

Company Number 05564649
A Company Limited by Guarantee
Registered in England

St Leger Homes of Doncaster Limited

**EAST AREA BOARD MEETING
MONDAY 10 NOVEMBER 2008**

Present

Robert Allen (Chair), Lesley Gilfedder, Councillor Mrs Moira Hood, Lyn Myers
David Nevett, Jim Parkin and Dr Rory Perratt

In Attendance

Dave Abbott (Assistant Director of Housing Management), Linda Milan
(Company Secretary), Shauna Brady (Personal Assistant) Ken Hopkins
(Interim Director of Property Services) and Helen Kilshaw (Performance and
Information Manager)

		ACTION
1.	Apologies and Quorum	
1.1	Apologies were received from Councillor Ken Keegan, Rodger Haldenby (Chair), Vic Lowe and Mavis Pearson	
2.	Declarations of Interest by Area Board Members	
2.1	There were no declarations of interest.	
3.	Minutes of previous meeting held on 8 September 2008	
3.1	The minutes of the East Area Board meeting held on 8 September 2008 were agreed as a correct record.	
4.	Matters arising from previous minutes held on 8 September 2008	
4.1	From item 4.4 – Receive Reports on Evictions	
	The Assistant Director of Housing Management reported that the report had now been amended as requested.	
4.2	From item 4.5- Monitor Allocations to DMBC Properties	
	DA reported that correspondence had been sent to tenants.	

4.3 **From item 5.4 – Performance Information - Graham House**

A member asked if any decisions had been made with regards to the future of Graham House.

It was agreed to that the Interim Director of Property Services provide an update at the next meeting.

KH

4.4 **From item 5.11 – Performance Information**

The Performance and Information Manager reported that as there was no target there was no prediction showing.

4.5 **From 6.3 – Customer Satisfaction Booklet**

The Assistant Director of Housing Management reported that before a letter is sent out to tenants with regards to un-tidy gardens the database should be checked to ensure that tenants are not registered for the Gardens Service. Unfortunately on this occasion this had not happened, therefore an email has gone out to re-iterate this instruction to appropriate staff.

4.6 **From item 7.2 - Service Level Agreement Monitoring.**

The Assistant Director of Housing Management reported that a meeting has been convened with DMBC on Wednesday 19 November 2008 with regards to Tree Management and he will raise the issue of tenants frustration at the back-log of works and the length of time they have to wait.

It was hoped that a set of criteria will also be established with regards to maintenance, to assist in a more structured approach.

4.7 **From item 8.4 – Analysis of Evictions**

The Assistant Director of Housing Management reported that he had carried out an investigation at this property. During the Property Inspection it became apparent that the tenant did habit the property, but spent a lot of time with relatives and at sporting events, therefore there was no breach of tenancy.

4.8 **From item 11.4 – Estate Improvement Fund**

SB reported that she had contacted the TARA twice and a response is awaited.

4.9 **From item 13.3 – Digital TV Signals**

The Interim Director of Property Services reported that as addressed in the joint meeting works are about to commence on the Digital TV Programme.

5. Appointment of Chair and Vice Chair

5.1 The Company Secretary reported that it was usual practice following the AGM that the election of Chair and Vice to be undertaken at this point.

5.2 However, due to the review of Governance currently being undertaken by Debbie Ounsted it was recommended that this be considered following the outcome of the review.

5.3 It was agreed that the appointment of Chair/Vice Chair be deferred until the review of Governance is complete. **ALL**

6. Housemark Performance Information Benchmarking

6.1 The Business and Performance Manager provided an overview of the report, commenting that this is a benchmarking report using Housemark to benchmark SLHD Performance with other ALMO's.

6.2 Information is depicted for Q1 although provisional information for Q2 is depicted in Appendix B.

6.3 The Business and Performance Manager reported that an overall improvement has been made with the only decline in performance is in the proportion of rent collected.

6.4 Consultation is currently being undertaken to revise the Key Lines of Enquiry (KLOE's), further information as to the chosen indicators will be available at the next meeting. **HK/CT**

6.5 A member queried how to differentiate between the performance of others declining to our own performance improving.

6.6 The Business and Performance Manager reported that specific guidance is given to the collection of data to ensure that all ALMO's are collecting data in the same fashion to ensure that benchmarking is fair.

