

Meeting:	Tenants' and Leaseholders' Consultative Forum
Date:	27 July 2006
Subject:	Matters Arising from the Tenants' and Leaseholders' Consultative Forum Meetings held on 2 March 2006.
Responsible Officer:	Gwyneth Allen Interim Head of Housing
Contact Officer:	Gwyneth Allen Interim Head of housing
Portfolio Holder:	Marilyn Ashton Development and Planning (Strategic) Portfolio Holder.
Key Decision:	No
Status:	Part 1

Section 1: Summary

Decision required

1.1 We only need to note the report.

Reason for report

This report gives information about issues raised at the meeting on 2 March 2006 – what has happened since. (Some of the issues are on the agenda as separate items.)

Benefits

N/A

Cost of Proposals

N/A

Risks

N/A

Implications if recommendations rejected

N/A

Section 2: Report

2.1 Brief history

This report is about issues that were raised at the Tenants' and Leaseholders' Consultative Forum meeting on 2 March 2006. They all relate to how the council manages and maintains its permanent housing stock.

Matters Arising from the Last Meeting (Minute 275)

a) Eastcote Lane Estate

A representative of ELTRA complained again that they were not told about works to replace cobbles with concrete. Officers replied that they reserve the right to do work on health and safety grounds without prior notice. However, they will try to tell associations about work in future, wherever possible.

Action: There is no further comment about this matter.

b) Petitions

A representative stated that the council gave misleading information about dangerous dogs at Jordan Close. The representative said that the police say that this is not, in fact, just a police matter. Council officers responded that they were seeking a date for a Court injunction, which would be confirmed shortly. They also added that they would contact petitioners with further information once they knew this date. Members requested that they also be kept informed.

Action: The council has been granted an injunction, and the council did later take action when the injunction was breached. Harrow Council is working closely with the police to ensure that no further anti social behaviour takes place on this estate.

c) Minor Estates improvement performance and programme for future years

There was a complaint about a hedge which obstructed pavements, and which had not yet been dealt with. Officers said they would deal with the problem.

Action: Harrow Council inspected the area. The hedges causing concern belong to 14 and 20 Woodlands Drive, and therefore the council is exploring enforcement options as these are private properties.

d) Access to committee rooms

The Chair informed the Forum that he would contact the resident concerned with a response.

Action: The former Chair of TLCF has resolved this item

e) Options appraisal

A Member queried the costs of the totality of the project; Officers agreed to respond in writing to the Member.

Action: Officers have written to the Member giving the details.

f) Matters Raised by Cottesmore Tenants' and Residents' Association

This was a problem where protected trees were damaging a church in the area. Officers told the Forum that they needed more details from a representative of Cottesmore TRA to do anything further.

A representative asked how long dealing with the trees was likely to take. Officers said that the next phase of work, including tree maintenance, was due to start in April 2006. A resident queried the delay in replying to the original complaint, still to be received. Officers agreed to respond to the resident and the Chair with more details. Officers also agreed to look into similar complaints lodged in the Brookside and Cottesmore estates.

Action: Some of the trees are being pruned during July, as advised by the arboricultural officer. Further pruning works have been requested by residents and following a visit by Council Officers the work requested has been ordered.

g) Internal Decorations Programme (Minute 279)

Members of the Forum queried the appropriateness of the policy behind the programme, which states that only people over retirement age, living in a one-bedroom property, are eligible. There was concern that disabled tenants might suffer under this arrangement. Officers agreed the policy needed adjusting, and they were looking to review the policy. A resident asked why works under the programme were fixed as a package, and did not allow for piecemeal decoration as required. Officers responded that they would examine this issue.

Action: The policy for internal decoration is linked to the under occupation strategy, and is currently under review.

h) Any Other Business (Minute 283)

Someone told the Forum about a window replacement letter, which had been incorrectly sent out. The major concern was that the letter said that contractors would call without appointment, and could do work without

residents' approval. Officers stated that it was unacceptable for contractors to call without appointment, and that they would look into the letter.

Action: There was a mistake when a council officer did a computer mail merge. This meant that a number of incorrect letters were sent out. Letters of apology have been sent out to those people.

To confirm: all contractors must contact tenants before they visit.

A representative of Cottesmore TRA raised concerns over the timings of works to install kitchens and windows. The schedule had meant that windows were installed after kitchens, making extra work and messing up the new kitchens. Officers said they would investigate.

Action: The council will try to make sure that all work on a property will take place at one time, at a convenient time for the tenant, as far as possible. If, because of financial planning, work has to be split into more than one contract, they will try to make sure that external work is done separately from internal work.

Section 3: Supporting Information/ Background Documents

None