



South East Forum
Doncaster Federation Resource Centre
31st March 10.30am

Present

Kevin Fisher	
Brain Naughton	Chair
George Hardy	
Mike Willis	
Carol Deamer	Administrator

Apologies

Tom Cunningham
Alan Hindson
Jackie Linacre
Rob Chappell
Andy Kerr

Welcome & Introductions

Brian Naughton opened and welcomed everyone one to the meeting and informed members of the meeting where fire exits and toilets are located.

Minutes of Last Meeting

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Mike Willis has spoken to estate officers about the rubbish in gardens and on the playing field on Oldfield Crescent; the rubbish on the playing field was cleared the following day. The snicket at the side of Oldfield Crescent needs to be cleared due to there being rubbish there as well. Brian Naughton advised that Mike should take pictures of the area and put a letter together addressed to Judith Jones. George Hardy has experienced the same. SITA are responsible for the path down to the club, but it has become clear that they are not attending to these areas.

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Brain Naughton raised the issue about the forums going out into the community, he recommended that they need to be more widely advertised, There has been some thought that these could either be held in Armthorpe or Thorne, the venue needs to be big enough to hold all people.

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Nothing to report.

Page 4

Nothing to report.

Page 5 Managers Report

It has been brought to Brian's attention that funds have been allocated to Rossington TARA, but not to others; funds should be given to all TARAs or not at all as this seems to cause disagreements.

Repair & Maintenance Policy

Involving tenants in the review of Repair & Maintenance Policy the results will be a policy that meets tenants' expectations and a draft will be sent out before its finalised.

Accessing Service

Tenants can access the repair centre by email, area office and free phone, although the free phone is not free from mobiles, this is being looked into. There is also Typetalk for the hard of hearing. It has been brought to Brians attention that tenants are reporting repairs and appointments are being made, but on the day of appointment repairs representatives are not attending and if an appointment has been made and a time given, representatives are turning up after the time stated.

Kevin Fisher has said that a texting reminder service is being looked into to remind tenants that their appointment will be carried out within the next 48 hours

Emergency Repairs – Risk to Person or Property

The aim is to complete within two hours from arriving to completion.

Proposed to be made safe within two hours due to bigger repairs however may not be able to be completed within two hours.

Emergency repairs completed within twenty four hours from being reported.

Electric – loss of heating during winter months (November – March)

Urgent Repairs

Completed within 5 working days from being reported this includes Mon – Fri but does not include Sat – Sun and bank holidays this will made clearer in the policy.

Routine Repairs

Planned repairs are currently completed within twenty working days, at the moment they are completed within 12-13 days, future proposals will recommend that routine repairs are completed within 15 working days

Batched Repairs

To be completed within 3 months this would be 10-15 properties within one area for repairs to be completed this would be more productive on time keeping

Mike Willis reported that on Oldfield Crescent there appears to be some confusion over repairs to guttering as there is a tenant whose guttering needs repairing, but is not being repaired when the neighbour next door is having theirs done.

Kevin Fisher -There is a scheme in place for the repairs to be carried out on gutters. Surveyor will be attending areas to see how many properties need gutter repairs, with the findings they will then report back to ST Léger Homes of Doncaster and a programme will then be put into place for the work to be carried out

Mike Willis Oldfield Crescent decency to be carried out in May 2011

Preventative Maintenance

Properties having MOT to stop smaller repairs turning into more major repairs, Fire Service have been looking into are high rise and low rise accommodation since the recent risks in other areas and there are some changes to be made to these flats and some of the work has already been carried out the work will take between 12 -18 months

Appointment Times

Two hour appointments Brian Naughton to report finding to Kevin Fisher

Tenants Responsibilities

Fire grates and chimney sweeps ST Leger Homes of Doncaster will do the service of these, but if anything breaks between the service and the next one it will be the tenant's responsibility to replace this and ST Leger Homes of Doncaster will take this up on the next service.

Permissions

Repairs can be carried out by a competent person, does not always require to be carried out by a tradesman.

Baths – where it is not a family home permission will be given to take the bath out and replace with a shower under the decency programme. Showers can

be requested depending on the vulnerability of the individual. If tenants wish to put fencing this must comply with ST Leger Homes of Doncaster. Mike Willis tenants on Oldfield Crescent have put up fencing when spoke to ST Leger Homes of Doncaster they were informed that because they are not near a canal or railway line that this can not be completed by ST Leger Homes of Doncaster Kevin Fisher will arrange for a surveyor to look into this matter

New Initiative

Handy Man for St Leger tenants, OAP's and vulnerable tenants. This will enable the tenants to access things in their properties from putting up curtains to cutting the grass. Having a handy man won't have a major effect on Gary's work as he already works with ST Leger homes of Doncaster tenants, this will come into force at the end of April. Brian Naughton says he believes this is a great idea.

Looking into a recharge cost to tenants who request a call, but the call is unwarranted or the tenant is not present when SLHD arrive on site. Remove the reference from OAP to vulnerable persons.

Performance Indicators

Helen Kilshaw went through the performance figures for February.

Chair Report

Nothing to report

Any Other Business

Brian Naughton is concerned that no feedback is coming in and any feedback is always helpful.

Alan Hindson has asked if the next meeting could be arranged for a Tuesday

Date and time of next Meeting

18th May at Maple Grove Communal Hall – Armthorpe 10.30am