



**Minutes of the Central Forum Meeting
24 March 2010, 10.30am
At The Tenants Resource Centre**

Present

Mavis Williams	Wheatley C.A.N TARA	(Chair)
Gavin Shawcroft	SLHD Community Liaison Officer	
Rob Chapple	SLHD	
Alan Hornsby		
Malcolm Lindley		
Marion Baxter		
J Simms		
David Evans		
Ruth Davis		
Carol Deamer	Doncaster Federation Administrator	

Apologies

David Willis

1. Welcome & Introductions

Rob Chappell opened the meeting and welcomed everyone and Carol Deamer went through housekeeping

2. Minutes from last meeting

Went through minutes of last meeting briefly due to the attendance being low due to adverse weather conditions

3. Matters Arising

Ennerdale District Heating scheme

There are 26 flats in Ennerdale that are currently waiting to be changed to the district heating scheme, this work will be carried out as part of the Decent Homes Scheme David informed the meeting that he was waiting to hear about the decency work which is to be done to his property. Although this work had previously been planned, illness had prevented the work taking place. Bramalls contractor has informed him that he is no longer in the scheme and will have to wait until 2014

Rob Chapple informed the meeting that all decency work is carried out is done so under planned schemes, therefore if a tenant is unavailable for works to be completed the rest of the scheme must be completed first.

Rob asked David for his contact details and said that he would contact the senior contracts manager with regards to this situation.

Intake

Gavin agreed that he would look into the following issues:

Warrick Road Intake

Marlow Close Young tenants are running along flat roofs with wheelie bins on a night

Mavis informed the meeting that the police have been to a PACT meeting – five tenants have put together a neighbourhood team, and some of the issues have been cleared

CCTV on Silverwood House

Two new cameras have been installed on the outside of the building, however the internal ones don't appear to be working

Repairs and Maintenance

The Repair and Maintenance policy is reviewed annually, with the help from area forums. The Forums allow the reviewers to understand customer expectations, and how we can deliver the best from the resources we have.. Tenants can access the Repairs team by any of the following means: Free Phone 0808 126 3123, online website tool or by calling in at one of the area offices. A member of the forum suggested that a text facility would be a good idea; this is already being looked into and if it was put in to practice the repair centre would ring the tenant back to arrange an appointment for the repair to be carried out. A free phone repair number from mobiles is also being looked into.

Priority Categories for Emergency Repairs

Definition: Constitute a real risk of injury or lead to major damage of property

Current

- Will be completed within 2 hours hours

Proposed

Attend and make safe within 2

This amendment has been recommended as it is not always possible to ensure that the repair is made safe or completed within 2 hours..

Emergency Repairs (Priority B)

Definition: To be completed within 24hours

Current

- Restore partial loss of essential services
- Total loss of heating or hot water during the winter months
- Render the dwelling insecure
- Restore heating or hot water during the Winter months November – March

Proposed

Total loss of electric power
Partial loss of electric power
Unsafe power, or lighting
sockets or electrical fittings
Total loss of water supply
Toilet not flushing (where
There are no other toilets in the
Dwelling)

These repairs will be aimed to be completed within 24 hours of being reported. Mavissaid that this had not been the case when this incident happened to three tenants in the Wheatley area with only 1 toilet in the dwelling Rob Chapple advised One radiator in property not working if this is in the main living room the aim will be to complete the repair in 1 day depending on the vulnerability on the tenant.

Urgent Repairs (Priority C)

Definition: Completed within 5 working days

Current

Leaking Roofs
 Repairs taps that will not work
 Clear blocked waste pipes
 Stair treads and handrails
 Mechanical extractor Fans in internal Kitchens
 And bathrooms
 Electronic door entry phones
 Minor plumbing and electrical works
 External door locks
 Restore heating or hot water during the summer months, flooring or stair
 April to October

Proposed

Partial loss of water
 supply
 Blocked sink, bath or
 hand basin
 Taps which cannot be
 turned
 Loose or detached
 banister or hand rail
 Rotten timber
 Tread

Repairs to be completed within 5 days of being reported not inclusive of Saturdays, Sundays (not Bank Holidays) In summer it is hoped that these repairs will be completed with 3 days of being reported

Routine Repairs (Priority D)

Definition; Completed within 20 working days

These are non urgent repairs and are proposed to be completed with 15 days from being reported not including Saturdays Sundays and Bank Holidays

Batched Repairs

Definition: Completed within 3 months those repairs which are larger or more complex in nature and which can be scheduled as part of programme of works. Proposed that a large number of repairs be completed in one area as this will save time on travel.

Appointments Times

It has been proposed that appointments for repairs are

AM 8.00am – 12.00 Noon

PM 12.00 Noon – 4.00pm

Evening 4.00pm – 6.00pm

Saturday 8.00am – 12.00Noon

All Day 8.00am – 12.00 Noon

Appointment Slots where requested

8.00am -10.30am

10.00am – 12.30 12.00 – 2.30 2.00 – 4.00

If it is an all-day appointment it would be helpful if this is stated on the repairs letter

Concerns were expressed with regards to repairs centre staff calling advising or appointment times Rob Chapple advised that he is looking into employing Looking into employing more electrical and plumbing staff during the winter months as this is when there are more electrical and plumbing repairs

David once again requested that the issue of a sign for Ennerdale Communal hall be resolved

Rob Chapple advised the members of the meeting that he is looking into the feasibility of employing a handyman with a van to visit the elderly and vulnerable tenants to help with minor repairs

Any Other Business

Gavin Shawcroft had nothing to report to the meeting.

Marion advised the meeting that the route 66 bus was now running again, and the route 65 is now a smaller bus. These buses run Monday – Friday from 9:30am

Intake Central are having a Gala on the 3rd May – If anybody is interested in having a stall at the cost of £6 can you please contact gavin as soon as possible

Mavis informed the meeting that a coffee morning would be held on 30th March at the Community Action Network TARA

Date and Time of Next Meeting

Intake Community Centre, Shaftesbury Avenue, Intake – 26th May - 10:30am

Amendments To Minutes

Please note that Dave Willis (Central Neighbourhood Manager) was unfortunately not invited to this meeting, however he passed on his apologies retrospectively.

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