

Minutes – AGM Aylesbury AHF Tuesday 19th February 2019

Jean Bartlett (Chair) (JB)	Aylesbury TRA
Harry Matthews (HM)	Thurlow Lodge TRA
Carol Vincent (CV)	Thurlow Lodge TRA
Josephine Ocaka (JO)	Aylesbury TRA
Donna Grant (DG)	Aylesbury TRA
Pat Davies (PD)	Aylesbury TRA
Catorina Soronti (CS)	Thurlow Lodge TRA
Abi Oguntokun (AO)	Area Manager
Cllr Lorraine Lauder (LL)	Faraday
Kevin Dykes	
Sean Conway	Contact Center Operations Manager
Caroline Adaja	Contact Centre Team Leader

Carla Bates (CB) Minute Taker

Apologies:

Cllr Paul Flemming Faraday

Observer

None

1. Introductions and Apologies

2. Code of Conduct

The Chair referred to the code of conduct.

3. Minutes of last meeting and Matters Arising.

Matters arising

3.1 The issue was raised again that the call centre was still not operating properly and they were still not acknowledging issues when they are first being contacted by residents.

Action: TRA's will have a direct number when issues arise.

3.2 Members of forum continue to feel the website was unfriendly and not fit for purpose.

Forum was informed that the website is currently being into a how it can be redesigned to be more user-friendly.

Action: Call centre rep to come back to May's meeting

4. Child Sexual Exploitation - presented by Kevin Dykes

4.1 KD gave forum his presentation and asked delegates to get involved in their communities, and if there was any suspicion of such behaviour they should report this to his team, the contact details supplied on the handout. Delegates found this information useful and would be taking this information back to their relevant TRA's.

Action: KD to come back to forum, date not yet confirmed.

5. AGM Elections

5.1 There was no previous minutes were added to the agenda pack

5.2 CB conducted the Elections, DG and the rest of the forum nominated JB as Chair this was seconded by HM the rest of the delegates agreed, no one else was nominated or wanted to stand.

The delegates of forum decided that the Vice-Chair would be a rolling position, this decision was unanimous.

CV put herself forward for TC representative JB seconded this proposal, no one else wanted to stand or was nominated, no deputy available to be elected.

HOC – No delegates wanted to stand or were nominated

Leasehold Arbitration - No delegates wanted to stand or were nominated.

SGTO - CV expressed an interest of attending she would go back and discuss with her TRA and feedback to forum to be voted in if necessary.

Repairs - CV expressed an interest of attending this group forum agreed.

6. Garage Report - For Information

6.1 DG pointed out that only certain cars are being ticketed and others were not on Hopwood road and that on Portland street the school run was causing a lot of traffic and pollution and that penalty enforcement officers need to be patrolling then.

7. Report Backs

7.1 TC - CV reported back that TC are not happy with heating and hot water compensation it was not enough for the distress that has been caused.

7.2 RIR - TC will be attending the meeting on the 12th March to voice their concerns.

7.3 AO will be sending the agenda re: Aylesbury, she informed forum that Manor place would soon be available in June/July. This was good news.

7.4 Cllr Lauder informed forum she had called meeting about heating and hot water more communication needed around the blocks on what was going on.

7.5 A corroded pipe should last 40 years on Thurlow street will get a traffic order to do the works, this will take a few weeks. There would now be quarterly meetings with Michael Scorer and his team as the residents are suffering. JB offered her TRA's availability for assistance with handing out of water and heaters. There are 20 heaters available for hire during emergencies; this would be on the basis of one per household.

7.6 Bottles of water are also available from Taplow office.

Action: exercises will take place with the call centre in summer.

8. Delegates were asked if they were happy for forum meetings to continue every six weeks, this was welcomed by all.

9. Forward Planning

9.1 Heating and hot water engineers to come back to a future meeting.