

**MINUTES OF THE SOUTHWAY CONSULTATIVE GROUP MEETING
HELD AT 10.00AM, TUESDAY 11 AUGUST 2009 AT
ASPEN HOUSE, 825 WILMSLOW ROAD, DIDSBURY**

Present

Representative from Burnage North T A (in the Chair)
Representatives from Burnage South T A x 2
Representative from West Didsbury Estate R A
Tenant Board Members x 2
Old Moat Ward Councillor
Withington Ward Councillor

In Attendance

Ray Smith, Director of Neighbourhood Services, Southway
Jane Gant, Director of Asset Management & Regeneration, Southway
Maureen Ward, Customer Involvement Manager, Southway
George Carter, Customer Involvement Project Officer, Southway

Apologies:

Representative from Burnage North T A
Representative from West Didsbury Estate R A
Owner Occupier Representatives x 2
Leaseholder Representative
Karen Mitchell, Chief Executive, Southway
Carl Girvin, Rent Recovery Manager, Southway
Tina Murphy, Customer Involvement Officer, Southway

Item	Subject	Action
1	Welcome and Introductions	
1.1	The Chair opened the meeting and welcomed all present.	
1.2	Introductions were made.	
2	Apologies	
2.1	Please see above.	
3	Minutes of the Last Meeting (14.07.09)	
3.1	The minutes of the previous meeting held on 14 July 2009 were presented for consideration and approval.	
3.2	The minutes were approved as a true and accurate record of the previous meeting.	
4	Matters Arising	
4.1	(4.1 – Matters Arising – Community Benefit) It was confirmed that George was present and would be providing information about the Community Benefit Programme at agenda item number 7.	
4.2	(4.4 – Matters Arising – Tree Survey) Ray explained that he	

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	was still trying to access the information from MCC regarding a tree survey carried out in 2004. Ray has asked Kevin Oldham, the Neighbourhood Services Manager for Environment Services, to make further contact with the City.	Ray Smith
4.3	(4.5.1 – Matters Arising – Home Improvement Programme – Showers) Jane stated that she would speak to Peter Mattimore to check that he had provided relevant information as requested at the last meeting.	Jane Gant
4.4	(4.9 – Matters Arising – Minutes for website) Maureen confirmed that she had circulated amended minutes of the May and June meetings and was seeking approval for them to be publicised on the website. The group gave approval.	
4.4.1	The group decided that it was not necessary for Maureen to send out the amended minutes for approval in future.	
4.5	(4.10 – Matters Arising – City Wide Resident Involvement Structure) Ray informed the meeting that a letter had been sent to the member of the group who had raised this issue at the last meeting. The member confirmed receipt of the letter. <i>(Please also see 4.20)</i>	
4.6	(5.2.3 – Communal areas) A member of the group confirmed that the work on the Ashdale Drive communal garden and passageway had been carried out but not to a particularly high standard. It was felt that further work was required. Ray agreed to have this investigated.	Ray Smith
4.7	(5.2.7 – Be A Good Neighbour Leaflet) Maureen explained that this action was for a later date and included leaving supplies of the Good Neighbour leaflet in libraries once it was printed and having an article in the autumn addition of Southway Stories about how to be a good neighbour.	
4.8	(9.5 – Impact Assessment Report) Maureen confirmed that a sentence had been added to the Customer Involvement Strategy Board Report to say that the Consultative Group were happy with the Impact Assessment Report.	
4.9	(10.1.3 – Tenant Services Authority (TSA) – Driving Up Performance paper) Maureen advised that this is a main agenda item.	
4.10	(10.2.2 – Tenant Services Authority (TSA) – National Conversation) Maureen advised that this is a main agenda item.	
4.11	(11.5 – Update on Spick and Span) Jane advised that following a school competition this has been renamed ‘The Clean and Green Project.’	
4.11.1	Jane added that Sue Johnson had not received any further comments regarding the proposals since the last meeting.	

