

# Sutton Coldfield District Housing Liaison Board

Date: 13/02/2020

Time: 1.30

Venue: Arbury Walk Sheltered Scheme

## Present

Name:

Designation

Eric Shipton

Chair

Jadwiga Sys

Vice Chair

Graham Payne

Resident/hlb

Pat Keen

Resident/HLB

Councillor Ken Wood

Councillor

Sue Sargent

Resident/hlb

Wendy Jones

Resident/hlb

Clive Hannaby

Resident/hlb

Matthew Fox-Redfern

Resident/hlb

Debbie Nath

Hlb

Shyeene Zaidi-Bene

Engie

Emma Batterham

TPO

Kam Bahra

Guest speaker gambling support services

## 1. Welcome & Apologies

1.1 The Chairperson welcomed attendees to the meeting and introductions were made. Chair advised of housekeeping and fire drill for the meeting.

1.2 Apologies were received from:

Pat Mason

resident/hlb

Doreen Rymell

resident/hlb

Pat Hall

resident /hlb

Lorna Steers

resident/hlb

Margaret Saunders

resident/hlb

Dot Payne

hlb

Pam Pritchard

resident/hlb

Jacky Rodgers

resident /hlb

## 2. **Guest Speaker – KAM Bahra**

Kam attended to talk to hlb members about gambling. Kam was a project worker from Dudley Citizens Advice.

Presentation took place and all the leaflets for advice and a copy of the presentation were left for all members. Eric thanked Kam for a wonderful presentation

### **Contractors – ENGIE**

#### 3.1 **Sheyenne Zaidi-Bere**

Shy began the meeting with some updates advising that – Heron Court smell had now been investigated and solved and they had not had any further complaints. Rubbish left by workmen had been sorted and the workmen involved advised of what is expected of them to ensure this never happens again.

Councillor Ken Wood questioned as to why this was still happening and that it was totally Unacceptable this far into the contract, Shy responded again explaining these issues had been solved promptly and workmen spoken to accordingly and told what is expected of them.

3.2 Eric asked who would upkeep and repair new doors being fitted. Shy explained HJS deal with mechanical issues CDI deal with wiring and Engie all non -mechanical issues. Tenants should phone the call centre to report all repairs and issues as they will know where to report jobs.

3.3 Wendy from the laurels asked whether the main entrance door could be adjusted as it takes too long to shut and so there is a danger of tail gating, shy will investigate with senior support officers and get back to Wendy.

3.4 Clive asked why water testing companies cannot give a specific time when coming to test water. Emma will ask this direct as not engie's responsibility

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## 4 **District updates- none**

## 5 **Previous Minutes & Matters Arising**

5.1 Previous minutes dated 8<sup>th</sup> January 2020 were accepted as factually accurate.

## 5.2 **Matters Arising**

- 5.4 Wendy reported all bushes at the laurels quad in rear garden have now been cut.
- 5.5 Emma reported all ivy and bushes had been cut down at Park Court and tenants were very happy with the work completed

### **City Housing Liaison Board Update**

- 6.1 none- meeting cancelled

### **7 HLB Spend/TPO Update**

- 7.1 Budget documents were circulated.
- 7.2 Emma brought 2 projects to the meeting for approval
  - 1. Wheatly Close window to ground floor requires a new air vent
  - 2. Cherry gardens drying area moss removal had been requested

Projects were voted on and both were approved. This will now be sent to BCC/KRT for a commencement date.

### **8 Walkabout**

- 8.1 Walkabouts will take place as follows

18<sup>th</sup> February 1.30pm – the pavilions Chester road meeting in car park.

March – Hill village road April – The Laurels TBC

- 8.2 The January walkabout was at Arbury walk with Pam and Eric attending it was reported as mainly clean tidy area with no real issues reported, moss had been cleared and a good job reported to KRT with thanks.

### **9 Tenancy Management Update**

- 9.1 No update

### **10 Any Other Business**

- 10.1 Clive reported Stones on the asda car wash are falling onto the foot path again, Emma reported
- 10.2 Pat at the pavilions Chester Road asked when repair to front fencing would be repaired after a car hit it. Emma advised no news yet but will email again to ask bcc.
- 10.3 Matthew requested moss be removed from foot paths on Gibbons road – Emma to do a project for KRT to quote
- 10.4 Jad reported when calling out of hours to report a repair the call centre asks you for postcode then says press 3 where another number is given to ring for there post code area but there is not enough time to caught the number so wants it repeated. Emma to email call centre to report.
- 10.5 Clive Hannaby Arbury walk said roots under tarmac on Arbury walk are causing him difficulties when on scooter.
- 10.6 Jad complained care line is not working as it should be and wanted to complain to senior service officer Emma advised to email Andrea murphy.

10.7 Graham requested names of pcso's on Falcon Lodge – update PCSO Cindy Tierney and PCSO Lindsay Brenton both can be contacted via email on [suttontrinity@westmidlands.pnn.police.uk](mailto:suttontrinity@westmidlands.pnn.police.uk)

11 **Date & Time of Next Meeting social event**

**Date: 11<sup>th</sup> March 2020**

**Time: 1.30p.m. – 3.00 p.m.**

**Venue: Arbury walk Longley Avenue B76 9RD**

## Booking Transport: New Procedure

Please note as from 08-2018 to book a taxi you will need to call

**Emma or Amanda on their mobile numbers:**

**07860904644 or 07766922095**

### **Important**

We will need a clear 48 hours' notice if possible.

If we are unable to answer, please leave a clear voice message detailing:

- Name
- Full address with post code of the pick-up address
- Time you would like the taxi to pick you up
- Full address with post code of the venue you are going to
- Time of return taxi
- Contact number for the taxi company to call you

**Taxi company is Galaxy Cars - 0121 350 1000**

**Birmingham City Council North Account**

If there are any issues with the Taxi not arriving out of office hours, please call Galaxy directly.

Thank you

Emma and Amanda