



# **West Forum Minutes**

**1 March 2010 at 10.30 am in the TRRC**

## **Present**

L Harrison Community Liaison Officer SLHD (Minute Taker)  
M Heeley SJC Latin Gardens TARA  
E Fleming SJC Howbeck TARA  
J Adams Latin Gardens TARA  
J Tindall CAT TARA  
L Teasdale Poets Corner TARA  
R Chapple Business Maintenance Manager SLHD  
J Linacre Customer Services Manager Repairs Centre SLHD

## **Welcome and Introduction**

Michelle took the chair and welcomed everyone to the meeting.

## **Apologies**

M Tennison Edlington Royal TARA  
F Knapton Poets Corner TARA  
M Werritt Director of Property services  
D Wilkinson Neighbourhood Housing Manager SLHD  
H Kilshaw Senior Performance Analyst SLHD  
H Saunders Community Liaison Officer SLHD  
M Cook Windhill TARA  
J Robinson Windhill TARA

## **Minutes of the Last Meeting**

These were agreed a true record.

## **Matters Arising**

Item 5 on page 2: Jackie Linacre asked that it be noted and emphasised that the "call centre" did not mean the **Repairs** call centre, which was referred to regarding inconsistencies in information given to callers to the centre.

Item 6 on page 2: Michelle advised that Rob Gravil, Environmental Project Manager had attended the meeting and consultation had taken place regarding the environmental strategy and it would be complete by July 2010 and the report on the parking at Warmsworth is not accurate.

## **Managers Report**

Jackie Linacre and Rob Chapple put forward the proposals for the Review of the Repairs and Maintenance Policy and will continue to do so at all other

consultation meetings in order to gather information to complete a final Repairs and Maintenance Policy which will reflect tenants expectations and be Value for Money.

The following questions and concerns were raised;

- Julie: Elderly tenants find the telephone options (press 1 for .... etc) complex, Jackie promised to take this into consideration when reviewing the aids to the policy.
- Linda: Consider free phone calls to the repairs centre when using a mobile as some people only have a mobile and not a landline. Jackie will take this into consideration.
- Linda: Please ensure jobs are completed fully after they have been made safe within 2 hours, noted.

Rob said that the vulnerability policy will take priority in the review and "OAPs" will be removed and "vulnerable" persons substituted, the meeting asked that "infirm elderly and vulnerable" persons be considered for insertion.

## **Performance Indicators**

In Helen's absence the performance indicators were handed out for the meeting's perusal and any queries to be raised at the next meeting. Linda queried the Service Satisfaction for Decent Homes work "96.5 % were satisfied with decency works in January 2010".

## **Chair's Report**

There was none

## **Any Other Business**

Maureen Tennison left a message with Michelle to thank Mick Werritt and Gavin Blatherwick for their prompt action at Coronation Gardens.

Linda Teasdale asked for the attendance of Graham Walker from the Gas Section of SLHD to attend a future forum meeting and stressed the importance of depots calling tenants back with an appointment after a repair had been reported.

In Mick Werritt's absence today for a repeat of the Business Delivery Plan presentation, this was requested for a future meeting.

Kenny Barron emphasised the importance of officer attendance at Forum meetings.

Jane Tindall asked Dave Wilkinson be contacted regarding Coronation Gardens

## **Date and Time of Next Meeting**

Monday 10 May 2010 at 10.30 am at the Bhatia Centre, Mexborough.