

# Tenants', Leaseholders' and Residents' Consultative Forum

## AGENDA

**DATE:** Tuesday 6 October 2015

**TIME:** 7.00 pm

**VENUE:** Rooks Heath College for  
Business & Enterprise,  
Eastcote Lane, South  
Harrow, HA2 9AG

**MEMBERSHIP** (Quorum 3 Council Members)

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**Chair:** Councillor Glen Hearnden

**Councillors:**

Ms Pamela Fitzpatrick

Mrs Camilla Bath  
Manjibhai Kara

**Representatives of Individual Housing Estate Tenants' and Residents' Associations**

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**Reserve Members:**

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1. Phillip O'Dell
2. Niraj Dattani

1. Jean Lammiman
2. Barry Macleod-Cullinane

**Contact:** Maria Farrell, Democratic & Electoral Services Officer  
Tel: 020 8424 1367 E-mail: maria.farrell@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 5 - 10)

That the minutes of the meeting held on 8 July 2015 be taken as read and signed as a correct record.

## 4. PUBLIC QUESTIONS \*

To receive any public questions received in accordance with Executive Procedure Rule 50 (Part 4D of the Constitution).

Questions will be asked in the order notice of them was received and there will be a time limit of 15 minutes.

**[The deadline for receipt of public questions is 3.00 pm, Thursday, 1 October 2015. Questions should be sent to [publicquestions@harrow.gov.uk](mailto:publicquestions@harrow.gov.uk)**

**No person may submit more than one question].**

## 5. PETITIONS

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Executive Procedure Rule 48 (Part 4D of the Constitution).

## 6. DEPUTATIONS

To receive deputations (if any) under the provisions of Executive Procedure Rule 49 (Part 4D of the Constitution).

## **7. UPDATES FROM LOCAL TENANTS' AND RESIDENTS' ASSOCIATIONS**

Verbal report of the Chair of Eastcote Lane Tenants' and Residents' Association, and Brookside Tenants' and Residents' Association.

## **8. HARROW SCRUTINY PANEL NEWS**

Verbal report of the Chair of the Scrutiny Panel.

## **9. LATEST GOVERNMENT BUDGET CHANGES - HOW THEY WILL AFFECT YOU**

Verbal report of the Housing Finance Business Partner.

## **10. NEW HOUSING WEBSITE - "YOU SAID AND WE DID" AND CONSULTATION ON NEW DESIGN**

Verbal report of the Project Manager and Senior Project Manager, Customer Services & IT.

## **11. UPDATE FROM GRANGE FARM ESTATE REGENERATION STEERING GROUP**

Verbal report of the Interim Senior Project Manager, Housing.

## **12. WINTER WARMERS - HOW TO KEEP WARM AND REDUCE YOUR HEATING BILLS**

Verbal report of the Climate Change Officer, Community Health and Wellbeing.

## **13. HOUSING NEWS**

Verbal report of the Planned Investment Manager, Community Health & Wellbeing

## **14. SUGGESTIONS FOR AGENDA ITEMS FOR NEXT MEETING**

## **15. ANY OTHER URGENT BUSINESS**

Which cannot otherwise be dealt with.

## **16. DATE OF NEXT MEETING**

The next meeting will be held on 4 February 2015.

## **AGENDA - PART II**

### **\* DATA PROTECTION ACT NOTICE**

The Council will audio record item 4 (Public Questions) and will place the audio recording on the Council's website, which will be accessible to all.

[**Note:** The questions and answers will not be reproduced in the minutes.]

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# TENANTS', LEASEHOLDERS' AND RESIDENTS' CONSULTATIVE FORUM MINUTES

## 8 JULY 2015

**Chair:** \* Councillor Glen Hearnden

**Councillors:** \* Mrs Camilla Bath \* Manjibhai Kara  
\* Ms Pamela Fitzpatrick

\* Denotes Member present  
Denote category of Reserve Members  
† Denotes apologies received

### 54. Attendance by Reserve Members

**RESOLVED:** To note that no Reserve Members were in attendance.

### 55. Declarations of Interest

**RESOLVED:** To note that there were no Declarations of Interest made by Members.

### 56. Minutes

**RESOLVED:** That the minutes of the meeting of 28 April 2015 be taken as read and signed as a correct record.

## 57. Public Questions, Petitions and Deputations

**RESOLVED:** To note that no public questions were put, or petitions or deputations received at this meeting.

## RESOLVED ITEMS

### 58. Harrow Weald Tenants' and Residents' Association

The Chair of Harrow Weald Tenants' and Residents' Association gave a verbal presentation regarding local activities, which included the following:

- Harrow Weald Tenants' and Residents' Association met at the Good News Church Hall and the Julie Cook Community Centre on Augustine Road;
- Local activities included a weekly coffee morning on Mondays, and Keep Fit sessions for the over-50s on Tuesdays;
- Harrow Weald Tenants' and Residents' Association selected a charity to support every year, and this year's charity was the London Air Ambulance;
- Harrow Weald Tenants' and Residents' Association events, meeting dates and activities were advertised on notice boards around the area;
- Housing Officers and the police regularly attending the meetings, so residents had an opportunity to get issues resolved;
- The Young Gardeners had won awards in last year's Estates in Bloom competition, and the Association hoped to win more awards for the estate this year.

