

**SHELTERED HOUSING PANEL
7TH MARCH 2017
BELMANS COURT, DOVERCOURT**

Attended by: John Johnson (Chair), John Coles, Pam Colcomb, Mike Carter, Ted Clements, Garry Champion, John Lange, Brian Jones, Val Abbott, Joyce Lamb, John Bloom.

Also in attendance: David Black, Dee Hurry, Lisa Tappenden, Toni Wright, Claire Ellington, Mark Westall (all TDC).

1. Welcome and introduction

John Johnson welcomed everyone to the meeting.

2. Apologies for absence

Apologies for absence were recorded for Emma Norton and Mark Freestone.

3. Minutes of meeting held on 6th December 2016

The minutes of this meeting were agreed as a true and accurate record.

4. Guest rooms

David Black referred to the Sheltered Housing Newsletter that was released in January 2017. David read out the article from the Newsletter in regards to the Guest Room.

Garry Champion (Greenfields) mentioned that the Guest room at Greenfields does not always have clean bedding on for when guests want to stay. Garry also mentioned that Greenfields as a scheme wouldn't mind managing the guest room by providing it with clean bed lining and making sure that it is cleaned after each guest has visited. Garry also brought up that the scheme cleaner at Greenfields cleans the guest room most days even if it hasn't been used.

Brian Jones (Honeycroft) also said that the scheme cleaner at Honeycroft cleans the guest rooms once a week even if it hasn't been used.

Toni Wright followed this up by saying that the scheme cleaners shouldn't be cleaning the guest room every day as they haven't got the time to do this unless the guest room is being used constantly

John Coles (Belmans Court) said that the guest room has been unavailable for quite a while now due to the works that are being carried out by Chubb. John also commented that the guest room is not always up to standard with the cleanliness and asked if it will be upgraded soon. David Black replied and said we will look into it and see when the upgrading could be done.

Dee Hurry mentioned that it was 5 years since the bedding review was done.

David Black finished it off saying that he will look into this by inspecting all Guest Rooms and coming up with an action plan that will suit all schemes. DB also mentioned that whatever the decision is, all schemes will have to follow it. This is so that there is no confusion. If the decision is that all schemes should manage the Guest rooms without the help by the Council this would possibly decrease the price

of the Guest room but the resident or visitor would have to provide their own bed linen while staying in the Guest room

5. Chubb update

Toni Wright started with saying that most sites have been started with the new Chubb upgrade. It is only Kate Daniels and Mead House that are still waiting to be started. Before Chubb disconnect the old system, Chubb will complete a test run to ensure that the new system is working before they dismantle the old system. SSO's have not yet been trained with the new system, although this should happen very soon.

David Black mentioned that Chubb are still hoping that the completion date will be end of March this year.

Ted Clements (Crooked Elms) said that Chubb have already dismantled some equipment from the current system. Toni Wright asked Ted if the system is still working although it's hanging off the wall. Ted ensured us that the system is still working fine. Toni will check up on this with Chubb to see why they are leaving hanging boxes of the wall.

Mark Westall explained that there were 3 different companies who put in tenders for the works with Chubb being one of the companies. The Council made the decision through references from other users using Chubb. Chubb then came into the Town Hall to give us a demonstration of their equipment and that's how Chubb got the contract.

6. Classification on documents

David Black referred to Emma Norton's previous email; David confirmed that any documents that are sent out from the Sheltered Housing Panel meeting and the Tenants Panel can be shared to other residents in the schemes. This included things like the Agenda's and Minutes of the meetings.

7. Feedback from the Tenants Panel

Brian Jones (Honeycroft) gave us feedback from the latest Tenants Panel Meeting. 2 ladies received a certificate in regards to coming together to get their next door neighbour evicted for the loudness and the drug dealings. They both received a Community Certificate Award.

In relating to the last Tenants Panel Meeting there wasn't anything in regards to Sheltered Housing.

8. Update on Spendells House & Honeycroft

David Black informed the residents that there is no further update to Spendells House and Honeycroft. He and Tim Clarke are still making the report and there was another Service Development and Delivery Committee Meeting on 27 February where Tim Clarke provided an update on the report's progress and that the completion date was set for May 2017 when it would be returned to the Committee. Tim also provided members information of the loss of Supported Housing funding from April which amounted to approx. £100K. Councillor Miles asked that any consideration of Spendells should take an 'holistic' approach over possible uses.

Brian Jones (Honeycroft) referred back to the PowerPoint that was shown at the Consultation Workshop at Spendells & Honeycroft back in October 2016. Then Brian handed the presentation over to David Black for him to re-read the possible costings of each possible change and what the changes could be.

David Black then mentioned that Sheltered are losing £100,000 due to cut backs although the service will remain the same for the time being. Due to the cut backs there will be a few possible changes that could happen after April 2017 i.e. rent. John Bloom (Vyntoner House) asked if it will affect the service of repairs, David Black informed residents that the repairs service will not be affected in anyway.

9. Repair, Maintenance and cleaning issues

Toni Wright explained that when a resident now moves out of Sheltered Housing the flat needs to be completely empty. Any furniture or other items that are left in the property once the keys have been handed in, there will be a charge now to the resident or next of kin for these items to be removed. When leaving the property, there is not a set time to when you need to hand the keys back but you still will be charged rent until the keys are handed back in to the SSO's. It was suggested that a standard charge should be set to clear flats and that next of kin can be given option to clear themselves or pay for us to clear. Carpets may still be left in the property for TDC to remove in case the flooring underneath becomes damaged.

John Coles (Belmans Court) mentioned that maybe Charities will collect unwanted furniture items for when the property is being emptied. David Black then brought up to say they can do this but it is very hard as they need to meet the correct criteria and standard.

John Coles also reported about the scheme washing lines at Belmans need to be looked at as the lines are getting lower and lower. Dee Hurry said that this has already been brought up in another meeting and it has already been reported to Sheltered Repairs.

John Coles also reported that the strip light in the laundry room is not working, this will be looked at. He also reported that the key hole in the main front door in the small and big block is faulty; this will also be chased up as it has already been reported. Also the fan in the laundry room is hanging off the wall and leaving dust in the surrounding areas, this will be looked at.

Pam Colcomb mentioned that the bin room and the pavement outside the back of Belmans needs to be pressure washed as the pavement has moss on the ground and the bin room is beginning to get smelly again. Pam also asked about who is responsible for cleaning the chairs in the communal lounge as residents leave crumbs etc over them. Dee Hurry advised us that this was already discussed in the residents meeting a few days before and residents came up with a solution to buy a hand held hoover so they can just hoover the chairs down when needed.

Garry (Greenfields) reported another residents electric door at Greenfields is not locking properly; this will be sent to repairs to be looked at.

Garry also reported that they've previously had an incident with one of the communal washing machines. Garry explained the story and suggested that maybe Roalco can attend the next Tenants Panel meeting to discuss the issue and to make sure it doesn't happen again.

Brian (Honeycroft) reported that the Ball Valve in one of the empty flats is constantly dripping with water and it was making the outside wall very wet, this has apparently been reported so Lisa will chase this up.

10. Any other business

No issues were raised.

Next meeting to be held on Tuesday 6th June 2017 commencing at 2.30pm in the communal lounge at Greenfields, Greenfields, Edenside, Kirby Cross.