

Minutes of the North East Forum Meeting
10th January 2007, 10.30am
In The Haywood Room

Present

Brian Naughton	CALM TARA / SJC (Chair)
Mary Menton	CALM TARA
Val Jennings	CALM TARA
Dennis Wall	Thorne South TARA
Ken Barley	Thorne South TARA
George Hardy	Polton Close TARA
Karl Chapman	SLHD
Alan Hindson	SLHD
Howard Lygo	SLHD
Jodie Lawson	SLHD

1. Welcome & Introductions

Brian Naughton opened and welcomed everyone to the meeting.

2. Apologies

Joanne Cage	SLHD
T Cunningham	SLHD
Suzanne Joyner	Community First
Jonanthan Exely	Community First

3. Minutes of the Last Meeting

The minutes were read and passed as a true record.

4. Matters Arising

Ken Barley again brought up the standard of grass cutting. Brian advised Keno contact Jonathan Exley of Community First about this matter.

George Hardy queried the message on the repairs phone line of 'No one is available to take your call'. Jodie Lawson said she was not aware of this message and it had certainly not been recorded by SLHD. No other comments had been received regarding this message being played. VIP, the administrators of the phone system, will be contacted to see if they can shed any light on this.

5. Managers Report

Alan Hindson informed the meeting of various performance figures for the North East area for November 2006, these were:

- Rent collection is at 103%

- Arrears are at 1.8%
- There have so far been 43 evictions
- Properties are currently being re-let in 32.5 days
- Over 4000 names on the waiting list
- 11 properties were demolished
- 68 breaches of tenancy are currently being dealt with

Alan also reminded those present of the importance of having their annual gas servicing done. Surprisingly, some tenants still will not allow access to their properties for this work to be carried out. There currently are 83 properties borough-wide where it has been over 12 months since they were last serviced. 1 tenant has been evicted for continually refusing access to the gas servicing team.

Dennis Wall queried the re-let figure as he said he is aware of a property that has been empty considerably longer than the reported figure. Alan explained that the figure relates to manageable voids that are turned around and re-let straight away. There are some properties that are empty for longer than this, which are non-manageable voids, and include properties such as those left empty for specific schemes, transit properties, those uneconomical to repair etc.

6. Maintenance Report

Howard Lygo informed the group that currently, 99.47% of urgent repairs are being dealt with within target, non-urgent repairs are currently being dealt with in 9.4 days and that 98.12% of appointments are being kept.

Ken queried if repairs operatives could knock at the back door of properties when calling. Howard said operatives try all doors if no answer is received. Karl Chapman pointed out the importance of tenants completing a Customer Profile Questionnaire as any specific needs or requirements tenants have when we are contacting them can be given on these forms.

Jodie informed that, for the last month, 17960 calls were received to the repairs free phone number, with an average waiting time of 3.36 minutes. 6469 callers hung up before their call was answered.

7. Any Other Business

Neighbourhood Watch Association

Dennis queried how to start a Neighbourhood Watch Association. Val Jennings gave the details of the regional co-ordinator.

Smartwater Project

Dennis also queried about the Smartwater Project. Karl is to give their contact details to Dennis.

8. Date & Time of Next Meeting

Wednesday 7th February 2007, 10:30am in The Haywood Room.