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4.12	(13.1.1 – Any Other Business – Access to Gardens) Ray informed the meeting that he had passed this onto Devon Poyser in the Asset Management Team but had not received an update. Maureen added that Devon had spoken to the member of the group who had raised this but did not know the outcome. Further information will be provided at the next meeting.	Ray Smith
4.13	(13.2.1 – Any Other Business – Pantry Windows) Ray advised that a letter had been sent out with the agenda to explain the situation with the windows. The group confirmed they'd received the letter and were happy with the information.	
4.14	(13.3.1 & 13.7.1 – Any Other Business – Overgrown/Fallen Trees) Ray confirmed that a request to deal with the trees had been passed to Kevin Oldham and added that he'd had confirmation that the fallen tree had been removed.	
4.15	(13.4.2 – Any Other Business – Flooring) Jane informed the meeting that this had been passed to the Home Improvement Programme Service Improvement Group. That group will look at how the images of the flooring choices are shown and determine whether it could be done differently.	
4.16	(13.5.1 – Any Other Business – Visitor Passes) Ray explained that he had made some enquiries and it was not possible to issue members of the group with name badges as they were only available to staff. Ray added that it is important for reception staff to 'sign in' all visitors to the building each visit they make due to health and safety reasons.	
4.16.1	Maureen advised that today she provided the reception staff with a list of who was due to attend and the names were ticked off as they arrived. This eliminates the need to issue an actual visitor pass but still records who is in the building. This method will be used for future Consultative Group meetings.	
4.17	(13.6.1 – Any Other Business – Void Properties) Ray advised the meeting that he had written to a member of the group about the issue of the void property. The property has been let but the new tenant is carrying out some redecoration before moving in.	
4.18	(13.9.1 – Any Other Business – Kitchens and Bathrooms) Ray confirmed that he had written to the Leaseholder representative to explain the way the kitchen and bathroom work is carried out and the timescales. Jane Gant added that the time taken is a maximum of six weeks.	
4.19	(4.2 – Matters Arising – Concessionary Gardening) A representative from the Burnage area asked for clarification about the 'thorough' check of the concessionary gardening list. Ray explained that the check had involved looking at the list and checking if there had been a change of tenancy at that address. It was felt by one member of the group that the wording was misleading as he thought it suggested properties had been visited. The rest of the group did not feel that this	

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4.19.1	<p>was the case.</p> <p>Jane Gant explained that there are plans to do a complete check on the eligibility for the service of those people on the list.</p>	
4.20	<p>(4.10 – Matters Arising – City Wide Resident Involvement Structure) The member of the group who raised this issue asked why the information had not been brought to the meeting. Ray explained that he had written a letter after the last meeting rather than wait until today.</p>	
4.20.1	<p>It was agreed that copies of the letter would be made available at the end of the meeting if anyone wanted to read it.</p>	
5	<p>Rent Collection, Arrears, Former Tenants and Sundry Debt Recovery Policy</p>	
5.1	<p>Ray explained that Carl Girvin could not attend today due to another appointment but said Helen Sharples (Rent Recovery Manager) could be called into the meeting to answer any questions.</p>	
5.2	<p>Maureen said that the policy had been tabled at the last meeting and the group had been asked to read it and bring any comments to today's meeting.</p>	
5.3	<p>There were no comments.</p>	
6	<p>Tenant Services Authority (TSA)</p>	
6.1	<p><u>Driving Up Performance</u></p>	
6.1.1	<p>Maureen explained that this paper had been circulated prior to the last meeting to seek approval for Southway to adopt the recommended suite of PI's (Performance Indicators) for use in Southway's Annual Report.</p>	
6.1.2	<p>At the last meeting it was decided that the group would bring any comments to today's meeting. Some members of the group were happy to approve the PI's but some said they had not seen the paper or had not had an opportunity to read it.</p>	
6.1.3	<p>It was agreed that Maureen would contact the four members of the group who required further time to read the document later in the week to seek their comments and/or approval.</p>	<p>Maureen Ward</p>
6.2	<p><u>National Conversation – Part 2</u></p>	
6.2.1	<p>Maureen reported that Tina Murphy, George Carter and seven tenants had attended the Willow Park event to discuss the TSA standards. Maureen advised that a follow up session had been arranged at the same venue on 27 August and a letter has been sent to the seven tenants who attended the first event to invite them.</p>	
6.2.2	<p>The chair of the group stated that he did not feel the meeting</p>	

