

**EastendHomes  
GLAMIS ESTATE MANAGEMENT BOARD  
Notes of Meeting  
Wednesday 4<sup>th</sup> November 2009 at 6.30  
Glamis Hall Cable Street**

**PRESENT**

***Estate Management Board***

Spencer Butler (Chair)  
Ted Weedon  
Desmond Ellerbeck  
John Wright  
Mary Walsh  
Ann Brooks  
Ahad Miah

***Observers***

Anne Smith  
P Berry  
S Uddin  
Darren Wolf  
C Jameson  
Ron Osborne  
Ares Zaines

***In Attendance***

Steven Inkpen – EastendHomes  
Gaye Brown – EastendHomes  
Cathy Page – EastendHomes  
Steve Russell – EastendHomes  
Anne Wiltshire – EastendHomes  
Peter Griffiths – PGA  
Tom Campbell - Symphony  
JI - Minutes

		<b>ACTION</b>
<b>1. Apologies</b>	No apologies received.	
	The Chair, Spencer Butler, informed the meeting of the death of EMB member Pat Crosher and expressed gratitude on behalf of the board for all the work Pat had done as a member of EMB and GRA as well as the previous TRA. A copy of the minutes of the meeting to be sent to Pat's daughters.	PG
<b>2. Notes of Meeting 7<sup>th</sup> October 2009</b>	Agreed.	
<b>3. Action Points and Matters Arising not Covered in the Agenda</b>		
3.1	3.4 training – Spencer Butler had not actioned this as waiting until more board members had been selected.	Spencer Butler
3.2	3.6 bar at Unite building – Steven Inkpen said there was no bar or café in the plans that had been agreed by the council for the building and any	

application of this nature would need to be considered by the appropriate council committee. Littering and rubbish dumping were reported as having increased since the building opened.

3.3 3.7 gate – Steve Russell to look into having a gate manufactured and installed ahead of the Phase 3 regeneration works to resolve the on-going problems.

Steve  
Russell

3.4 3.12 office – letter had gone out. Desmond Ellerbeck was concerned that a freephone number had cost implications for EastendHomes and indirectly for leaseholders and that it was not free for calls from mobiles.

3.5 6.1 occupational therapist assessment – Anne Wiltshire reported that the OT had not previously recommended a shower for the resident mentioned at the last meeting so a further visit had been requested. The estate had a high percentage of elderly and/or vulnerable residents and a high number of adaptations had been carried out. If a tenant or leaseholder required an adaptation an OT assessment must be carried out to assess and detail the work required, this also applied to any subsequent changes to adaptations fitted; there were complications if people were in hospital as a hospital OT needed to make an assessment.

Steve  
Russell

3.6 6.2 heating – this was not flushed in the summer and was to be done under Phase 2 works, some EMB members felt it should be flushed annually, Steve Russell to check. EMB members raised concerns that the heating had already broken down this season. An engineer is to look into problems with heating to the resident's hall, Steve Russell to chase.

Steve  
Russell

3.7 6.4 deliveries – this has been resolved and the office now has parking scratch cards.

3.8 6.5 digital aerials – Ann Brooks clarified that she had not been asking about a digital aerial to her dwelling but a communal one to the whole estate. The digital switch over is scheduled for 2012, a report is going to the senior management team of EastendHomes with information on costs and blocks needing digital aerials, they are looking at whether this work can be incorporated into the works contracts, Steve Russell to report back to future meeting on leaseholder recharges and terms of lease associated with the digital aerial installation and satellite dishes. Ted Weedon expressed the view that some parts of the lease, such as no parking of commercial vehicles on the estate, were not being enforced.

### **3a. Additional Agenda Item**

#### **3a.1 EMB Membership**

Spencer Butler raised this matter, there were currently seven members whereas there was space for 12, and two people at the meeting had expressed an interest in joining the board. Peter Griffiths advised the aim had been to have a board membership that reflected the estate and

to avoid over representation of any one group or block. The usual practice was for people to observe for a few meetings then be invited to join and look at the constituency areas. The two residents agreed were happy to observe for a few meetings. Spencer Butler raised the matter of a freeholder who could also join the board; Peter advised that EMB members had always been tenants or leaseholders, Spencer asked Peter to establish whether EastendHomes Board would accept a freeholder on the EMB, as they would like to acknowledge all residents.

Peter  
Griffiths

### 3a.2 Windows

Tom Campbell from Symphony windows gave a demonstration of samples of possible window options – ‘tilt and turn’ and ‘top swing’

Steve Russell explained that the works tender would include a performance specification so companies tendering would have to include the type of windows wanted, members would be involved in the contractor selection process. EMB asked for a display stand with the different window types to be available for a consultation event.

## 5. **Elf Row Play Area**

5.1 Cathy Page introduced this item, she had been looking at ways to bring additional funding to estates and had applied for Government Pathfinder funding for play spaces, Elf Row had been successful, concept drawings had been submitted with the bid and any work done would tie in with SEF ideas. The funding required that natural planting was used rather than traditional play equipment and the target age group was 8 – 13 years but the aim was for cross-generational use.

5.2 Other funding streams were being looked at for other parts of the estate.

5.3 The Government Pathfinder criteria was that the area should be public space open to all so it could not be enclosed just for residents of Glamis, the idea was for it to be an integrated the area, a focus for the community who would have pride in it. £39,000 was bid for, Cathy had not had confirmation of the amount awarded but the work would need to be completed and the area open by 1<sup>st</sup> April 2010 so timing was tight, she would like to hold a consultation event on a Saturday in November.

