

London Borough of Harrow



TENANTS' AND LEASEHOLDERS' CONSULTATIVE FORUM

THURSDAY 3 JULY 2003
7.30 PM

FORUM AGENDA (CONSULTATIVE)

COMMITTEE ROOMS 1 & 2
CENTRE

HARROW CIVIC

MEMBERSHIP (Quorum 3 Council Members)

Chair: Councillor Currie

Councillors:

Burchell	Billson Knowles	(none)	(none)
----------	--------------------	--------	--------

Representatives of Individual Housing Estate Tenants' and Residents' Associations

Reserve Members:

1. Margaret Davine	1. Harriss	(none)	(none)
2. O'Dell	2. Mary John		
	3. Mrs Joyce Nickolay		

Issued by the Committee Services Section,
Law and Administration Division

Contact: Heather Smith, Committee Administrator
Tel: 020 8424 1785 E-mail: heather.smith@harrow.gov.uk

**NOTE FOR THOSE ATTENDING THE MEETING:
IF YOU WISH TO DISPOSE OF THIS AGENDA, PLEASE LEAVE IT BEHIND AFTER THE MEETING.
IT WILL BE COLLECTED FOR RECYCLING.**

LONDON BOROUGH OF HARROW

TENANTS' AND LEASEHOLDERS' CONSULTATIVE FORUM

THURSDAY 3 JULY 2003

AGENDA - PART I

1. **Appointment of Chair:**
To note the appointment at the meeting of Cabinet held on 20 May 2003, under the provision of Committee Procedure Rule 7.2 (Part 4B of the Constitution), of Councillor Bob Currie as Chair of the Forum for the Municipal Year 2003/04.
2. **Attendance by Reserve Members:**
To note the attendance at this meeting of any duly appointed Reserve Members.
3. **Declarations of Interest:**
To receive declarations of interest (if any) from Members of the Committee arising from business to be transacted at this meeting.
4. **Arrangement of Agenda:**
To consider whether any of the items listed on the agenda should be considered with the press and public excluded on the grounds that it is thought likely, in view of the nature of the business to be transacted, that there would be disclosure of confidential information in breach of an obligation of confidence or of exempt information as defined in the Local Government (Access to Information) Act 1985.
5. **Minutes:** (Pages 1 - 8)
That the minutes of the meeting held on 13 March 2003, having been circulated, be taken as read and signed as a correct record.
6. **Matters Arising from the Last Meeting:** (Pages 9 - 12)
Report of the Head of Housing and Environmental Health Services.
7. **References from other Committees:**
(if any)
8. **Public Questions:**
To receive questions (if any) from local residents or organisations under the provisions of Committee Procedure Rule 18 (Part 4B of the Constitution).
9. **Petitions:**
To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Committee Procedure Rule 15 (Part 4B of the Constitution).
10. **Deputations:**
To receive deputations (if any) under the provisions of Committee Procedure Rule 16 (Part 4B of the Constitution).

11. **Arms Length Management Organisation (ALMO) Update:** (Pages 13 - 36)
Report of the Head of Housing and Environmental Health Services.
12. **Customer Charter for Housing Services:** (Pages 37 - 48)
Report of the Head of Housing and Environmental Health Services.
13. **Garage Management - Best Value Review:** (Pages 49 - 52)
Report of the Head of Housing and Environmental Health Services.
14. **Matters Raised by Eastcote Lane Tenants' and Residents' Association:**
(Pages 53 - 54)
 - (a.) Report of the Head of Housing and Environmental Health Services
(Pages 55 - 58)
15. **Matters Raised by Harrow Federation of Tenants' and Residents' Associations:** (Pages 59 - 60)
 - (a.) Matters Raised by Harrow Federation of Tenants' and Residents' Associations (HFTRA) (Pages 61 - 64)
 - (b.) Consultation on Major Works Programmes (Pages 65 - 68)
16. **Matter Raised by Woodlands Community Association:** (Pages 69 - 70)
 - (a.) Verbal Report from the Head of Housing and Environmental Health Services
17. **Questions from Tenants/Leaseholders:**
(if any)
18. **Any Other Business:**
Which the Chair has decided is urgent and cannot otherwise be dealt with.
19. **Date of the Next Meeting:**
Thursday 9 October

AGENDA - PART II - NIL