

Minutes of the South West Forum Meeting
18th June 2007, 10.00am
The Haywood Room

Present:

Lyn Ralph	Denaby Central TC / SJC	(Chair)
Frank Knapton	Morton and Chaucer TARA / SJC	
Colin Leonard	The Oval TARA / SJC	
Ann Leonard	The Oval TARA	
Eddie Orton	Balby Littlemoor TARA	
Alan Hornsby	Balby Littlemoor TARA	
Maureen Tennison	Edlington Royal TARA	
Joan Robinson	Windhill TARA	
Margaret Cook	Windhill TARA	
Averil Redsull	Coronation Gardens	
Mike Noble	Hilltop Gardens TARA	
Lynn Chamberlain	SLHD	
Helen Kilshaw	SLHD	
Alan Ford	SLHD	
Dave Harrison	SLHD	
Naz Hussain	Federation Support Officer	(Minutes)

1. Welcome and Introductions

The Chair opened the meeting and introductions were made.

2. Apologies

Jim Tierney	Craganour TARA
Sue Wilkinson	Broomhouse Estate TARA / SJC (Chair)

3. Minutes of the Last Meeting

The minutes were agreed as a true record.

4. Matters Arising

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Maureen Tennison stated that the repair needed on her neighbour's fence had been completed on the same day it was reported.

5. Performance Monitoring

Helen Kilshaw, the Performance Monitoring Manager, disseminated information on performance of SLHD and explained she had inserted an extra column with information relating specifically to the South West quadrant.

Performance in April 2007 was discussed for the South West area and points discussed were:

- Gas access issues (Naz to invite Sharon Adam to next meeting).
- Complaints Development Relations Group is to monitor all complaints and compliments.
- To make all documents available in large font (6 x A3 copies);
- Split re-let vacancies into specific groups.

Joan Robinson enquired with such high numbers of applicants on the waiting list, where the tenants currently living in Windhill were to be relocated due to the Pathfinder Programme.

Margaret Cook added that tenants were promised they would be given a 'like for like' property and have the choice where to move, but in reality this is not going to happen.

Both Joan and Margaret felt the way the tenants have been treated by the Pathfinder Team has been disgraceful as they have not listened to their views or consulted them on any decisions.

Lyn reported that Chris Mills had informed her that 'Phase 1' of the programme has been put on hold until the Options Appraisal has been completed with TPAS. Lyn agreed to follow up the comments made by Joan and Margaret and asked Naz to invite Pathfinder to the next forum meeting.

6. Managers Report

Rents

Dave Harrison reported that the rents team performed well over the inspection and SLHD's performance is good in comparison to other similar ALMO's and is the 3rd best in rent collection in the country. There was a slight change in rent collected over the new rent free week.

Anne Leonard asked if tenants that fall in rent arrears are offered 'debt management'. Dave stated that SLHD have recently recruited benefits advisor.

Dave also added that they only look at rent arrears if the tenant falls behind with 3 weeks of unpaid rent and send advice with rent statements.

Lyn Ralph felt that a training session on 'how to be a good tenant' should be offered to all tenants.

Estates Management (Dave Wilkinson)

Dave Wilkinson stated that he tried to bring along Choice Based Lettings Officer but were not available and he was open to any questions relating any issues in the South West Area.

Lyn asked for 'The Oval' to be included on all future estate walks as previously it was being missed out.

Margaret reported that a property on Windhill was being targeted by vandals who were damaging the fencing and gates and needs to be looked into; Alan Ford agreed to investigate the issue.

7. Chair's Report

Lyn asked if anyone would be interested in doing an ICT Course (Beginners) held at the Haywood Room. Ann Leonard, Maureen Tennison, Alan Hornsby, Joan Robinson, Margaret Cook all expressed an interest. Lyn agreed to look into possibility of setting up a course.

Lyn also recommended enrolling on to the NCIH course to take place at Sheffield Hallam University in September.

8. Any Other Business

Criminal Justice Seminar

Maureen discussed a recent event she attended in Warmsworth. It was the 'Criminal Justice Seminar', which has various agencies in attendance including the Police, Judges, Probation, etc who all will answer any questions as well as offer information about the service they provide. Maureen felt is a very useful event to attend and urged others to attend one.

Invites to Forum

Eddie Orton asked if someone from Social Service can be invited to attend the next meeting to discuss the issue about the Wardens.

Maureen asked for representative from the Recycling programme to attend in the future.

Naz agreed to follow up both suggestions.

9. Date and Time of Next Meeting

Monday 20th August 2007, 10:30am in The Haywood Room.