

LONDON BOROUGH OF HARROW

Meeting:	Tenants' and Leaseholders' Consultative Forum
Date:	Thursday 3 July 2003
Subject:	Matters Arising from the Tenants' and Leaseholders' Consultative Forum Meeting held on 13 March 2003
Key decision:	No
Responsible Chief Officer:	Head of Housing and Environmental Health Services
Relevant Portfolio Holder:	Planning, Development and Housing Portfolio Holder
Status:	Part 1
Ward:	All
Enclosures:	None

1. **Summary/ Reason for urgency (if applicable)**

- 1.1 This report provides information on the progress made on issues raised at the meeting of 13 March 2003 that are not included elsewhere on the agenda.

2. **Recommendations**

- 2.1 **That the report be noted.**

REASON: (Not applicable as this report is for noting only)

3. **Consultation with Ward Councillors**

- 3.1 Not applicable

4. **Policy Context (including Relevant Previous Decisions)**

- 4.1 All the issues arising in this report were raised at the meeting of the Tenants' and Leaseholders' Consultative Forum held on 13 March 2003.

5. **Relevance to Corporate Priorities**

- 5.1 This report addresses the Council's stated priorities of:

“We will enhance the environment in Harrow by keeping the Borough clean and attractive...”

“We will improve the quality of Health and Social Care in Harrow... by enabling choice and access to good quality housing”

“We will develop a prosperous economy in Harrow... by supporting regeneration through active community... involvement”

6. **Background Information and options considered**

6.1 Locata Scheme Update (Recommendation 2): A Member, a Hatch End Ward Councillor, had asked for a more accurate address for Hatch End library to be included on the Locata Home newspaper. Locata staff contacted the Hatch End Library and were advised that Uxbridge Road is the correct postal address.

6.2 Poor Condition of Pavements and Roadways on the Brookside Estate (Minute 62): Both Councillor Burchell and Councillor Knowles agreed to follow up this matter with the Lead Officer of the South Harrow Pilot and then advise the representative for Brookside Close of the proposed action. A verbal update will be sought at the meeting.

6.3 Time Taken to Process Housing Benefit Claims (Minute 62): A verbal update will be given to the meeting by an officer.

6.4 The Introductory Tenancy Scheme (Minute 64): Housing Management had advised that they had been approached by a company offering a mediation service, who was keen to operate a pilot in Harrow. An agreement has subsequently been entered into with Ealing Mediation Services (EMS) for an initial trial period of 12 months. EMS has undertaken a staff training session, and an introductory session for residents has provisionally been arranged for 1 July 2003. The scheme will then be publicised more widely. Staff will make the referrals to ensure that costs are controlled, and the scheme will be monitored and reviewed to assess its effectiveness during the trial period.

6.5 Matter Raised by the Woodlands Community Association – Rainwater Drainage around Block 28-33 Brockhurst Close (Minute 67): Following concerns expressed by the Chair about the non-performance of the contractor who submitted the lowest tender for this work, an officer subsequently met with the Directors of the company concerned to discuss the matter. The contractor has received a reduced allocation of work in recent months as a result of poor performance.

7. **Consultation**

7.1 Not applicable.

8. **Finance Observations**

8.1 None

9. **Legal Observations**

9.1 None

10. **Conclusion**

10.1 Tenant and leaseholder representatives are recommended to note the matters arising from the meeting of the Consultative Forum held on 13 March 2003.

11. **Background Papers**

11.1 Minutes of the meeting of the Tenants' and Leaseholders' Consultative Forum held on 13 March 2003.

12. **Author**

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