

<p>2.4</p>	<p>to be tabled at future meetings</p> <p>Voids Inspection Group Group all ready to go just awaiting contact from Gary and Matt.</p> <p>2 other issues were raised:</p> <ul style="list-style-type: none"> • There appears to be another group of tenants carrying out voids inspections – KC to gain further details • If operatives are working in a void and 'someone' asks to have a look then they are allowed in – VW to gain further details 	<p>KC</p> <p>VW</p>
<p>3.</p> <p>3.1</p> <p>3.2</p> <p>3.3</p>	<p>Lifeline/Telephone Lines</p> <p>If telephone system goes down then this renders the lifeline ineffective, however the concern is that tenants are not always aware of this.</p> <p>Group wondered how much priority is given when faults occur on telephone lines where lifelines are in operation. Jean confirmed that no additional priority is given, but agreed to raise with Lynne to see what, if anything, could be done. Group acknowledged the need for a 'Plan B' so a standard letter to be composed and invitations to sign will be given to all service users (via local offices as well)</p> <p>MS & KC to raise lifeline payments with Stuart Wallace and feedback at next meeting.</p>	<p>Jean/LC</p> <p>FED</p> <p>MS & KC</p>
<p>4.</p>	<p>Supporting People Cuts- tenant consultation meetings</p> <p>The SP consultation is ongoing until the end of March and decisions on the budget will not be finalised by the County until after then for 2011/12.</p> <p>Supported Housing team are running a series of consultation sessions for service users – timetable to be sent with minutes.</p>	<p>JD</p>

<p>5.</p> <p>5.1</p> <p>5.2</p> <p>5.3</p>	<p>Performance</p> <p>Tabled and Discussed.</p> <p>HD4 - Single manning of the control centre may impact negatively on this PI</p> <p>HD15 – T & E have had to take stronger line with some tenants hence the increases in notices</p> <p>HD18 – Number of new ASB cases remains constant</p> <p>BV66a - % rent collected is consistently good</p> <p>BV212 – current performance of 22 days is being maintained. Group acknowledged that 13 days is a challenge.</p> <p>BV212 indicator needs to be monitored once voids inspection team commences as if the team decide the property is not FTL then days may be lost.</p> <p>Cleaning of the voids may be the biggest issue, so Jo offered AM & I support if required with contract management</p> <p>Discussion regarding allocation of a property and length of time for property to be made FTL. Concern raised that a disclaimer has been signed to allow the applicants access to the property prior to FTL JD to look into this.</p>	<p>JD</p>
<p>6.</p> <p>6.1</p>	<p>AOB</p> <p>Jo confirmed that kitchen contract (Richmond) is up for renewal in April 2011 and that we are currently working as a partner with East Midlands Efficiency Consortium to look at other contractors. Concern over level of service we will receive from Richmond Kitchens as it is not good now so will this deteriorate when we do not renew their contract?</p> <p>GT suggested we source the parts from the company who supplies Richmond if they don't manufacture their own.</p>	

<p>6.2</p>	<p>KC raised concerns over central heating upgrade currently being undertaken, gas central heating with electric fires, issue being if a power cut happened then there would be no secondary source of heating for the tenants. Jo to take this up with Andy Dewberry.</p>	<p>JG</p>
<p>6.3</p>	<p>Cleansing Monitoring Group</p>	
	<p>Request made that a representative attends from NSH – JD to consider</p>	<p>JD</p>
	<p>Request also made that NSH and NSDC liaise regarding bin collection schedule and put article in Homes from Homes. JD to speak to Andy Kirk</p>	<p>JD</p>
<p>6.4</p>	<p>Subletting</p>	
	<p>Explanation regarding subletting conditions; a tenant cannot sublet the whole of his property but can sub let a room.</p>	
	<p>Any specifics to be given to JD</p>	
<p>7.</p>	<p>Date of next meeting</p>	
	<p>Wednesday 30 March 2011, 10am @ Federation Office.</p>	