

**SHELTERED HOUSING PANEL
6 DECEMBER 2016
KATE DANIELS HOUSE, WEELEY**

Attended by: John Johnson (Chair), Joyce Lamb, Pam Andrews, Ted Clements, Mick Carter, Brian Jones, Sheila Jones, John Lange and Dorothy Clarke.

Also in attendance: David Black, Emma Norton, Dee Hurry, Jennie Beales and Toni Wright (all TDC).

1. Welcome and introduction

Joh Johnson welcomed everyone to the meeting.

2. Apologies for absence

Apologies for absence were recorded for Garry Champion and Barbara Campbell.

3. Minutes of meeting held on 13 September 2016

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

4. Sheltered Housing Surveyors Feedback from last meeting

Jennie Beales gave the following updates in connection with issues raised at the last meeting:

Lift refurbishment: Lifts will be out of operation for 2 – 3 weeks when refurbishment works are carried out. Temporary arrangements will be investigated / put in place wherever possible to assist those who rely on the lifts. Contract for lift refurbishment will go out to tender after April and works will be carried out to lifts in general needs stock first

Fire doors: Although there is not a fire regulation that requires the doors to be shut at night, the weight of the doors requires them to be shut for a period each day to prevent warping. Option of altering the time cloak for specific doors will be investigated.

Cleaners; Cleaners within each scheme will carry out a basic clean to the front entrance areas but any other cleaning required will be arranged via a contractor. This will be carried out twice a year and will be tied in with gutter clearance

Honeycroft: Works to communal shower room have been completed and positive feedback received. New chairs also well received.
Jennie Beales to contact Roalco re draught excluded installed to number 39.

Belmans Court: order has been raised for jet washing of the bin room.

Greenfields: front floor beds have been replanted.

Crooked Elms: Order to be raised for replacement light and issue regarding boiler alarm has been raised with Gasway.

Vyntoner House: Making good after recent electrical works is still to be completed.

Spendells House: Drainage issue is being investigated but cause of the problem is with Anglian Water whose drain has collapsed. Tenants are being advised to report problems to Anglian Water

5. Sheltered Housing review update

David Black gave an update on the options studies being carried out at Honeycroft and Spendells House and advised that the decision will now not be taken until the summer of 2017 to allow more time for the feasibility study to be carried out.

Dorothy Clark to provide David Black with copies of any of the articles in the local paper reporting that these schemes are to close.

6. Guest rooms

David Black suggested that a review of the Council's policy regarding guest rooms is carried out and invited feedback from panel members.

John Johnson suggested that the decorative and general condition of the guest rooms results in less bookings being made. In relation to Vyntoner House, the size of the guest room was thought to be a detracting factor and Jennie Beales suggested that an option for this scheme would be changing the existing laundry room into a guest room and using the former guest room as the laundry room. However, there would be a significant cost associated with these works.

Toni Wright confirmed that there isn't a budget for redecoration and that there are issues with the current arrangements for cleaning the rooms and laundering the bed linen.

It was suggested that there could be a change in the way that the rooms are managed so that the residents booking the room are responsible for the supply of bedding for their guests.

It was agreed that the following information would be collated for further discussion of this topic at the next meeting of the Panel:

- Current charges for guest room bookings
- Level of occupancy
- Existing facilities provided in each guest room
- Redecoration costs per scheme
- Any other refurbishment costs

David Black also asked Panel members to raise this topic at their next residents meeting and to bring their feedback to the next Panel meeting.

7. Feedback from Tenants Panel

Brain Jones, as one of the Sheltered Housing Panel's representative on the Tenants Panel, gave feedback from the meeting of the Tenants Panel meeting held on 25 October 2016.

The main issue relevant to Panel members was the change to the Council's gas servicing contracts which now combines domestic and large scale boiler servicing and repair into a single contract for the North area (Gasway) and South area (Blue Flame)

8. Upgrading of telecare system

David Black advised members of the Panel of the arrangements for upgrading the telecare system in 8 of the 10 Council's sheltered housing scheme. At the current time, Honeycroft and Spendells House are excluded from the contract pending a decision being made about the future of these schemes.

David Black outlined the operation of the new system and the agreed phasing of the works.

It was confirmed that letters will be sent to all affected residents advising them of the works and inviting them to a meeting with representatives from Chubb to find out more about the works and the system being installed.

9. Any other business

In response to a request from Brain Jones, it was agreed that minutes of future meetings would revert to referring to Panel members and staff making comments by their full name rather than just their initials.

John Johnson raised issues from Garry Champion re the operation of the Careline service. It was agreed that John Johnson would direct these to Claire Ellington in the first instance for investigation and response. It was also agreed that a representative from Careline would be invited to attend future meetings of the Panel to address issues regarding this service.

No further issues were raised.

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Next meeting to be held on Tuesday 7 March 2017 commencing at 2.30pm in the communal lounge at Belmans Court, Deanes Close, Dovercourt.