

**Minutes for the Quinton Housing Liaison Board  
Held on Wednesday 8<sup>th</sup> May 2019  
2pm- 4pm  
@ Toronto Gardens**

<b>Present</b>	<b>Name</b>	<b>Name</b>
	Tom Brownley – Vice Chair David Summers – Member Jean Powers - Member Vera Ravenscroft - Member Councillor Kate Booth - Councillor	Jennie Carter – Tenant Participation Officer Ben Podmore –Operations Manager Fortem

<b>Apologies</b>	<b>Name</b>	<b>Name</b>
	Lisa Layne – Fortem Brenda Dacosta- Member Jim Nicholl – Chair (resigned)	Lynette Brazier – Member Cynthia Morrison – Housing Officer

<b>Item</b>	<b>Subject</b>	<b>Action</b>
<b>1.0</b>	<b>Welcome and apologies</b>	
1.1	Tom Brownley Welcome all to the meeting. Tom informed the board that Jim Nicholl had now resigned from the board.	
<b>2.0</b>	<b>Minutes of the Last meeting</b>	
2.1	Minutes of the last meeting was read and agreed as correct	
<b>3.0</b>	<b>Fortem</b>	
3.1	David Summers asked Ben who was in charge of the call centre. Ben responded that Birmingham City Council currently managed the call centre.	
3.2	David informed the board that the lift at Gower house had been out of order.  Ben responded that he was informed that there was an issue regarding the call centre; however the issue has now been resolved.	
3.3	David stated that the Fire Brigade had been called therefore the issue has now been resolved for the lift at Gower House.	
3.4	Ben said there are a number of officers in the call centre. There are approximately 7 – 8 floors that are allocated to officers for the call centre.	
3.5	Councillor Booth stated it is worth looking at learning the internet as issues can be reported online.	
3.6	Ben felt officers in the call centre work very hard taking calls. He said the management team do review the work of the call centre.	
3.7	David stated that the sheltered housing calls should be prioritised	

3.8	Jean queried if Councillor Booth was the Councillor of Gower House. Councillor Booth responded that she is not the Councillor of the block as it is in the Halesowen area.  Councillor Booth provided the members with the correct name of their councillors for Gower House.	
3.9	Councillor Booth stated that there are issues on Daventry Grove. The delivery of post is an issue. She asked for clarification regarding how the security of the block is carried out. Ben Podmore stated he would look into this and feedback at the next meeting.	<b>BP</b>
3.9.1	David said the lighting for the signage on Gower House is not working. Ben said he would report this.	<b>BP</b>
<b>4.0</b>	<b>Matters Arising</b>	
4.1	3.4 David queried the decorations for the flooring to be carried out at Block 20 and 22 Holly Bush Grove. The members informed David that this had been discussed at the previous meeting.	
4.2	3.2 Vera felt that the past surveys may not have been correctly carried out on void properties. This is why there are a number of voids that are not fit for let.	
<b>5.0</b>	<b>Community Improvement Budget</b>	
5.1	Highfield Lane – Handrails for the steps	
5.2	Jennie explained that that she has obtained a quote for DDE doors on 1 – 11 Six Acres and also Block 47 Six Acres; however this will be funded from the capital funds.	
5.3	Tom stated there are a number of issues taking place on Dimmingsdale Bank where the youths are hanging around the area. Councillor Booth suggested that Tom email her with more details so that she can carry out an investigation into this and send specifics to the south housing team.	<b>TB/Cllr B</b>
<b>6.0</b>	<b>City Housing Liaison Board</b>	
6.1	There were not any reports for CHLB.	
<b>7.0</b>	<b>Walkabout</b>	
7.1	The next walkabout will be carried out on 17 <sup>th</sup> May 2019 at 10.30am to meet at 6 Acres by block 47. Flyers for the biennial meeting can be distributed on that day.	<b>All</b>
7.2	Councillor Booth said she would ask the Quinborne Library if there are any opportunities to use the venue for a drop in session to encourage residents to join the HLB.	<b>Cllr B</b>
<b>8.0</b>	<b>Any Other Business</b>	
8.1	Councillor Booth will distribute the posters at the next Ward Committee.	<b>Cllr B</b>

8.2	Jennie will speak to the Quinbourne Centre to identify if the café can be used for board meetings.	<b>TPO</b>
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**DATE & TIME of NEXT MEETING**

**12<sup>th</sup> June 2019  
6pm – 7pm**

**MOAT MEADOWS  
QUINTON  
BIRMINGHAM  
B32**