

## **BOROUGH OF KETTERING**

### **TENANTS' FORUM**

**Meeting held – 14<sup>th</sup> November 2019**

**Present:** Councillors Mark Rowley (Chair), Maggie Don,  
Andrew Dutton and Mike Tebbutt

**Tenant Representatives:**

Martyn Lund	(Highfield Road)
Trevor Nash	(Rothwell)
Sandra Nash	(Rothwell)
Steven Soper	(Sackville Street)
Peter Harvey	(Dahlia Road)
Brian Kimpton	(Counties)
Josephine Copson	(Alfred Street)
Reg Carvell	(Highfield Cres.) - Leaseholder
Lindsay Wooldridge	(Sackville Street)
Karol Hall	(Burton Latimer)
Simon Sheldrick	(Weston by Welland)
Hamid Saleri	(Geddington)
Gloria Moore	(Grange)
Anne Swoboda	(Rothwell)
Jim French	(Desborough)
Peter Matsa	(Burton Latimer)

**Also Present:**

John Conway	(Housing)
Tracey Copeland	(Housing)
Anne-Marie Loughran	(Housing)
Leona Mantle	(Housing)
Dan Hannam	(Housing)
Callum Galluzzo	(Democratic Services)

#### **19.TF.30 APOLOGIES**

Apologies for absence were received from Councillor David Howes. Apologies for absence were also recorded for Stephen Panther and Lindsay Robinson

#### **19.TF.31 DECLARATIONS OF INTEREST**

None

**19.TF.32 MINUTES**

**RESOLVED**

that the minutes of the meeting held on 10th October 2019 be approved as a correct record and signed by the Chair.

**19.TF.33 MATTERS ARISING FROM THE MINUTES**

18.TF.126 Reinventing Repairs & Voids Update

At the previous Tenants Forum it was reported to members that there were 37 void properties under maintenance and repair work, this number as of Monday 11<sup>th</sup> November remained at 14. Members were informed that an updated report on void properties was to be provided in January's meeting of the Tenants Forum

19.TF.21 Homelessness Update

At the previous meeting of the Tenants Forum it was reported that 195 households were living in temporary accommodation, this number as of Monday 11<sup>th</sup> November had dropped to 187 where only 7 of the recorded households in temporary accommodation was outside of Kettering Borough

**19.TF.34 MATTERS RAISED BY TENANTS' FORUM REPRESENTATIVES**

None

**19.TF.35 ENVIRONMENTAL IMPROVEMENT PANEL UPDATE**

The forum was presented with an update on the work currently being undertaken by the Environmental Improvement Panel.

Members of the forum heard that the panel included 8 members of the Tenants Forum and that Kettering Borough Council Neighbourhood Managers submitted bids that were to be considered by the panel. Members of the Environmental Improvement Panel were responsible of a budget of up to £10,000.

It was heard that bids were considered by the panel through resident consultations, site visits and regular reviews.

Members were then presented with recent bids and subsequent works that had been completed at Northumberland Close, Windmill Avenue/Hodge Way, Sackville Street and Judith Road. It was heard

that there had been positive feedback from residents and that the scheme had allowed enhanced security measures to enable resident safety and security.

The next round of bids were currently being prepared and would be considered by the panel in the new year. The panel were also due to review the current spend and completed projects and perform impact assessments on the schemes that had already been completed.

### **19.TF.36 ANTI-SOCIAL BEHAVIOUR**

Members of the forum were presented with an update on work being undertaken by Kettering Borough Council's Anti-Social Behaviour (ASB) manager.

It was heard that a review process had recently taken place which led to a revised ASB policy and procedure that was launched in January 2020. As part of the new process any ASB complaints were to be reviewed within 2 days and regular communication within a 2 week period. Risk assessments and case management system were also reviewed and improved along with an emphasis on improved customer satisfaction

Following a recent survey of 138 ASB complainants, 66% scored excellent in relation to communication with officers, 71% scored excellent in relation to the way that they were kept up to date in relation to their case and 65% scored excellent in how their ASB case was dealt with.

Members of the forum heard that in the period April 2018-March 2019 53 Community Protection Warnings (CPW) and 23 Community Protection Notices (CPN) had been issued compared to 34 CPWs and 12 CPNs in the period April 2019 – Present. Last Year (April 2018 – March 2019) 20 Notice of Seeking Possession along with 1 Notice of termination, Closure Order and Possession Order had been issued.

It was then reported that out of the 103 ASB cases reported in January 2018 – December 2018, 25 included issues with noise compared to 87 issues with noise out of the 160 ASB cases reported January 2019 to date.

Details were also provided to members into ongoing work with regards to crime and exploitation including a Multi Agency Risk Assessment Conference (MARAC) offering support for victims and target hardening.

Members also heard details of a Kettering tenant who was ordered to pay more than £2200 in fines for Anti Social Behaviour.

**19.TF.37 HRA CAPITAL PROGRAMME**

The forum was provided with the latest asset management report.

It was noted that a revised format would be brought before the forum before Christmas 2019 to allow more information/details to be provided to members.

It was heard that progress was ongoing with the next phase at Hamilton House and that next years Capital Programme would be presented to members at a future meeting of the Tenants Forum.

**19.TF.38 CONNECT**

An update was provided regarding the forthcoming edition of the Connect magazine.

It was heard that the editorial panel had met regarding the Christmas edition and that it would feature sections on the upcoming Recycling project with KCU.

**19.TF.39 TENANT OVERVIEW AND SCRUTINY PANEL**

An update was provided to members of the tenants forum regarding the ongoing work being undertaken by the Tenant Overview and Scrutiny Panel.

**19.TF.40 ANY OTHER BUSINESS**

It was heard that over £600 had been raised by a member of the Tenants Forum for Macmillan.

**19.TF.41 PRIZE DRAW**

The winner of the prize draw was Gloria Moore

**19.TF.42 DATE OF NEXT MEETING**

It was noted that the provisional date for the next meeting of the forum was set as 9<sup>th</sup> January 2020.

*(The meeting started at 6.30pm and ended at 8.12pm)*

Signed .....

Chair

DJP

DRAFT