

**Minutes of the Bartley Green Housing Liaison Board  
Held on Monday 16 September 2019  
6pm  
Hasbury Court Extra Care Sheltered Housing Scheme**

<b>Present</b>	<b>Name</b>	<b>Name</b>
	Diane Horton Griffiths – Vice Chair & CHLB Rep Corinne Morris – Member Beth Maddocks – Member June Price - Member Jean Perry - Member Jim Osborne – Member Margaret Deegan – Member Colin Evans – Member	Bernice Hardy – Member David Hardy – Member Councillor Bruce Lines – Councillor Denise Moy – Member Mark Medhurst – Observer Matthew Evans – Observer Tina Richards – Co-ordinator Neighbourhood Services Chris Hopkins – Housing Officer Neighbourhood Services Julie Windsor Price – Housing Manager Jennie Carter – Tenant Participation Officer

<b>Apologies</b>	<b>Name</b>	<b>Name</b>
	Harry Bennett – Chair Councillor John Lines - Councillor Dot Woodham – Member Denise Bray - Member	

<b>Item</b>	<b>Subject</b>	<b>Action</b>
<b>1.0</b>	<b>Welcome and Apologies</b>	
1.1	Diane chaired the meeting due to the absence of the chair who is currently not well. Diane welcomed all the members, visitors and officers.	
1.2	The code of conduct was read and an introduction of the visitors that were present at the meeting and observing.	
<b>2.0</b>	<b>Neighbourhood Services – Tina Richards and Chris Hopkins</b>	
2.1	Tina introduced both herself and Chris Hopkins from Neighbourhood Services Team.	
2.2	There are 55 tower blocks across the South Quadrant. The role of the Neighbourhood Service Team is to keep the blocks clean; the grounds are maintained, providing waste management and tipper truck service.	
2.3	It is now 3 years since fleet and waste service had been contracted out and is now in house. The team has a rota in place where they collect fly tipping. Black bags are searched to identify who are the perpetrators and this enables the team to take action.	
2.4	There are sometimes approximately 50 mattresses collected, and this is an expensive exercise to carry out.	

2.5	Safety in the Tower Blocks is important, therefore daily block inspections are carried out by the team.	
2.6	Chris Hopkins stated that there are at least 55 high rise blocks and over 3000 low rise across the South Quadrant. In depth inspections are carried out to ensure our residents are safe. Skip wagons are used to collect fly tipping and sometimes it can take more than a day to check the blocks as fire prevention work is included in the inspection i.e. checks of the chute rooms and hoppers.	
2.7	Tina distributed some block inspection sheets for the members to view. She provided a document that outlined the breakdown of the amount of fly tipping that was collected. Fridges can be an issue to discard due to the gas. Tyres are also an issue to dispose of.	
2.8	It is important to the team to ensure the area is kept clean, green and safe. Normally Tuesday is the day where the wagons will collect and it does cost £80.00 per day to collect the rubbish. It is imperative to avoid danger to life however the risk of fire has become worse in the last 2 – 3 years.	
2.9	There are hotspot areas such as the Kempsey, Beech Hill, California and Bridport House and also Brett Drive.	
2.10	The team will encourage residents to use the correct route to ensure safety and will also do their best to maintain cleanliness to the block on a daily basis.	
2.11	Beth Maddocks stated that there are a lot of fly tipping on Hasbury Road. Tina responded that there are a lot of door knocking exercises that do take place around the estate and the team will carry out enforcement, however without a statement and witness it is difficult to do this.	
2.12	Beth felt the increase in fly tipping could be due to residents being charged to dispose of items.	
2.13	Tina informed the members that items of use can be collect and kept by the team, however if in doubt, residents must speak to their support officers.	
2.14	Jim asked if Tina would inspect the mats that are placed at the front doors in California House.	<b>TR</b>

2.15	Colin queried why there are black bags left on the landings in the blocks. Tina informed him that the bags are always searched to identify the perpetrators	<b>TR</b>
2.16	When the perpetrator has been identified, they are informed of their conditions of tenancy, however there may still be an issue if a tenant has a cultural difference, language barrier or a disability.	
2.17	Chris stated that letters are sent to the residents advising them to not leave black bags or fly tip. This is a very expensive action to carry out. The exercise is to combat the issue; however this is becoming a cycle.	
2.18	Colin queried what happens to the money when the tip charges to dispose of rubbish. Tina responded that the charge is from private companies.	
2.19	David said the bin chute room at Bridport House is not kept clean. Tina said she would speak to the caretaker as there are now two caretakers at Bridport House.	
2.20	Bernice asked why there are restrictions on providing notice boards. Tina responded that the residents would need to speak to their Sheltered Housing Officer regarding this.	
2.21	Jean queried why California House does not have a notice board. Tina advises her to speak to the Housing Support Officer regarding this.	
2.22	Councillor Bruce Lines thanked Tina and Chris for the work the Neighbourhood Service Team is currently doing, however he stated it was more cost effective for fleet and waste to carry out the work themselves.	
2.23	Tina explained that the fly tipping on Hasbury Road is on transportation land; nonetheless the Neighbourhood Service Team will always work in partnership with other departments to ensure cleanliness. The team currently have good contacts with other departments/agencies and these have been developed over 3 years.	
2.24	There are 50 – 75 requests that are made each day and the team will carry out a mapping exercise to ensure it is on Housing land. If it is not housing land, the query will be passed on to the relevant departments.	
2.25	Jim said there are residents that live in properties around California House that are dumping their rubbish outside the block. Tina invited the members to become Block Inspectors to help monitor the service.	
2.26	The inspectors do not need to live in the blocks. It is more effective for a resident to live outside the block.	
2.27	Colin said he would be interested in this.	
2.28	Diane queried why certain Block Inspectors felt they should be able to remove air fresheners from resident's properties without informing them of this. Tina said she would speak to the Housing Officer regarding this.	<b>TR</b>