The Chair of Weald Village Tenants' and Residents' Association gave a verbal presentation regarding the "Pocket Park", which included the following:

- The Association had applied for a Mayor Of London Grant to build a pocket park on an empty patch of grass in 2012, but had been unsuccessful;
- They had been successful upon their second application, and the local community had contributed to the pocket park;
- The 23<sup>rd</sup> Harrow Cub Scouts had achieved their Gardening Badge from their work on the pocket park.

**RESOLVED:** That the verbal report be noted.

## **59. Be Dog Smart - Dogs Trust**

The Education and Community Officer from Dogs Trust gave a verbal presentation about the work of Dogs Trust and important information for dog owners or those considering dog ownership. The presentation included the following:

- Dogs Trust was the largest animal welfare charity in the UK, with 22 homing centres;
- Services provided by Dogs Trust included free workshops for dog owners, vouchers for vets' bills, and veterinary care for dogs whose owners were homeless;
- Microchipping of dogs was mandatory, and was available for free at all Dogs Trust centres;
- Dog fouling could incur a on-the-spot fine of eighty pounds;
- Dogs Trust had a fostering programme for dogs who needed looking after for a short amount of time, but they do not offer a kennels service.

**RESOLVED:** That the presentation be noted.

## **60. Building Awareness about Child Sexual Exploitation**

An Officer presented a verbal report and presentation to raise awareness about child sexual exploitation (CSE), which included the following:

- The community played a key role in protecting children from CSE, and there were also many agencies working together to help;
- CSE could happen in different ways, and children could be groomed through social media;
- CSE was widely underreported, particularly by victims who were boys and those from ethnic minority groups;
- Grooming by groups or gangs had increased, and victims were getting younger;
- Abusers would treat the young people like adults to try and control them;
- Children and young people who are being exploited may feel like they have no one to talk to about what is happening to them, and may be more likely to use drugs and alcohol;
- Changes in a young person's behaviour such as becoming withdrawn and irritable, missing school and coming home late, could be warning signs for possible exploitation;

- Internet Service Providers were able to block websites, but websites could easily be re-opened under a different name;
- It was important for parents to be vigilant about children's internet use, and children often had smartphones and tablets that they would carry with them everywhere.

**RESOLVED:** That the presentation be noted.

## **61. Developing a New Housing Website With Your Help**

The Web Development Team presented a verbal report and consultation exercise about the development of a new housing website, which included the following:

- The new website would contain personalised information for residents such as rent balances and a repairs tool;
- There would also be separate portals for Housing Benefit and Leaseholders;
- The repairs tool would allow residents to click on a picture of a room, then click on a picture of the item that needed to be repaired;
- Repairs could be logged and tracked using the tool;
- The housing website would also feature information about local events, tailored to each user;
- Other channels of communication would remain open for people without internet access.

Attendees completed the consultation exercise with the help of Officers.

**RESOLVED:** That the verbal report be noted.

## **62. Housing News Update**

An Officer presented a verbal report to update attendees on Housing News, which included the following:

- A few of the Estate Services Team were office-based, and the remaining staff worked on the estates, tidying communal areas and reporting outstanding repairs;
- The Estate Services Team were also responsible for the hire of eight community halls across the Borough, which could be hired by members of the public;



- Staff from the Public Realm Team and Members of Tenants' and Residents' Associations assisted the Resident Services Team with cleaning up and improving an estate;
- For residents in sheltered housing accommodation, extra care and support was available for those over 60 or with additional health needs;
- Support Coordinators were available for home visits for residents in sheltered accommodation;
- £23 million per year was collected in rent, and help was available for people struggling to pay their rent;
- Tenancy Management staff were available to ensure residents were abiding by their tenancy agreements;
- The Tenancy Fraud team would investigate any reports of fraud or sub-letting.

**RESOLVED:** That the verbal report be noted.

### **63. Date of Next Meeting**

The next meeting of Tenants', Residents' and Leaseholders' Consultative Forum would be 6 October 2015 at Rooks Heath College, Eastcote Lane, HA2 9AH.

(Note: The meeting, having commenced at 7.05 pm, closed at 9.10 pm).

(Signed) COUNCILLOR GLEN HEARNDEN  
Chair

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