Homes the opportunity to become involved in the management and planning of those services. It explains that St Leger Homes is committed to consulting with tenants, residents and leaseholders and wants to include them in the decision-making processes that affect them and their neighbourhoods. The document sets out the aims and the six core standards. The compact is in the process of being posted out to all people concerned. Officers and member of the SJC braved the weather on Saturday at the mobile display unit promoting the Compact. In spite of the weather quite a few people came up to ask about the compact.

Lynne advised that the consultation process has begun with residents on the regeneration of the Darlington Grove Estate, Moorends and Unity Flats in Wheatley, Intake High rise Flats and the Willow Estate in Thorne, by the Special Projects team. Lyn Ralph said she had received a letter saying tenants are not being informed on anything regarding the Willow Est. Lynne Harrison asked Lyn to forward a copy of the letter and she will look in to it.

Lynne explained that the Talkback Focus group was continuing to meet monthly to review any documents which St Leger Homes are looking at producing for distribution of information in plain language to all tenants. Members of the Tenants Commission have been contacted to see if they are willing to participate in this group or others such as the ACE (Achieving Continuous Excellence) Meetings.

When the compact summary was posted out a 'menu of Involvement' Questionnaire was also attached to this, Lynne explained that we are hoping to receive around 1000 replies.

Lynne explained that as part of consulting with our customers, the Community Liaison Team have been organising a Repairs Review Focus Group to assess the level of service we provide. The group are a cross section of tenants selected from the SJC, Talkback, BME focus group and tenants of 25 years of age and under, attempting to cover all areas of the borough. Presently two meetings have taken place with more to take place in the near future. Lyn Ralph advised the meeting that she had received a lot of complaints regarding the call centre and has forwarded them on to Paul Lightfoot. Diane Ashmore had received a complaint from a lady who had called the repairs centre and states that she had been on the phone for 25 minutes, left a message but no one had returned her call. Paul Hopkinson explained that there has been slight problems

in the call centre but we are in the process of solving these issues. The target is that no one should have to wait longer than 30 seconds. Paul Hopkinson said that he would report back on progress to the next meeting. Diane Ashmore brought to attention, her concerns regarding ethnic minority issues where tenants have telephoned the repairs centre and the operatives hadn't understood the language, which was spoken. Paul Hopkinson advised that this is being looked at and maybe this could be involved in the Mystery shopping. Linda Teasdale asked if the repairs centre were fully staffed. Paul Hopkinson said there are 9 people but Monday mornings from 9 till 11 are the busiest periods.

6. Any Other Business

Brian Naughton advised the meeting that he had seen Judith Jones and Warwick Chapman looking at housing stock around Armthorpe Area. Paul Hopkinson said he had been looking at various areas in detail and reporting any issues, which may be brought to attention. This is a new investigation where the Directors are going out to visit Estates on a regular basis.

Lynn Ralph closed the meeting and thanked everyone for attending.