2.29	Tina thanked the members of the board for inviting her to the meeting. The members thanked both Tina and Chris for their presentation.	
<b>3.0</b>	<b>Anti-Social Behaviour and Tenancy Estate Management – Julie Windsor Price - Local Housing Manager</b>	
3.1	Julie presented information on the role of the Edgbaston District Local Housing Team.	
3.2	All reports will go to the customer services hub and the team there will triage the enquiry to an officer. This could be a Visiting Officer, but depending on the complicity of the case, it may go the Housing Officer.	
3.3	Bartley Green is the largest ward on the District and there are currently 27 cases that are running. The complex cases may include threat to life or vulnerability.	
3.4	Residents are normally contacted within 24 hours, however most cases can include mental health issues, whilst some cases need a referral and an action plan.	
3.5	With regards to Tenancy Estate Management, the cases can include hoarders and this is serious. These cases will be referred as it includes mental health. The team will decide how to move each case forward i.e. enforcement or court.	
3.6	CXM computer system – this includes 26 business actions. The Housing Officers on the team are Lloyd Patten, Cynthia Morrison, Denise Lock and Tracey Sutton, however we now have an extra officer due to the amount of work we are currently doing.	
3.7	The officers can contact a contractor on behalf of a resident's request. Julie will review each case fortnightly and make decisions on how each one can move forward.	
3.8	Jim asked if a tenant has been evicted, can they be rehoused. Julie said that in most cases the answer is no. There are some complex cases and these require evidence, however it is about managing expectations and preventing homelessness.	
3.9	Julie stated she is happy to update the members on future case figures.	<b>JWP</b>
3.10	Julie informed the members that all enquiries must go through the customer services hub telephone number 0121 464 7297.	
3.11	Bernice informed Julie of an issue with residents who live on Moor Lane that included abuse from the family to an elderly resident. Julie said she would investigate.	<b>JWP</b>
3.12	The members thanked Julie for her presentation.	
<b>4.0</b>	<b>Minutes of the last meeting</b>	
4.1	1.2 Colin said he did not feel that there was a resignation made at the last meeting. Julie stated the members are more than welcome to return to the meeting.	
4.2	2.3 Chairs for the California House are being ordered and will be installed as soon as they have arrived.	

4.3	2.5 With reference to the building of the homes for heroes, Councillor Bruce reported that a meeting had been held to discuss this. Although the outcome of the meeting had not turned out to be a success, the discussion is not over as the Councillors will continue to enforce the agreement.	
4.4	minutes were then agreed as correct	
<b>5.0</b>	<b>Community Improvement Budget</b>	
5.1	Diane provided photographs for the members to view of completed projects and gave a short update on the current Community Improvement Budget expenditure.	
5.2	Jennie informed the members that there is an investigation to find a crane to uplift the capsized bin on Hillwood Road. Julie stated that the bin may have to be dismantled to enable this to be moved completely.	
5.3	Colin queried who would empty the bin. There would have to be looked into further.	
5.4	There is currently a quote for the gating on Pomeroy Road, however due to a lot of overgrowth, Jennie has asked the Technical Advisor to seek for a further quote to clear the area and this would be included in the cost of the gating project.	<b>TPO</b>
5.5	Bernice requested a disabled parking bay for Bridport House. The board agreed.	<b>TPO</b>
5.6	Diane requested that Fortem contractors do not park in the car park of Bridport House as she feels that they are taking up too much of the parking spaces. Jennie informed her that she would email Fortem regarding this; however parking spaces are available for all those who visit the block.	<b>TPO</b>
<b>6.0</b>	<b>City Housing Liaison Board</b>	
6.1	There were no reports from City Housing Liaison Board due to the cancellation of the last meeting.	
<b>7.0</b>	<b>Walkabout</b>	
7.1	Diane gave a short update on the HLB walkabout. 7 HLB members attended and she has compiled a report on the hot spot areas on the ward. Diane thanked all the members who took part in the walkabout and invited all members to join in.	
7.2	Diane will inform the members of the next walkabout	<b>DHG</b>
<b>8.0</b>	<b>Any Other Business</b>	
8.1	Beth informed the members of the issues of parking on Hasbury Road. Councillor Bruce Lines stated that if there is an obstruction on a pathway due to a parked vehicle, it would be up to the police to intervene with this issue; however this may not be a priority to the police. He asked the residents to always contact their PCSOs regarding this.	
8.2	Colin informed the members of a programme that is on Channel 5 regarding car parking issues in Birmingham.	

8.3	Councillor Bruce Lines stated he had moved a motion with the Council to put in force an injunction on Travellers; however it was not supported as the administration had said that the Travellers are victims.	
8.4	He went on to say that he will continue to push for the enforcement as the Travellers are costing the council a lot of money.	
8.5	Diane said that if the mats outside the properties in the blocks do not conform to the correct size under the health and safety procedure, there will always be issues, however those who conform to the correct size will be fine. The members stated that the correct size is 18 x 16" with a rubber backing.	
8.6	Jennie to report the issue of fly tipping on Dainton Grove to the Neighbourhood Service Team as the rubbish is still there.	<b>TPO</b>
8.7	The board members sent their best wishes to Harry Bennett, Chair of the board and look forward to seeing him back at the future meetings.	
8.8	Diane thanked all the members, Councillor and officer for their attendance.	

**DATE & TIME of NEXT MEETING**

**21 October 2019**

**Hasbury Court Extra Care Sheltered Housing Scheme  
Hasbury Road  
Bartley Green  
Birmingham  
B32**

**Commencing at 6pm- 8pm**