Aylesbury Area Forum - Minutes of meeting of 16th May 2017

Present

Delegates

Jean Bartlett	Aylesbury T&RA/Forum Chair
Donna Grant	Aylesbury T&RA
Josephine Ocaka	Aylesbury T&RA
Pat Davies	Aylesbury T&RA
Harry Matthews	Thurlow Lodge T&RA
Aysen Dennis	Wendover Community

In attendance:

Carol Vincent	Thurlow Lodge T&RA
Carolyn Wilson	Wendover Community (co-optee)

Councillors

Lorraine Lauder MBE	Councillor

Officers

Cheryl Russell	Central Area Manager
Abi Oguntokun	Resident Services Manager
Anthony Jones	Team Manager Supported Housing
Brian O'Neil	Tennant Homeowner and Information Team Leader
Carla Bates	Tennant Homeowner and Information Officer

Apologies

Samantha Jury-Dada	Councillor
Paul Fleming	Councillor

1.0	**Introductions and Apologies**	
1.1	As above.	
2.0	**Code of conduct**	
2.1	The chair advised the meeting would be held with reference to the code of conduct.	
3.0	**Minutes of the forum meeting held on 21st March 2017**	
3.1	Adopted with corrections as below.	
4.0	**Matters Arising**	
4.1	Duplication of Donna Grant's name on attendance list	
4.2	Carolyn Wilsons name misspelt correction made	
4.3	Pat Davies name misspelt correction made	

4.4 4.5	CV informed the forum that pest control would be attending her estate walkabout. CR did not have the answer to 5.2 but would seek clarification and report back.	
5.0 5.1 5.2 5.3 5.4 5.5 5.6 5.7 5.8	**AGM Business – Brian O'Neil** JB nominated herself for chair this was seconded by DG The Vice Chair would continue to be rotating position as agreed by all delegates. Nominations were called for Tenant Council. CV nominated herself for TC. The chair explained that the forum had been contacted by CV's T and RA, explaining that CV was no longer a delegate to the Forum; the Chair explained that CV could attend the forum and was very welcome at the meetings, but she could not be nominated to any roles representing the forum, the chair explained to CV that should be delegated to the forum again in the future, she would be able to represent the forum. CV decided to leave forum at that point, however, the chair appealed to CV to stay. CV left the meeting. AD nominated herself to Tenant Council seconded by JB DG nominated herself to Tenant Council seconded by AD JB nominated herself to Arbitration seconded by AD HM nominated himself to Arbitration seconded by AD AD nominated herself to TRSIG seconded by DG	
6.0 6.1	**Area Manager Annual Report – Cheryl Russell** CR told the meeting that it had been a good year, performance against key indicators had gone up in eight areas, and of note was the improvement in the number of estate inspections taking place with residents, tenancy visits had increased, leaseholder visits had increased and the number of compliments about staff had increased. Of note was Hema Vashi, RSO. HV had received an outstanding number of compliments, and had been thanked personally by the Chief Executive for her work. There have been significant staff changes in the team over the last year, and the return of repairs back to the Asset Management team was delivering improved performance on repairs on the estate. ASB had been broadly contained on the estate over the last year, especially through the work of the Wardens, the RSO's and Ken Dale. Moves taking place across the estate were significant, phase 2 saw a 56% reduction in the number of tenants, and a 16% reduction in	

	leaseholders. AO had lead a series of improvement across the estate, 'visible difference' which resulted in painting work, deep cleaning/jet washing and pavement improvement at Inville Road. For the year ahead, CR and AO are planning further improvements in the performance of the team, focus on Hoarding and more multi agency working.	
7.0	**Short Term Let Air BnB – for information** Noted	
8.0	**Improving Engagement – for information** Noted	
9.0	**Customer Access Strategy Briefing – for information** Noted	
10.0 10.1 10.2 10.3 10.4 10.5 10.6	**Agreed Forward Plan and Meeting Dates – Cheryl Russell** Pest Control will be invited to attend the next AHF meeting in June Some residents had experienced faults in the new alarm system as fitted by Elkins. The contact with Elkins was due to close in June who would then pick up on the faults if this arose out of hours, would this be done by the call center? - JB The position of Thurlow Lodge hall was raised. Chair was unsure that this was the correct place to deal with regeneration matters. Officers agreed to report back Wendover TRA does not have anywhere to meet, there were a number of offers including Taplow - DA and CW Thames Water contrary to the information given by Thames Water larger properties were not entitled to reductions also, the OPP reductions was misleading and the reduction only applies to those on benefits - JB The question was raised about the communal heating as to why it was off already. In response we were informed that when the temperature dropped after five days the heating will automatically switch off.. Residents had not received any correspondence stating this. CR apologised and would look into this	 CR would look into this and feedback CR/BO'N

10.7	Wendover delegates queried access to noticeboards. Officers will try to assist where they have ownership.	
11.0	**Report Back from Delegates**	
11.1	**FSB Board**	
11.2	**Arbitration**- none	
11.3	**Tenants Council** - none	
11.4	**Community Council**- none	
11.5	**Repairs Core Group meeting** .	
12.0	**AOB**	
12.1	Some residents had experienced faults in the new alarm system as fitted by Elkins. The contact with Elkins was due to close in June who would then pick up on the faults if this arose out of hours, would this be done by the call center? - JB	**CR**
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12.2	Thames Water contrary to the information given by Thames Water larger properties were not entitled to reductions also, the OPP reductions was misleading and the reduction only applies to those on benefits - JB	
12.3	The question was raised about the communal heating as to why it was off already. In response we were informed that when the temperature dropped after five days the heating will automatically switch off.. Residents had not received any correspondence stating this. CR apologised and would look into this	**CR**
12.4	Wendover delegates queried access to noticeboards. Officers will try to assist where they have ownership.	**AO**
13.0	**Date of Next Meeting – 20 June 2017**	