

Company Number 05564649  
A Company Limited by Guarantee  
Registered in England

**St Leger Homes of Doncaster Limited**

**EAST AREA BOARD MEETING  
MONDAY 10 MARCH 2008 at 6:00 PM**

**Present**

Cllr Bill Mordue, David Nevett, James Parkin, Cllr Moira Hood, Robert Allen, Rodger Haldenby, Lesley Gilfedder, Mavis Pearson, Cllr Ken Keegan, Rodger Haldenby (Chair).

**In Attendance**

Paul Hopkinson (Director of Property Services), Linda Milan (Company Secretary), Janet Clarke (Asst Director of Housing Management), Helen Kilshaw (Performance & Information Manager), Lynette Jenkins (Performance Analyst), Shauna Brady (Personal Assistant), Maxine Newton (Board Support Officer)

		<b>ACTION</b>
<b>1.</b>	<b>Apologies and Quorum</b>	
1.1	Apologies were received from Cllr Nigel Hodges, Lin Myers and Vic Lowe.	
1.2	It was noted that a quorum was present. Rodger Haldenby chaired the meeting.	
<b>2.</b>	<b>Declarations of Interest by Area Board Members</b>	
2.1	There were no declarations of interest.	
<b>3.</b>	<b>Minutes of previous meeting held on 14 January 2008</b>	
3.1	The minutes of the East Area Board meeting held on 14 January 2008 were agreed as a correct record.	
<b>4.</b>	<b>Matters arising from previous minutes held on 14 January 2008</b>	
4.1	<b>From item – 5.1 Access to Leaseholder Properties</b> Members were reminded of the incident when a leak emanating from the flat of a leaseholder caused damaged to a tenants home. Members were advised that the Council's legal department have confirmed that SLHD does not have any legal right of entry to a leaseholder property. However, any future leaseholder agreements will now include a clause give SLHD right to gain access in an emergency.	

4.2 **From item – 9.2 Window & Doors Contractors** remove the word 'not' in the sentence, which should therefore read 'This had been due to age and construction of the properties'.

4.3 **From item – 11 Decent Homes next years program** Members were advised that the formal process with DMBC was still not complete members will be advised asap.

## 5. Performance Monitoring Information

5.1 This report was to present the East Area Board with performance information for December 2007 and January 2008.

5.2 Questions had been received from the Chair in advance of the meeting, the Performance Analyst read each question then went onto provide the answer.

*'Has the West Area Re-let times had an impact on the whole of the Borough?'*

It was acknowledged that the West Area has had an impact on the overall Borough figure.

5.3 *'Who is HouseMark?'*

HouseMark is an organisation which enables SLHD to benchmark itself against other ALMOs and Authorities to compare performance. HouseMark hold regular forum meetings where different themes are discussed and good working practices are shared.

5.4 *'Current Rent Arrears, what has been put in place to stop the deterioration?'*

Members received confirmation of the following actions: filling vacancies; staff training; the dedicated of specific Administration Officers; and a review of the areas covered by individual officers has been undertaken.

It was confirmed that the changing of performance targets was a joint decision between the Performance Team and SLHD Officers managing the area. Considerations are given to past performance, bench marking sites, government sites and authorisation is also needed from DMBC.

5.5 *'Appointments made & kept is improving but the forecast is not predicted to reach target, why?'*

In September there was a dip in performance due to the flooding emergency when repair staff had to be diverted to other duties. As

not all of these cancelled appointments were updated before the time of the appointment the IT system has been found to have treated them as missed appointments.

5.6 *'Outstanding Gas Servicing what measures are in place to rectify this?'*

There is an action plan in place to address this which includes:

- Additional servicing on evening and weekends.
- Evening and weekend telephoning to arrange appointments where we have tenants contact numbers.
- Contacting Estates and Social Services to see if there are any issues that the company is not aware of.
- Hand delivering letters and placing a sticker over the keyhole.
- Outstanding gas servicing is highlighted on the repairs system so if the tenant rings in with a repair the gas department will attend at the same time.

