

## **BOROUGH OF KETTERING**

### **TENANTS' FORUM**

**Meeting held – 10<sup>th</sup> May 2018**

**Present:** Councillor Mark Rowley (Chair)  
Councillors Maggie Don, Andrew Dutton, David Howes

**Tenant Representatives:** Brian Kimpton (Counties)  
Martyn Lund (Highfield Road)  
Steven Soper (Sackville Street)  
Lindsay Wooldridge (Sackville Street)  
Hamid Saleri (Geddington)  
Maira Brown (Highfield Crescent)  
Peter Harvey (Dahlia Road)  
Jim French (Desborough)  
Peter Matsa (Burton Latimer)  
Anne Swoboda (Rothwell)  
Ken Burnage (Thorpe Malsor)  
Brent Woodford (Ashley)  
Reg Carvell (Leaseholder–Highfield Cres)

**Also Present:** John Conway (Housing)  
Leona Mantle (Housing)  
Tracey Copeland (Housing)  
Simon Haile (Housing)  
Joanne Perry (Housing)  
Pearl Nathaniel (Finance)  
Dean Mitchell (Finance)  
David Pope (Democratic Services)

#### **17.TF.126 APOLOGIES**

Apologies for absence were received from Cllr Mike Tebbutt, Darren Ibell and Josephine Copson.

#### **17.TF.127 DECLARATIONS OF INTEREST**

None.

**17.TF.128 MINUTES**

**RESOLVED**

that the minutes of the meeting held on 12<sup>th</sup> April 2018 be approved as a correct record and signed by the Chair.

**17.TF.129 MATTERS ARISING FROM THE MINUTES**

17.TF.110 – Tenants’ Housing Event

It was reported the Tenants’ Housing Event would be held in the Council Chamber on Tuesday 15<sup>th</sup> May.

**17.TF.130 MATTERS RAISED BY TENANTS’ FORUM REPRESENTATIVES**

None

**17.TF.131 NEIGHBOURHOOD MANAGEMENT ENVIRONMENTAL IMPROVEMENT REVIEW**

A presentation was provided to the meeting which detailed the operation and outcomes of the Neighbourhood Management Environmental Improvement scheme, with a focus on activities undertaken in the 2017/18 financial year.

The meeting was advised that the scheme was back by an annual £10,000 budget and was project managed by a group comprising both KBC officers and tenant representatives. Neighbourhood Managers were able to bid for funding for projects and improvements for their patches based on estate walkabouts, inspections and suggestions from tenants in each area.

It was heard that tenant involvement in the process was essential, enabling the assessment panel to access as many local residents as possible to allow for the delivery of well-considered proposals.

The meeting heard that bids for funding were prepared and submitted between March and June annually, with KBC surveyors then assessing each bid for feasibility and cost. The Environmental Working Group met in June each year to assess the bids and undertake site visits where necessary, the group would then decide which bids to approve. Once work had been completed, satisfaction surveys with affected residents would be undertaken alongside quality checks on the work carried out.

The meeting heard that for 2017/18 bids had been received from each of the Neighbourhood Management patches totalling £14,153.50. Of these bids, a total of £9,588.50 in work had been approved. A list of bids received was provided as follows:-

- Bridge Road, Desborough – installation of parking prevention bollards
- Gold Street, Kettering – cleaning of communal windows
- New Buildings, Kettering – installation of sheds and the supply of a skip
- Station Road, Kettering – Repairs to block paving, wall and path
- Polwell Lane – painting of railings
- Spring Gardens/Well Lane, Rothwell – painting of communal doors, cleaning of fascias and installation of a security light
- Alexandra Street, Kettering – cleaning of communal windows
- Grafton Street, Kettering – replacement of security lights
- King Street flats, Kettering – installation of wooden gating system

The aim of the scheme was to approve projects that would provide the maximum impact for the local area and its residents.

The Environmental Working Group met a number of times following bid approval to review ongoing projects, the progress of the schemes and ongoing costs. It was noted that a number of bids had been unsuccessful on initial application; although a review of the bids as they progressed saw certain projects come in under budget, while others were over budget. As a result the total spend rose to £10,161.40 and included a couple of bids previously rejected.

Case studies of the projects at Bridge Street, New Buildings, Spring Gardens/Well Lane, Grafton Street and King Street flats were provided to the meeting.

