

# Weoley Ward Housing Liaison Board

## Minutes

Wednesday 16 November 2016

7.00pm – 8.30pm

Allens Cross Community Centre

<b>Residents</b>	Joy Brown Mr Brown Valerie Chapman Pauline Foster	
<b>Councillors Attending</b>	Councillor Osborne Councillor Julie Johnson Councillor Steve Booton	
<b>BCC Officers/Contractors</b>	Nadeen Justice – Tenant Participation Officer Victoria Young – WMD John Burke, Waste Management	
<b>Apologies</b>	Caroline Howes, Chair Bridget O'Brien, Vice Sheila Lapper Jayne Freeman Margaret Holder Eddie Freeman Betty Howard Ruth Bowles – Place Manager	
<b>No</b>	<b>Item</b>	<b>Action</b>
<b>1.</b>	<b>Welcome, introductions and apologies</b>	
<b>1.2</b>	Nadeen welcomed everyone to the meeting; a quick round the table introduction took place and apologies were received as above.	
<b>1.3</b>	As the Chair and Vice were absent, the group agreed that Nadeen should Chair the meeting.	

No	Item	
<p>2.</p> <p>2.1</p> <p>2.2</p> <p>2.3</p> <p>2.4</p> <p>2.5</p> <p>2.6</p>	<p><b>Minutes of the Last Meeting 16 September 2016 &amp; Approval/Matters Arising</b></p> <p>Minutes of the last meeting were accepted</p> <p><b>Councillor Osborne</b> and the group congratulated Ruth Bowles on the awards she had received; Chamberlain Award Local Hero.</p> <p><b>Mr Brown</b> queried the Bellfield School car parking issues</p> <p><b>Councillor Johnson</b> explained that she has been to the school and is aware of the work taking place there to improve the status of the poor parking. Eg; Discussions have been taking place with the Police and Highways. Signage is being explored and what can be done through dialogue with parents</p> <p><b>Mr Brown</b> raised concerns for the disabled parking bays</p> <p><b>Councillor Booton</b> reiterated that dialogue is taking place with the Police/Highways and an action plan for enforcement will be drafted</p>	
No	<b>Item Performance Update : Willmott Dixon (WMD) &amp; Fleet and Waste Management</b>	Action
<p>3</p> <p>3.1</p> <p>3.2</p> <p>3.3</p>	<p><b>Victoria:</b> WMD Contract started on 1 April; still working at Parson Rd, Kings Heath. Two teams; there have been a lot of changes, new people joining the team; targets are higher i.e. voids were 15 day turnaround, is now 4. Customer satisfaction is very good; new IT systems in place but a few teething problems, this should be resolved quickly. Staff are settling and training has to be delivered to all staff eg; how they treat customers home, how they engage with customers and in general good house-keeping. Part of the training with the team is also to upskill, this is taking place on a regular basis. Appointment times are being changed i.e.; flexibility being extended</p> <p><b>Pauline</b> queried the response time for call out to repair communal lighting</p> <p><b>Victoria</b> explained that firstly, all jobs should have a job number and communal lighting have a quick response time of 3 days</p> <p><b>Councillor Booton</b> referred to the multi skilling and applauded the training but queried whether engineers were able to call back to the office to inform on other issues they</p>	