**The Director of Property Services offered to bring along a presentation to the next area board meeting on access to buildings.** PH

5.7 *'Queue times and abandoned calls has increased, has the VIP phone system been fixed?'*

There is still an intermittent fault on the Council's VIP telephone system. The impact is an increase in wait times and abandoned calls. Discussions between the Council and SLHD are ongoing to rectify the problem. PH

5.8 *'The Capital programme is on target but with a gloomy forecast, why?'*

It is acknowledged that two contractors have been experiencing difficulties reaching the standards required by SLHD. SLHD is actively working with these partners to address the issues. As an incentive to improvement not all of the work due to be allocated in the next year has been allocated to the partners so that the remaining work can be allocated to those who can demonstrate the best performance.

**Members asked for an update on what problems were being experienced for the next meeting and asked to see the timescales involved.** PH

5.9 **The Area Board noted the contents of the report.**

5.10 The Performance and Information Manager and Performance Analyst asked permission from the Chair and left the meeting.

## **6. Monitor Allocations to DMBC Properties**

6.1 The Assistant Director of Housing Management introduced this report that provided the Area Board with allocations made by SLHD between 1 December 2007 and 31 January 2008.

6.2 It was agreed that the report from Choice Based Lettings, regarding numbers of bids etc would be incorporated into future reports. Members confirmed that they would find the inclusion of Street names in the report.

6.3 **The Area Board noted the contents of the report.**

## **7. Receive Reports on Evictions**

7.1 The Assistant Director of Housing Management presented this report that gave an analysis of evictions between 1 April 2007 to 31 January 2008

7.2 Referring to table 2 in the report she drew members attention to the comparator of 35 evictions in the East and 53 evictions in the West.

Mexborough appears to have a disproportionate number of evictions based on the numbers of housing stock however the area has a higher proportion of flats tenanted by younger single persons which was a contributory factor.

7.3 **The Area Board noted the contents of the report.**

## **8. East Area Board Members Attendance**

8.1 The Company Secretary presented this report the purpose was to confirm the register of East Area Board Members attendance.

8.2 It was confirmed that this report was presented twice annually to the Area Boards. It was agreed that a reminder letter should be sent to those members that fell within the criteria at point 7.2 of the report.

8.3 **The Area Board noted the document.**

## **9. Estate Improvement Fund**

9.1 The Chair introduced this document that gave East Area Board members progress to date on each of the EIF projects.

9.2 It was confirmed that all work would be carried out by the end of the financial year. The under spend had been used to increase the work at item 4 – Replacement of knee rail fencing.

**LM/MN**

A Member commented that the CCTV system for the High Rise flats at Intake was working very well.

9.3 It was agreed that the Estate Improvement Fund Sub Committee members for the forth-coming year are David Nevett, Robert Allen, Rodger Haldenby and Mavis Pearson.

**10. Any Other Business/Items for next meeting**

10.1 A Member enquired if it has correct that the warm air heating systems were not to be removed from the properties in Cantley 6 during the Decent Homes improvement works and that the systems are to be boarded to contain the asbestos. It was agreed that this would be investigated.

**J Parkin to pass on the addresses in question to the Director of Property Services to investigate.**

**JP/PH**

10.2 Another member enquired whether the company monitored accidents at work.

The Director of Property Services confirmed that a formal Health & Safety report had been received by the HR Committee and then reported to the Main Board twice annually. Advising that accidents at work statistics were included within the report.

It was confirmed that all reports area available on the website.

10.3 Members approved the Company Secretary's suggestion to extend the period of office of the Chair, Rodger Haldenby as Chair of the East Area Board until clarification of the geographical boundaries and number of Area Boards had been agreed.

**11. Date and Time of Next Meeting**

Monday 12 May 2008

The meeting ended at 7.45 pm