

Tenants Forum 9th September 2009 Municipal Buildings, Glossop		
Present Forum: Teresa Bellamy (Chair), Keith Wood, Jean Morton, John Jennings, Ann Shaw, John Prince, Kevin Nield, Sam Marriott.		
Tenant Board Members: Agnes Bradley, Graham Fox		
HPCH:, Mike Coppock, Louise Pearce, Sandra Webster		
Observers		
Apologies, Shirley Collier, David Adderley, Kerry Martin, Linda Downings & Joan Batley		
No:	Item/Issue:	Action
1	<p>Minutes of last meeting and Actions</p> <p>The minutes of the last meeting were agreed as a true record Pro Anne Shaw Sec Kevin Nield</p> <p>Actions from last meeting – Forum made the following comments.</p> <ol style="list-style-type: none"> 1. Whitfield Communal Green areas- Whitfield Avenue sorted but not Ebenezer Street. 2. Home Options Allocation process, proof of identification - forum thanked Jason & his team for taking on board forums suggestion and expanding the proof of identification required when a property is allocated. 3. John Jennings had attend the TPAS resident involvement conference and a letter was read out from John saying how much he had learnt and enjoyed the event. 4. Fusion 21 – Mike Coppock informed Forum that all individual companies are eligible to join Fusion 21, once every four years. The next opening to apply to join the tender process for Fusion 21 is 2012. 5. Teresa reminded Forum that before items that were causing concern were raised at Forum, please ensure that you have first reported these to the appropriate member of staff, and that they have had the opportunity to resolve the matter. 	Stephen Miller

2	<p>Tenant Inspectors & Performance Indicators</p> <p>Forum noted the report and suggested the following local performance indicators:</p> <p>Breakdown of P1s and timescales Take up of Tool loan scheme</p> <p>Forum also agreed that they would contact Sandra or Louise before the end of September if they had any further performance indicators they would like to be reported.</p>	Louise will send feedback at the November Forum.
3	<p>Damp issues Fairfield</p> <p>John Prince reported that he was concerned about the large number of properties on the 177 Estate in Fairfield that were having damp problems. He himself was having this same problem and requested that the matter be looked into further. Mike Coppock said that he had checked the number of tenants who had reported damp problems in the area and the records did not show a high number of damp problems being reported. Without addresses it was difficult to ascertain what the problem is. It was agreed that the neighbourhood maintenance co-ordinator for that area contacts John to discuss further.</p> <p>Forum asked if there was a follow up where properties have reported damp and have had fans fitted. Are tenants asked if the fan had resolved the problem. Mike reported that at the moment there is no follow- up.</p>	MC
4	<p>Xpress Tour Feedback</p> <p>Forum discussed the Xpress Tour and noted the feedback sheet enclosed in their papers.</p> <p>During the Xpress Tour a total of 803 households had returned their household profile. Sandra explained that this profile data had already been used with a consultation in Tintwistle. We were able to use the profile to target households over 4 and contact them in their chosen method. A total of consultation 45 Forms had been returned.</p>	

<p>5</p>	<p>Garden Competition Feedback Keith Wood - Chair of the garden group, informed Forum 43 gardens had entered this years competition and the judges had spent two long days judging 82 different categories. It was the most entries ever received and the majority of gardens were new entries.</p> <p>Keith invited Forum to the presentation on Thursday 17th September at 2.30pm New mills Town Hall.</p>	
<p>6</p>	<p>A.O.B</p> <p>Agnes Bradley chair of HPCH Board updated Forum on the following housing issues at a national level.</p> <ol style="list-style-type: none"> 1) Arm's-length management organisations are considering a legal challenge against the government after it delayed £150 million of their funding. 2) Housing Revenue Account Review 3) Government funding to build new social housing. 4) Crackdown on illegal sub-letting 5) Rent capping of Registered Social landlords. <p>Forum were asked for volunteers to look at Home Contents Insurance providers. John Jennings, Teresa Bellamy, Anne Shaw, John Prince, Keith Wood agreed to be part of the group.</p> <p>Credit Union – Forum were in favour of joining the feasibility study for a Derbyshire wide credit union.</p> <p>Scrutiny – Sandra reminded Forum that they have a workshop with Linda Levin on 1st October at Bradbury Community House @ 10am – 1pm</p> <p>D.C.C have requested any suggestions for capital improvements for environmental issues. The following were suggested:</p> <ol style="list-style-type: none"> 1) Grange Park Road - traffic calming - John Jennings. 2) Cromford Court, Whaley Bridge - access Road - forum 3) Hayfield Road Bus Stop (Hayfield) corner St 	<p>Forum to contact Agnes if they require further information.</p> <p>Names passed to John Moss</p> <p>Suggestions passed to Helen Core</p>

	<p>John Street - Bus Stop needs marking out- Jean Morton</p> <p>4) Bus Stop , Whitfield- Highfield Rd / Uplands Road - Old stone shelter causes ASB, could it be replaced with a clear shelter. - Graham Fox</p> <p>Voids – mark will be having a workshop with Forum members on Tuesday 13th October at Municipal Buildings at 2pm.</p> <p>Forum mentioned that they felt the telephone etiquette of one staff member from Apollo was not acceptable.</p> <p>Forum mentioned that not all HPCH vans have id numbers on.</p> <p>The following contracts have gone through the tender process are awaiting approval from HPBC. Boiler replacement in Tintwistle. Kitchens in Whaley Bridge.</p> <p>Forum thanked all staff involved for the progress made with the replacement of failed double glazing units and the response time.</p> <p>John Prince reported ASB in Fairfield – agreed that the neighbourhood co-ordinator for that area would contact him.</p>	<p>MC to follow up</p> <p>MC to follow up</p> <p>MC to pass to his staff involved.</p> <p>Vicky Cunningham to contact John.</p>
	<p>Date of Next Meeting Informal 14th October 2009 5pm Full Forum 11th November 2009 Municipal Buildings, Glossop</p>	