

Tenants', Leaseholders' and Residents' Consultative Forum

AGENDA

DATE: Wednesday 26 June 2013

TIME: 7.30 pm

VENUE: Committee Rooms 1 & 2,
Harrow Civic Centre

MEMBERSHIP (Quorum 3 Council Members)

Chairman: Councillor Mrs Camilla Bath

Councillors:

Joyce Nickolay

Bob Currie

Kairul Kareema Marikar

Representatives of Individual Housing Estate Tenants' and Residents' Associations

Reserve Members:

- | | |
|----------------------------|--------------------|
| 1. Susan Hall | 1. Victoria Silver |
| 2. Barry Macleod-Cullinane | 2. Ben Wealthy |

Contact: Nicola Fletcher, Democratic & Electoral Services Officer
Tel: 020 8416 8050 E-mail: nicola.fletcher@harrow.gov.uk

AGENDA - PART I

1. ATTENDANCE BY RESERVE MEMBERS

To note the attendance at this meeting of any duly appointed Reserve Members.

Reserve Members may attend meetings:-

- (i) to take the place of an ordinary Member for whom they are a reserve;
- (ii) where the ordinary Member will be absent for the whole of the meeting; and
- (iii) the meeting notes at the start of the meeting at the item 'Reserves' that the Reserve Member is or will be attending as a reserve;
- (iv) if a Reserve Member whose intention to attend has been noted arrives after the commencement of the meeting, then that Reserve Member can only act as a Member from the start of the next item of business on the agenda after his/her arrival.

2. DECLARATIONS OF INTEREST

To receive declarations of disclosable pecuniary or non pecuniary interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Forum;
- (b) all other Members present.

3. MINUTES (Pages 1 - 8)

That the minutes of the meeting held on 24 April 2013 be taken as read and signed as a correct record.

4. PUBLIC QUESTIONS

To receive questions (if any) from local residents or organisations under the provisions of Executive Procedure Rule 51 (Part 4D of the Constitution).

5. PETITIONS

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Executive Procedure Rule 49 (Part 4D of the Constitution).

6. DEPUTATIONS

To receive deputations (if any) under the provisions of Executive Procedure Rule 50 (Part 4D of the Constitution).

7. TENANTS AND LEASEHOLDERS SATISFACTION SURVEY

A verbal report by Housing Partnership & Strategy Manager at BMG on the 2012 Tenant and Leaseholder Satisfaction Survey.

8. HOUSING CONTRACTORS

A verbal report by the Housing Lead Contractors.

9. HEAD OF ASSET MANAGEMENT'S REPORT (Pages 9 - 16)

Report of the Divisional Director of Housing

10. RESIDENT SERVICES MANAGER'S REPORT AND FEEDBACK FROM OTHER COUNCIL LED RESIDENT INVOLVEMENT ACTIVITIES (Pages 17 - 28)

Report of the Divisional Director of Housing

11. RESIDENT SERVICES MANAGER'S REPORT ON THE PILOT CITIZENS ADVICE BUREAU HOME VISITS PROJECT - PHASE 1 (Pages 29 - 70)

Report of the Divisional Director of Housing

12. SUGGESTIONS FOR AGENDA ITEMS FOR NEXT MEETING

13. ANY OTHER URGENT BUSINESS

Which cannot otherwise be dealt with.

14. DATE OF NEXT MEETING

Thursday 24 October 2013 – 7.30pm

AGENDA - PART II - NIL