5.4 After discussing the project EMB agreed that the timing was not right for this to go ahead at this stage.

## 4. **Lettings Policy**

4.1 This item was introduced by Gaye Brown, EastendHomes Lettings Manager, EastendHomes was part of the common housing register and lettings policy and took an proactive part in this and regularly attended meetings to discuss the policy, this was now being reviewed for the first time in seven years.

4.2 Gaye asked EMB members to encourage residents to complete the questionnaire asking their views on the policy as she wanted to ensure the views of EastendHomes residents were represented in the

EMB  
members

consultation which would finish at the end of December, copies of a presentation, newsletter and questionnaire were distributed to members. Gaye outlined some of the proposed changes to the policy and reasons behind them. The policy had become complex and not trusted and consultation would influence the end product, anyone with comments or requiring clarification could contact Gaye.

- 4.3 A question was asked about housing of asylum seekers, Gaye explained the policy on this and also that the new proposal would take more account of waiting times and would amalgamate the homeless category with over occupation category giving them the same priority.

## **6. Draft Corporate Plan**

- 6.1 Steven Inkpen introduced the draft corporate plan which is a framework and outlines how EastendHomes will operate, it permeates down to all staff and their work programmes. A query was raised on recharges to leaseholders for major works, Steven clarified that no leaseholders had so far been recharged as the first phase of work had been to tenanted homes, some later work will be recharged but a significant amount would not be.

EMB noted the draft corporate plan report.

## **7. Anti Social Behaviour – Annual summary**

- 7.1 Spencer Butler introduced this report and pointed out that the biggest items of ASB on all estates were rubbish dumping, fly tipping, graffiti and noise. There was concern about possible under reporting of ASB; the statistics were from the previous year and information was taken by phone as well as caretakers reports and ASB reporting forms, 250 incidences of ASB were picked up by caretakers.
- 7.2 John Wright raised an incidence of EastendHomes giving the name of a resident reporting ASB to the LVT which made it available as a public record; Steven Inkpen said such information was not given out as a matter of course and there were specific circumstances in relation to LVT.
- 7.3 The EMB discussed ASB issues including reporting and actions being taken to curb ASB including showing 'House Rules' DVD to new tenants which is not in other languages but is a very visual film giving information on what is expected from tenants.
- 7.4 Noise nuisance was discussed, this is a very subjective area; where there is a statutory noise nuisance residents should involve Environmental Health. Residents need to look at how they can live alongside each other and there are actions such as mediation which can be taken, the recent hard and fixed floor policy is an example of how EastendHomes aims to combat some nuisance.
- 7.5 John Wright raised an outstanding email concerning monitoring of CCTV cameras, to forward an email on this to Steven Inkpen to be progressed.

EMB noted the ASB report

## **8. Leaseholder Sub-Tenants Strategy**

8.1 The sub-tenants strategy was for absentee landlords and an information leaflet had been prepared to be given to sub-tenants. EastendHomes was working towards setting up a lettings agency role so they could have more influence over sub-tenants.

8.2 EastendHomes do not always have information on where sub tenants are although leaseholders are meant to let EastendHomes know they wish to sub-let and they have a responsibility for the behaviour of their tenants. EMB members can help in identifying sub-tenants and involve them in the board and the community.

EMB  
members

8.3 Audits of tenants sub-letting are carried out but proving the sub-letting can be difficult, there are at least three on-going cases on Glamis, if sub-letting is proved properties can be repossessed.

EMB noted the sub-tenants strategy.

## **9. Minutes of Planning Sub-Group**

9.1 Minutes of the most recent meeting were not available. Draft consultation proposals were discussed at the last meeting including timetables and venues.

9.2 Redcastle Close enfranchisement was not yet complete; EastendHomes were waiting for enfranchisee's lawyers.

## **10. Newsletters**

10.1 Anne Wiltshire outlined some items to go in next newsletter.

10.2 EMB agreed to remove this as a standing agenda item.

## **11. Any Other Business**

11.1 Desmond Ellerbeck asked if EastendHomes had been involved in planning applications for advertising hoarding; Steven Inkpen said he had been advised they hoardings were unlikely to go ahead and reminded the board they could submit objections to any related planning application.

11.2 Anne Wiltshire distributed a paper and asked EMB for their view of which option they wanted for the King David Lane garage site when handed back, EMB agreed option A – hoarding to remain as is.

11.3 John Wright asked if EastendHomes could introduce easy pay options for charges; Steven Inkpen to investigate if possible and viable.

Steven  
Inkpen

11.4 Complaints concerning leaseholder services team were raised; EMB was advised that formal complaints can be made about staff and these

are all discussed by the senior management team, targets, stages of complaint and other information is reported to EastendHomes Board.

11.5 Spencer Butler reported that the last Service Review Board meeting had discussed a number of reports including key performance indicators, communal heating, ASB benchmarking and single equalities scheme; if members want copies of these reports they can be obtained from Spencer.

**12. Next Meeting**

Wednesday 2<sup>nd</sup> December 2009.

Minutes agreed

Signed ..... Name ..... Position .....

Signed ..... Name ..... Position .....