

BOROUGH OF KETTERING

TENANTS' FORUM

Meeting held – 13th December 2018

Present: Councillor Mark Rowley
Councillors June Derbyshire, Maggie Don, Andrew Dutton, Lesley Thurland and Mike Tebbutt

Tenant Representatives: Brent Woodford (Ashley) (Chair)
Brian Kimpton (Counties)
Martyn Lund (Highfield Road)
Steven Soper (Sackville Street)
Lindsay Wooldridge (Sackville Street)
Hamid Saleri (Geddington)
Gloria Moore (Grange)
Peter Harvey (Dahlia Road)
Peter Matsa (Geddington)
Anne Swoboda (Rothwell)
Stephen Panther (Sackville Street)
Josephine Copson (Alfred Street)
Victor Woodcock (Burton Latimer)
Moira Brown (Highfield Road)

Also Present: John Conway (Housing)
Leona Mantle (Housing)
Simon Haile (Housing)
Tracey Copeland (Housing)
Darren Ibell (Housing)
Carly Hohn (Housing)
Callum Galluzzo (Democratic Services)

18.TF.66 APOLOGIES

Apologies for absence were received from Cllr Howes. It was noted that Cllr Thurland was acting as substitute for Cllr Howes. Apologies were also received from Sandra Nash, Trevor Nash and Ken Burnage.

18.TF.67 DECLARATIONS OF INTEREST

None.

18.TF.68 MINUTES

RESOLVED

that the minutes of the meeting held on 8th November 2018 be approved as a correct record and signed by the Chair.

18.TF.69 MATTERS ARISING FROM THE MINUTES

18.TF.56 Montrose House

It was reported that Montrose House was fully let, feedback from tenants via a satisfaction survey was due to take place in early 2019.

18.TF.63 Verge Hardening

Following concerns raised by members regarding verge hardening it was reported that as part of the Neighbourhood inspections, KBC Neighbourhood managers would look to identify potential problems.

18.TF.70 MATTERS RAISED BY TENANTS' FORUM REPRESENTATIVES

None

18.TF.71 HOMELESSNESS SOLUTIONS

A presentation was provided which detailed the challenges and work being undertaken by the Housing team to deal and reduce the number of homeless people within Kettering Borough

It was heard that Kettering Borough Council had seen an increasing demand from applicants in housing need and that the Council had a limited supply of suitable housing that was affordable for applicants as well as suitable in terms of location and size.

A Night Shelter called 'Safe Until Daylight' was due to be in operation once more over the festive and winter period providing 16 bed spaces. The first SWEP had been triggered on December 13th 2018 and 6 rough sleepers were provided with temporary accommodation.

Details were provided regarding the use of temporary accommodation including the tasks undertaken by Temporary Accommodation officer including monitoring numbers and finances at a senior levels and organising allocations for the council's stock.

It was reported that the Council had acquired 16 new properties on the open market and of these 13 were currently occupied.

18.TF.72 OUT OF HOURS SERVICES OVER CHRISTMAS

The forum was provided with details in relation to the Council's out of hours' services during the festive period.

It was heard that the Council offices were to be closed from 3pm on Monday 24th December 2018 and would reopen Wednesday 2nd January 2019 at 8:30am

It was reported to members that the out of hours service provider (Redditch Borough Council) was maintaining full staffing levels at their call centre over the Christmas period. From this call centre they respond to calls from the lifeline system at Kettering Borough Council's sheltered schemes, calls from KBC dispersed Lifeline alarm customers within general need properties and calls to the Main Council switchboard out of office hours' number.

Where appropriate the call centre would then be able to contact the emergency services, trade operatives or the duty housing officer/support worker to deal with emergency repairs, homelessness, tenancy management emergencies and to provide sheltered accommodation support.

A Duty Housing Officer was available 24 hours per day, the officers were to provide advice and assistance to call centre staff as well as offering advice and assistance to homeless persons/families, managing SWEPP provision if activated due to bad weather, responding to emergencies within KBC stock and assisting the support workers if necessary within KBC sheltered schemes.

Members of the forum also heard that there was a rota to ensure that relevant tradespeople were available to deal with repair emergencies during the festive period.

18.TF.73 HRA CAPITAL PROGRAMME

The forum was provided with the latest asset management report.

It was reported that there had been significant delay to the project to replace and refurbish tenant kitchens, contractors were now on site following the delays and completed jobs would increase rapidly.

It was then reported that the project to replace door entry systems had commenced but due to issues relating to the manufacturer of the systems the product would not be on site until January 2019.

The H443 Roofing project was progressing with works currently taking place on the Pytchley Road estate and Northumberland Road/Close.

The project was in Year two of a four-year contact with Warkton Roofing and to date had completed 30 installations with the project due to restart in the New Year where weather appropriate.

As part of the financial update, members heard that there was a £42,000 overspend. Officers were working closely to ensure that savings were being identified.

The forum asked questions in relation to void properties being used as temporary accommodation for Homelessness. It was reported that void properties were being used for temporary accommodation where suitable and that each property had set criteria that needed to be fulfilled to ensure it was suitable for use.

18.TF.74 TENANTS' FORUM CHRISTMAS QUIZ

A festive quiz took place with questions relating to housing activities reported during the previous year. The winner was Brian Kimpton

18.TF.75 CONNECT

It was noted that the Christmas edition had been delivered to tenants.

18.TF.76 TENANT OVERVIEW AND SCRUTINY PANEL

The meeting noted that the Tenant Overview and Scrutiny Panel was looking through key performance indicators and were preparing to report their findings to a future meeting of the Tenants Forum

18.TF.77 ANY OTHER BUSINESS

Mental Health Navigators were now available with the customer service centre at the Borough Council offices.

It was heard that the NHFT were funding a Mind Mental Health Navigator to help people needing mental health support across the borough of Kettering, the service was to be made available Monday to Friday 9:00am to 5:00pm,

The Service was available to anyone needing help and/or support by dropping into the Council's customer service and speaking directly to the navigator or by making an appointment via the Council's

receptionist.

18.TF.78 PRIZE DRAW

The winner of the prize draw was Gloria Moore.

17.TF.79 DATE OF NEXT MEETING

It was noted that the date for the next meeting of the forum would be 10th January 2019.

(The meeting started at 6.30pm and ended at 8:05pm)

Signed

Chair

CJG