Following the completion of the projects, there was a need to consider their impact. Positive response had been received following the work undertaken at New Buildings, Grafton Street and King Street flats, although feedback from the Spring Gardens/Well lane project had been negative. Work was undertaken to ensure that should negative feedback be received the reasons behind it were understood to avoid reoccurrence in future.

The meeting was advised that over 20 bids had been received from neighbourhood managers for 2018/19, with KBC surveyors busy undertaking feasibility and costing studies. A summary of successful bids would be brought to a future meeting of the forum.

The forum requested that this item become an annual feature.

### **17.TF.132 REINVENTING REPAIRS**

A brief update was provided on three areas of work currently being undertaken in relation to Reinventing Repairs.

It was heard that Jo Perry would be starting her role reviewing voids with effect from 14<sup>th</sup> May. An additional surveyor would be recruited to focus on surveying newly returned void properties.

It was noted that there had been a significant number of boiler breakdowns across the housing stock during the previous winter. The council had previously installed a broad range of boilers from different manufacturers and there was a need to reduce this number and standardise these going forward. Simon Hailes was working to identify which two brands to be taken forward, and there had been a significant increase in the capital programme resources in relation to boilers.

The National Inspection Council for Electrical Installation Contracting (NICEIC) had recently undertaken an audit of the Council's gas services and provided a series of recommendations that required implementation. There was an intention to undertake a significant level of work over the summer period to ensure readiness for Winter 2018. This would involve a review of management, processes and quality monitoring.

The meeting heard that there was an aim to move away from a target based system for repairs to an appointment based system. This in turn would require a more assertive and dynamic dispatch system, although the Council would ensure the correct resources were in place before looking elsewhere.

### **17.TF.133 HOUSING TOUR PROPOSALS**

It was noted that the 2018 Housing Tour would take place on 12<sup>th</sup> July, commencing at 5.00pm with a buffet in the Council Chamber, followed by the tour from 5.30pm to 8.00pm.

It was anticipated that visits would be made to an example of an Environmental Improvement Project at New Buildings. It was hoped that the tour could speak to both the Neighbourhood manager and local residents at the site.

Other stops on the tour would include:-

- Hampden Crescent
- Social Housing new build – Sites at Scott Road and Albert Street & development by Wellingborough Homes in East Kettering

- Castle Gardens, Geddington – Sparkle Project
- A property to be identified that met “Lettable Standards”

Suggestions for additional stop-off points on the tour were welcomed.

#### **17.TF.134 HRA CAPITAL PROGRAMME**

It was reported that progress at Hampden Crescent was good, with completion of Block A anticipated for June. Work was ongoing in regard to contract documents for Block B and it was hoped to be onsite later in the year.

The meeting was presented with a set of draft guiding principles and golden rules for the Housing Revenue Account that closely mirrored the ones previously adopted in relation to the General Fund account. It was noted that these provided a framework for officers and members to work within to ensure financial stability for the council. Should the document be adopted it would form a useful reference tool when setting the Capital Programme to allow for a balance programme to be created.

It was heard that the draft document would be presented to the Executive Committee at its June meeting for approval.

#### **17.TF.135 CONNECT**

The forum heard that the editorial panel had met earlier in the day, with a decision made to focus the summer edition of Connect on tenant and resident involvement.

A showcase event for tenants would take place on 15<sup>th</sup> May and it was hoped for positive feedback from this event. In addition there would be features on Hampden Crescent, the Home Move service, the ten year anniversary of Silver Service as well as information relating to fire safety, noise nuisance and money saving advice.

#### **17.TF.136 TENANT OVERVIEW AND SCRUTINY PANEL**

It was reported that an action plan stemming from the recommendations that formed part of the TOSP’s final review report would be brought to the forum in the near future. In addition the forum was asked to consider suggestions for the next panel review.

It was noted the monitoring of performance indicators remained ongoing and further information would be supplied to a future meeting of the forum.

**17.TF.137 ANY OTHER BUSINESS**

None

**17.TF.138 PRIZE DRAW**

The winner of the prize draw was Lindsay Wooldridge.

**17.TF.139 DATE OF NEXT MEETING**

It was noted that the date for the next meeting of the forum would be 14<sup>th</sup> June 2018

*(The meeting started at 6.30pm and ended at 8.12pm)*

Signed .....

Chair

DJP