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6.2.3	<p>was useful and was unsure about some of the information provided.</p> <p>Maureen said that it was important that Southway had an input and gave feedback on the standards as these are what will be expected of landlords.</p>	
6.2.4	<p>Another member of the group agreed that it was not pitched very well and added that she felt Southway are doing their best at involving tenants and felt that it is important to be mindful that volunteers are not asked to do too much as there is a danger they will stop doing anything.</p>	
6.2.5	<p>It was agreed that Maureen should contact the organiser of the event and ask if there had been any feedback from other attendees.</p>	<p>Maureen Ward</p>
6.2.6	<p>Maureen asked if the group felt Southway should do any further work to feedback on the standards. A Tenant Board member explained that not all the standards had been discussed at the Willow Park event and he felt that Southway should make comments on them all. Maureen agreed to consider how to do this.</p>	<p>Maureen Ward</p>
7	<p>Community Benefit Programme</p> <p>7.1 George Carter provided information to the group about the Community Benefit Programme.</p> <p>7.2 George gave details of work that had been carried out which includes a new kitchen at Christ Church in West Didsbury, stairs to the stage at Burnage Community Centre, and a kitchen at the BMAG (Burnage Multi-Agency Group) building.</p> <p>7.3 Current requests on the register include new chairs for St Christopher's Church, an outside seating area for users of the Minehead Centre and a new heating system for the Burnage Community Centre.</p> <p>7.4 George advised that the Community Benefit Programme also involves contractors going into schools to give health and safety talks and to provide careers advice and interview skills.</p> <p>7.5 Contractors also provide prizes at community events and these come from the Community Benefit Programme fund.</p> <p>7.6 George asked if anyone had any questions. A representative from Burnage said that since the demolition of the church on Burnage Lane her Tenants Association has nowhere to hold events. George explained that the budget would not stretch to any kind of new build project.</p>	
8	<p>New Leaflet – New Ways to Pay Your Rent</p> <p>8.1 A copy of the draft leaflet was circulated prior to the meeting.</p>	

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8.2	Ray ran through the leaflet and explained that it sets out new and existing ways in which tenants can pay their rent.	
8.3	The leaflet will be sent to all tenants to coincide with the launch of Allpay in October.	
8.4	Ray explained that that new rent cards will be issued and these will carry the Southway Connect phone number.	
8.5	A representative from Burnage asked if there were still plans to use colour coded payment cards. Ray confirmed that this was the case and explained that this was to allow the payment of rent, former tenancy rent arrears, rechargeable repairs payments and other sundry debts. Maureen added that it is likely that the majority of tenants will only require one card; their rent card.	
8.6	A member of the group raised concerns about the use of different coloured cards and said it would mean others would know who had debt with Southway.	
8.7	A lengthy discussion took place about this and Ray left the meeting to clarify that the proposal was to use colour coded cards.	
8.8	Ray confirmed that Allpay advise that different cards are issued for each debt. This is to ensure the accurate that as far as practically possible customers select the appropriate payment card.	
8.9	Concerns were raised again and the member said she was not happy with the proposal. After further discussion the group asked that the proposal be reconsidered. Ray agreed, subject to timescales.	Ray Smith
9	Any Other Business	
9.1	<u>Repairs Policies</u>	
9.1.1	Jane advised the group that a number of Repairs Policies will be brought to the next meeting for comments.	
9.1.2	Jane explained that the policies would be going to the Repairs Service Improvement Group first and then here and then to Board which is the same date as the next Consultative Group meeting.	
9.1.3	Jane assured the group that the policies would be provided to the group well in advance of the meeting to ensure they have time to read them.	Jane Gant
9.2	<u>Voice Panel Meeting</u>	
9.2.1	Jane advised the group that the Voice Panel will be reconvened early to mid-September. The meeting will look at the proposals for spending the £10 million environment budget.	

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9.2.2	A councillor asked if everyone on the original list of invitees would be invited to attend. Jane confirmed that this would be the case and said that an advert could be produced and it would also be publicised on the website.	Jane Gant/ Maureen Ward
9.3	<u>Completion of 4000th Property</u>	
9.3.1	Jane advised that the 4000 th property had now been completed. The improvement carried out was a window and door replacement.	
9.3.2	Jane added that something will be organised to mark the occasion and photos will be taken. This will be done as part of the Community Benefit Programme.	Jane Gant/ George Carter
10	Date of Next Meeting – Tuesday 8 September 2009	
10.1	The next meeting will be held on Tuesday 8 September 2009 at 10.00am in the Board Room, 2 nd Floor Aspen House, 825 Wilmslow Road, Didsbury, Manchester, M20 2SN.	