SLHD are submitting true and accurate information, however we cannot comment on what other ALMO's are submitting.

6.7 A member queried the spread of information?

The Business and Performance Manager reported that the information depicted is a snap shot at a period of time and can only be used to benchmark against the information available.

6.8 A member queried about other methods of rent collection as this

was an area where Performance has declined and many methods of payment had now been withdrawn eg rent collectors, closure of area offices

6.9 The Assistant Director of Housing Management reported that SLHD are always seeking new cost effective methods of payment to assist customers to pay their rent.

6.10 The Business and Performance Manager reported that the West Area Board have agreed to the submission of information on the website and this request was also considered by the East too.

6.11 It was agreed that information be submitted onto the Website.

HK

6.12 **Area Board Members noted the contents of the Report**

7. Performance Information

7.1 The Business and Performance Manager reported that the performance had significantly improved with regards to the average time taken to relet Empty properties.

7.2 The Interim Director of Property Services reported that because of the asbestos issues of the Summer and surveys that are now undertaken this performance may decline and also impact on void rent loss.

7.3 The Business and Performance Manager reported that Gas servicing was showing as 65 outstanding for September 2008, this was due to the automated gas servicing letter being sent out in an American format. This situation has now been rectified.

7.4 **Area Board Members noted the contents of the Report**

8. Customer Satisfaction Booklet

8.1 The Business and Performance Manager reported that the information contained within the booklet was for Q1. Q2 information is currently being compiled along with the Status Survey information.

8.2 It was reported that the Status Survey reflects Customer Satisfaction and is being undertaken by BMG the results are due in January 2009.

8.3 A member queried if there was anything unexpected or out of the ordinary within the report?

8.4 The Interim Director of Property Services reported that one of the

things that tenants are dissatisfied with are areas around decency, however it is important to put this into context with the volume and scale of works.

8.5 Area Board Members noted the contents of the Report

9. Analysis of Evictions

9.1 The Assistant Director of Housing Management reported that there had been 45 evictions during the period 1 April 2008 to 30 September 2008.

9.2 40 of these evictions were for rent arrears and 5 were for other reasons.

9.3 The Assistant Director of Housing Management reported that greater emphasis is placed upon Estate Management to try and pinpoint and resolve issues before they escalate.

9.4 A member queried what measures are in place for tenants who cause noise nuisance as detailed in the Case 1.

9.5 The Assistant Director of Housing Management reported that we work together in partnership with DMBC.

9.6 A member queried if we are aware of the amount of evictions that we apply for and fail?

9.6 It was agreed that the Assistant Director of Housing Management investigate this to see if this information can be obtained.

DA

9.7 A member queried the spread of monetary bands with rent arrears as depicted in table 7.

9.8 The Assistant Director of Housing Management reported that the differing bands are caused by some cases being elongated by tenants who manipulate the system and also the lengthy court procedures.

9.9 Area Board Members noted the contents of the Report

10. Monitor Allocations to DMBC Properties

10.1 The Assistant Director of Housing Management reported that this report highlights properties allocated between 1 August 2008 and 30 September 2008.

10.2 A member reported that she has noted that there are few properties for rent in Wheatley, however she has noticed that there are properties allocated to the Asylum team that are boarded up, which

	are attracting anti-social behaviour.	
10.3	It was agreed that these properties be investigated to see if they do belong to the Asylum Seeker Team and if so the amount of lease outstanding.	KH/LM
11.	Estate Improvement Fund	
11.1	The Chair reported that approximately £20k had been allocated to the successful suggestions.	
11.2	It was agreed that Dr R Allen liaise with Peter Jeffery to progress these listed suggestions.	RA
11.3	It was agreed that the sub-committee look at the remaining suggestions in order for the remainder of the £40k to be allocated.	
12.	Any other Business/Items for the next meeting	
12.1	A member suggested an update on CBL be presented to the next meeting with a review of how the system is working.	JJ
12.2	LM reminded the Area Board of the upcoming Equality and Diversity training on Tuesday 18 November 2008.	ALL
13	Date and Time of Next Meeting	
	It was agreed that the next meeting be held on Monday 12 January 2008.	
	The meeting ended at 19:40.	