

LONDON BOROUGH OF HARROW

Agenda item:

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Meeting:	Tenants' and Leaseholders' Consultative Forum
Date:	Thursday, 3 July 2003
Subject:	Matters raised by the Harrow Federation of Tenants' and Residents' Associations (HFTRA)
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 matters raised by the HFTRA.

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 Not applicable

5. Relevance to Corporate Priorities

- 5.1 We will enhance the environment in Harrowby bringing about more sustainable transport activity.

5.2 We will develop a prosperous and sustainable economy in Harrow by.....addressing skills needs.

6. Background Information and options considered

6.1 Leaseholders not receiving Homing-In

Labels were printed for both tenanted and leasehold properties, plus postal addresses. The correct numbers of magazines were passed to the distribution company who have confirmed that all copies were mailed out, leaving them with two remaining. We contacted a small sample of leaseholders who all confirmed that they had received their copies. It is very regrettable that some leaseholders did not receive their Homing-In magazine but the reason appears to be external to the Council's processes. Spare copies are available from the Housing Services Division on request.

6.2 Lack of consultation on major works, ie window replacement

This is the subject of a separate report elsewhere on the agenda.

6.3 Cycle Lanes put on roads for cyclists, full of Parked cars.

This issue has been referred to the Engineer (Cycling) in the Transportation Team, (telephone 020 8424 1484) who will be responding direct to HFTRA.

6.4 How were percentages worked out on the Survey of the Repairs Service

A telephone survey of 408 tenants was undertaken in December 2002 from a random sample of tenants who had all used the responsive repairs service within 3 months of the survey. The interviewer made 3 statements in relation to the repairs service and the responses were noted as follows:-

The respect that repairs contractors show to you and to your home	89.1% satisfied
The quality of the day to day repairs service	74.8% satisfied
The speed of the day to day repairs service	70.1%

Then a further question was asked as follows:-

Do you agree or disagree that the Council should have an appointment system for repairs contractors, eg a 2 hour slot?
92.1% agreed with the above.

The survey also covered a number of other questions about a range of tenancy management issues (see paragraph 6.6 below also).

The results of the survey were then broken down into geographical management patches, but with such a small sample it is acknowledged that this is not statistically sound. However, the intention was to obtain an overall view of the feelings of a random sample of tenants on a range of tenancy management issues to act as a trigger for further investigation, as part of the work on the Your Home Your Needs best value review.

6.5 Computers are being scrapped; why can't they be downloaded and offered to Associations, Youth Groups, etc, like other London Boroughs do?

It has been the policy to date to destroy the obsolete PCs. However, the Harrow Information Technology team are in the process of devising a PC disposal policy and officers have been advised that further information will be available shortly. The Tenant Participation Officer has therefore registered an interest with regards to surplus PCs on behalf of TRAs. It is suggested that any interested TRA logs their interest with HFTRA so that they can be considered should surplus PCs become available in the near future.

6.6 Cleaning of communal areas. Why jump to £2.50 per week against 0.49p some 2 years ago?

This item refers to the estimated cost per resident per week of providing a cleaning service for internal communal areas of blocks of flats.

On the 4 January 2001 it was reported to TLCF that the estimated cost was £0.49p. In the telephone survey carried out on the Council's behalf in December 2002 the respondents were asked if they would be willing to pay a charge of approximately £2.50 per week for an internal cleaning service.

In both cases the figures used have been estimates, the latter based on the internal cleaning costs at Watford council.

The Best Value Working Group considering the issue of internal cleaning, which includes a representative from HFTRA, will be meeting again on 11 July 2003 to progress this matter. It is anticipated that full consultation with residents who could benefit from this service will take place by October 2003, and the likely cost of the service in Harrow will have been refined before this to inform the consultation process.

7. Consultation

7.1 HFTRA is involved in developing community policies within the housing service.

8. Finance Observations

8.1 None

9. Legal Observations

9.1 None

10. Conclusion

10.1 These matters will be followed up where appropriate as outlined in paragraph 6 above.

11. Background Papers

11.1 Telephone Survey report; January 2003.

12. Author

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