

Meeting:	Tenants' and Leaseholders' Consultative Forum
Date:	Thursday 6 January 2005
Subject:	Matters Arising from the Tenants' and Leaseholders' Consultative Forum Meeting held on 13 October 2004
Responsible Officer:	Acting Head of Housing Services
Contact Officer:	Acting Tenant Services Manager
Portfolio Holder:	Planning, Development, Housing and Best Value Portfolio Holder
Key Decision:	No
Status:	Part 1

## **Section 1: Summary**

### **Decision Required**

1.1 That the report be noted.

### **Reason for report**

1.2 This report provides information on the progress made on issues raised at the meeting of 13 October 2004 that are not included elsewhere on the agenda.

## Benefits

N/A

## Cost of Proposals

N/A

## Risks

N/A

## Implications if recommendations rejected

N/A

## Section 2: Report

### 2.1 Brief History

All the issues arising in this report were raised at the meeting of the Tenants' and Leaseholders' Consultative Forum held on 13 October 2004, and relate to the management and maintenance of the Council's permanent housing stock.

*The Installation of windows in Brookside Close (Minute 167): Residents queried the delay in the installation of windows and the Chair asked that an update report on the reasons for the delay be brought to the Forum's next meeting and that an officer from Building and Design attend to present the report.*

When the replacement windows were finally selected the tenants involved and the Tenants Association were advised that it would take time to manufacturer the selected replacement windows. The replacement relates only to the windows above the kitchen sink in three flats at Brookside Close. The windows were delivered and fitted during the week commencing 13<sup>th</sup> December 2004 and at installation one window was found to have a defective catch and the new window will now be fitted at the contractors expense in the new year.

*Outstanding Jobs on Eastcote Lane Estate (Minute 167): In response to a comment from a resident that not all outstanding jobs had been listed in the officer report on Eastcote Lane Estate, officers agreed to a joint inspection of the estate.*

The joint inspection took place on 21 October 2004, attended by Councillors Currie & Dharmarajah, Graham Webber & Tara Kempshaw (ELTRA), Ian C Brown, Acting Head of Housing Services, David Hooper, Acting Tenant

Services Manager, Gwyneth Allen, Acting Property Services Manager, Ernie Malyon, Acting Repairs Manager and Mark Crodden, Design and Build.

Comprehensive lists were compiled of housing management, responsive repair and asset management issues. Where the issues have not yet been resolved ELTRA are being kept informed of progress and the expected completion dates. A follow up inspection with ELTRA is scheduled for 20 December 2004.

Matters Raised by Cottesmore Tenants' and Residents' Association (Minute 174): *The Environment and Economy Scrutiny Sub-Committee received the Forum's reference on tree management at its meeting on 30 November 2004.*

The Sub-Committee considered the reference and agreed the following:-

**RESOLVED:** That 1) a report be made to the Sub-Committee regarding the management of trees under Tree Preservation Orders in the Borough and on Cottesmore Estate in particular and ;

2) the Tenants' and Leaseholders' Consultative Forum be informed of the action taken by the Sub-Committee.

Matters Raised by Eastcote Lane Tenants' and Residents' Association (Minute 175): *It was noted that a report on the issues raised in a survey carried out by the ELTRA on a window and door replacement programme, would be submitted to the Forum's next meeting. Officers would also undertake to investigate why parts of the work on the estate was still outstanding.*

The making good following the window replacement programme has taken longer than it should have done. The work is now some 80% complete and as long as the tenants involved are able to agree access the defect should be rectified during January 2005.

Matters Raised by Harrow Federation of Tenants' and Residents' Association (Minute 176): *The Chair asked that residents be consulted prior to a new grounds maintenance contract being drafted and that Council Members be involved in the meetings to discuss the drafting of the contract.*

With the decision not to pursue the ALMO option discussions are taking place with colleagues from the New Harrow Project Team regarding the future provision of grounds maintenance services to housing estates. This would help ensure that tenants and lessees receive both value for money and the high quality service provided on other Council land. Input from residents would be a vital part of the service, however, it is procured.

Discussions are at an early stage and a verbal update will be provided at the meeting.

2.2 Options considered

Not applicable

2.3 Consultation

Not applicable

2.4 Financial Implications

None

2.5 Legal Implications

None

2.6 Equalities Impact

None

### **Section 3: Supporting Information/ Background Documents**

Minutes of TLCF 13 October 2004

**Ian C Brown**  
**Acting Head of Housing Services**