	identify whilst on site and whether they are given the opportunity to carry out those repairs.	
3.4	<b>Victoria</b> confirmed that this is currently taking place and shared a recent good news story	
3.5	<b>Councillor Booton</b> queried whether parts were kept in stock to address these issues	
3.6	<b>Victoria</b> explained that there were approximately 50/60 different boilers and it is not always possible to have all the various fittings; however, they have carried out a review and subsequently changed contractors in order to help improve the status of their contract. They now have vans and mopeds arriving quickly on site	
3.7	<b>Councillor Booton</b> queried whether there was a list of all the different boilers	
3.8	<b>Victoria</b> explained that this is an action for the Council	
3.9	<b>Councillor Booton</b> gave an example of a resident who waited 3 times for a boiler to be inspected; gas certificate issued was for the wrong address.	
3.10	<b>Victoria</b> agreed to take details in order to follow up	<b>Victoria to investigate with repairs Tm</b>
3.11	<b>Victoria</b> explained that gas is checked every 12 months; a call is made to check convenience; letters are sent out to give an expression on the importance of gas checks, a formal letter is a last option	
3.12	<b>Mr and Mrs Brown</b> explained that in the past they did not have a reminder letter, just a formal letter threatening to take court action	
3.13	<b>Nadeen</b> explained that in the summer, there was an empowerment event in Kings Norton where a member of Victoria's team was present with an apprentice who noticed a leaking tap at one of the Sheltered Schemes and carried out the repairs immediately	
3.14	<b>Victoria</b> updated on their rebranding exercise, contract and service which will remain the same	
3.15	<b>John Burke</b> – Fleet and Waste gave an update on the team at Lifford Lane ie., recycling, domestic waste, wheelie bins and major changes over the last 12 months. Request for sacks instead of wheelie bins have fallen	
3.16		
3.17	<b>Mr Brown</b> queried the clean up of the area	

3.18	<b>John</b> explained that in April 2016 they were providing a service of litter picking along the road and around the blocks; housing is now carry out maintenance of their own land and fleet and waste are solely responsible for cleaning the street. John also explained the role of Street Scene	<b>John to get someone out by the end of the week</b>
3.19	<b>Mrs Brown</b> queried removal of fly tipping	
3.20	<b>John</b> explained that there is a dedicated hot line to take calls and that there was a reinforcement team	
3.21	<b>Councillor Booton</b> explained that a year ago he was receiving a considerable amount of calls regarding fly tipping; calls are now relating to cars and mattresses. He added that Officers are now checking bags in order to carry out prosecution / take action	
3.22	<b>John</b> explained there were always issues with leaves	
3.23	<b>Mr Brown</b> raised issues about Merrits Brook ie., leaves and trees	
3.24	<b>Mr Brown</b> raised concern for a stolen car that was driven into a wall	
3.25	<b>Mr Brown</b> queried the programme for trees	
3.26	<b>Councillor Booton</b> explained that there is a programme but this has been extended	
	<b>Fleet and Waste Contact / Dedicated hotline</b> – 303 1113 / reportflytipping@birmingham.gov.uk	
<b>No 4</b>	<b>CHLB Update</b>	<b>Action</b>
4.1	Apologies received from Bridget	
<b>5</b>	<b>Item – HLB Community Project Ideas</b>	
5.1	<b>Nadeen</b> distributed a budget report updating the group on their allocation = £20,516.82; current spend and projects awaiting to start on site as well as quotes still outstanding. The remaining budget to date is £8,316.82	
<b>No 6</b>	<b>Estate Assessments / Estate Walkabout</b>	<b>Action</b>
6.1	<b>Nadeen</b> to meet with Eddie Freeman to discuss geographical areas and dates for walkabouts	
<b>No 7</b>	<b>Local Performance Update</b>	<b>Action</b>

7	Apologies received – Ruth Bowles	
<b>No 8</b>	<b>AOB</b>	<b>Action</b>
8.1	<b>Nadeen</b> reminded the group that their Christmas meal was discussed at the last meeting and the Black Horse is the agreed option as per last year.	<b>Cllr Booton</b>
<b>8.2</b>	<b>Forthcoming AGM</b> in the new year ie., Wednesday 15 March 2017	
<b>8.3</b>	<b>Councillor Booton</b> updated on a Weoley Forum meeting and added that a meeting took place last Saturday; next one is one is due on 10 December 2016; a wide scale consultation will take place	
<b>8.5</b>	<b>Councillor Booton</b> to meet outside the meeting with Mr and Mrs Brown	
<b>8.6</b>	<b>The group</b> discussed the changes of the buses and the lack of consultation	
<b>8.7</b>	The meeting closed at approximately 8.25pm	
<b>8.8</b>	<b>Next Meeting :</b> <ul style="list-style-type: none"> <li>• Wednesday 18 January 2017</li> <li>• 7.00 – 8.30</li> <li>• Allens Cross Community Centre, Tinkers Farm Rd</li> </ul>	