

# TENANTS' FORUM

## Minutes of the Annual General Meeting held on

Tuesday, 8 September 2020 at 2:15pm in Committee Room 4, Town Hall

### PRESENT:

**Chair & SV for Barrow Island**  
Allan McIntosh

**Vice-Chair (SV for Raglan & Corporation Terr)**  
Mandy Anderson

**Street Voice for Grange & Cartmel Crescent**  
Jimmy Christie

### Barrow Borough Council

Cllr Kevin Hamilton

Cllr Bill McEwan

Janice Sharp, Assistant Director - Housing

Caroline Wagstaff, Operations Manager

Caroline Kendall, Assistant Operations Manager

		ACTION
1.	<p><b>APOLOGIES FOR ABSENCE</b></p> <p>Apologies for absence were received Irene Asbury and Jackie Scott (Street Voices for Lord Street Area Dalton) and Amanda Morris (Benefits Liaison Officer).</p>	
2.	<p><b>MINUTES OF PREVIOUS MEETING HELD ON 4 MARCH 2020</b></p> <p>The minutes were agreed as a true and correct record.</p>	
3.	<p><b>MATTERS ARISING</b></p> <p><b>3.1 Windows on Grange &amp; Cartmel Crescent (3.1)</b></p> <p>Following a site visit in January when it was established the failure or lack of external perimeter sealing around window frames, with the subsequent unavoidable delays, checks will be made to ensure the cost of remedying the defects has been included in next year's maintenance budget.</p> <p><b>Post meeting note:</b> Nigel Clarke (Senior Project Officer) advises work to re-seal these windows will be tagged on to other works Richmond Joinery will be carrying out - utilising the cherry picker whilst on hire. The work will be carried out late spring/early summer 2021.</p> <p><b>3.2 Large Trees on Raglan Court (3.6)</b></p> <p>Mandy advised the two overgrown trees have now been pollarded..</p> <p><b>3.3 Survey of Tenants &amp; Residents (STAR) (3.9)</b></p> <p>Caroline W advised the STAR survey has been completed with a 33% response – a 10% increase since the previous survey. Initial results appear very positive; a report is in the process of being compiled and will be shared with the group as soon as it's completed.</p> <p><b>3.3 Schemes on Ormsgill</b></p> <p>Caroline Kendall advised following a spate of anti-social behaviour, locked gates have now been installed either end of the pathway between Broad Close and Hazel Gill. Keys to the gates are kept by Estates Team, MCU and the police.</p> <p>The area at the junction of Middlefield and Hazel Gill has been tidied up, trees and shrubs cut back. The intention is to provide wooden planters which will be planted up as and when possible.</p> <p>Bill McEwan said the Haverigg Team – in conjunction with Peter Buckley from the Streetcare Team - have done an absolutely fantastic job tidying up various areas around the town.</p>	

<p><b>3.4</b></p>	<p><b>Inadequate lighting at Lord Street</b></p> <p><b>Post meeting note:</b> Cathy contacted Jackie Scott who advised that the lack of lighting has not been addressed. Cathy established from Graham Harcourt that the lighting work was put on the back burner over lockdown. There is also the issue of locating a landlord supply nearby. The work will have to wait until the Covid issue has passed.</p>	
<p><b>4.</b></p> <p><b>4.1</b></p> <p><b>4.2</b></p>	<p><b>ELECTION OF CHAIR AND VICE-CHAIR</b></p> <p>As the group had been previously advised, this was Allan's last meeting before he steps down as a tenant rep. Before the election of new chair took place, Kevin took the opportunity to thank Allan for his absolutely wonderful contribution to tenant involvement over many years – he has been a much valued member of the Tenants' Forum.</p> <p>Allan then handed chair of the meeting over to Jan Sharp.</p> <p><b>Election of New Chair of Tenants' Forum</b></p> <p>Jan asked those present if there were any nominations for Chair. Jim Christie proposed Mandy Anderson as Chair, which was seconded by Allan. Mandy was therefore elected as Chair of the Tenants' Forum for the coming year.</p> <p><b>Vice-Chair of Tenants' Forum</b></p> <p>Jan asked those present if there were any nominations for Vice-Chair. Allan proposed Jim Christie as Vice-chair, which was seconded by Mandy. Jim was therefore elected as Vice-chair of the Tenants' Forum for the coming year.</p> <p>Congratulations to Mandy and Jim on their appointments.</p>	
<p><b>5.</b></p> <p><b>5.1</b></p> <p><b>5.2</b></p> <p><b>5.3</b></p>	<p><b>APPOINTMENT OF REPRESENTATIVES TO GROUPS</b></p> <p>The following tenants were appointed to sit on groups for the coming year:</p> <p><b>Housing Management Forum (four tenant reps)</b></p> <ul style="list-style-type: none"> <li>• Mandy Anderson</li> <li>• James Christie</li> <li>• Irene Asbury</li> <li>• Jackie Scott</li> </ul> <p>Substitutes: none available</p> <p><b>Tenant Scrutiny Working Party</b></p> <ul style="list-style-type: none"> <li>• Mandy Anderson</li> <li>• Jim Christie</li> <li>• <i>Vacant place</i></li> </ul> <p><b>Tenants' Complaint Panel</b></p> <ul style="list-style-type: none"> <li>• Mandy Anderson</li> <li>• Jim Christie</li> <li>• <i>Vacant place</i></li> </ul>	
<p><b>6.</b></p>	<p><b>HOUSING MANAGEMENT FORUM REPORTS</b></p> <p>Jan summarised the report which will be presented to next HMF on 9 September:</p>	

<p><b>6.1</b></p> <p><b>Adelphi Court – Further Extension of Lease</b></p> <p>Members will be asked to renew the lease for Adelphi Court with Richmond Fellowship to 30 May 2021 on the same terms and rent and to delegate authority to Jan to determine rent and terms to renew the lease.</p> <p><b>6.2</b></p> <p><b>United Utilities Contract for the Collection of Water</b></p> <p>Members will be asked to agree renewal of the contract between the Council and United Utilities for a further five years (2021-2026).</p> <p><b>6.3</b></p> <p><b>Disabled Adaptations</b></p> <p>Members will be asked to approve proposed adaptations works to two properties which will enable each disabled person to maximise their independence and quality of life.</p>		
<p><b>7.</b></p>	<p><b>TENANT PARTICIPATION COMPACT BUDGET <i>update</i></b></p> <p>The current budget was circulated; there has been no spend since the previous meeting.</p>	
<p><b>8.</b></p> <p><b>8.1</b></p> <p><b>8.2</b></p>	<p><b>ENVIRONMENT ENHANCEMENT BUDGET <i>update</i></b></p> <p><b>Environmental Enhancement £5k Budget 2020/2021</b></p> <p>The balance stands at £3,325. In view of the fact that the current situation has meant proposed schemes have been put on hold, Jan will speak to Susan Roberts to establish whether the balance can be ring-fenced.</p> <p><b>Area Improvement £10k Budget 2020/21 (officers' budget)</b></p> <p>Spend so far this year:</p> <ul style="list-style-type: none"> <li>• Provision of skip (goodwill gesture) to 20 Biggar Garth so they can clear soil/stones from the garden: £150</li> <li>• Removal of tree at 23/25 holker Street by South Lakes Tree Services: £340</li> <li>• Provision of fencing on Colchester Place: £300+</li> </ul>	<p><b>Jan</b></p>
<p><b>8.</b></p>	<p><b>STAFFING UPDATE</b></p> <p>Jan advised when the national lockdown was announced on 23 March, as many members of staff as possible were sent home. Laptops were obtained for those members of staff home working. Emergency and urgent repairs only are being carried out. There is a mix of home working and office working. The Homelessness Team are working from home. Janice and Caroline Wagstaff have been working in the office from day one.</p> <p>To facilitate tenancy sign-ups, the reception area is being used on an appointment only basis. Glass screens have been ordered for the interview rooms.</p> <p>As a front line service, some to face-to-face appointments are required. Although evictions are currently suspended, all those cases which were in the system prior to lockdown remain on hold of whether we have a duty or not.</p> <p>Caroline said she and Jan were very proud of the way Housing as a whole have stepped up to the plate over the past months – some members of staff helped out at the Crematorium, some helped with weeding, delivering food parcels, assisting with grants and the community hub, and setting up flats; the Homelessness Team have been working flat out.</p>	

<p><b>9.</b></p> <p><b>9.1</b></p> <p><b>9.2</b></p> <p><b>9.3</b></p> <p><b>9.4</b></p>	<p><b>ANY OTHER BUSINESS</b></p> <p><b>Congratulations to Bex</b></p> <p>Kevin passed on his congratulations to our Business Support Manager, Rebecca Halton, on the safe arrival of her second son, Elliott!</p> <p><b>Gas Tag</b></p> <p>Allan asked for an update on Gas Tag.</p> <p>Janice advised the system is still being developed but focusing on the core group of people who never let us in to do gas safety checks</p> <p>Allan mentioned last time an operative carried out a gas service check he was in the house only nine minutes. However, another Sure Gas operative who had to attend to fix a problem whilst Allan was self-isolating , checked everything more thoroughly than the operative who had carried out the actual gas check.</p> <p><b>Bin Store at Raglan Court</b></p> <p>Mandy said people from neighbouring streets have been dumping rubbish in the bin store area. She was advised estate walkabouts will be starting again soon and officers are still monitoring estates.</p> <p><b>CCTV Dundalk Street</b></p> <p>Allan was concerned that someone has moved into upstairs flat on Dundalk Street and fitted a camera which is pointing at the gates. Caroline W advised that CCTV should not capture images beyond the property boundary ie streets/footpaths. If it is there to protect their door then that is okay. Caroline W will organise a visit to check the position of the CCTV.</p>	<p><b>Caz W</b></p>
	<p><b>PRESENTATION TO ALLAN</b></p> <p>As the meeting drew to a close, Janice took the opportunity to present Allan with a leaving gift from Housing and the Tenants' Forum in recognition and thanks for the many years he had served as a tenant rep.</p> <p>Allan first sat in on a meeting of the Tenants' Forum in December 2001. In February, 2002 he was appointed as street voice for Barrow Island and at the same time became a member of Housing Management Forum as well as the Cumbria Residents' &amp; Tenants' Forum.</p> <p>In 2004 he was elected Vice- Chair of the Forum until October, 2017 when he was elected Chair.</p> <p>Everyone around the table agreed Allan had been a much valued tenant rep and he will be sadly missed but he was leaving with everyone's very best wishes for the future.</p>	
<p><b>10.</b></p>	<p><b>DATE OF NEXT MEETING</b></p> <p>Provisionally arranged for Monday, 30 November at 2pm in Committee Room 4 – to be confirmed.</p>	