

Home Service Improvement Group

12 August 2014

- discussed the New Design Guide Workshop where residents contributed ideas on improving the building of future homes
- added lift maintenance and encased bathroom fittings (2D lights) to action plan
- request to be involved in upcoming procurement process for low voltage electrical works contract
- discussed how Mears manage multi trade repairs and how they are aiming for greater cohesion and improved communication
- updates from Estate Development Budget (EDB) Panel reps
- visit to the repairs desk visits for Home Group members arranged
- looked at the 'Tenant representative's repairs reporting procedure'
- next meeting 11 November 2014 looking at lift replacement and maintenance, 2D lights, elections to gas procurement contract group

Neighbourhood & Community Service Improvement Group

3 July 2014

- Car Parks & Garages (CP&G) Team answered questions
- weekly charges increase in April based on inflation (agreed at Housing Committee) blue badge holders receive discount. There are 3 city wide charge zones
- spaces are allocated in the following order of priority- blue badge holders, council tenants and leaseholders, and private residents
- enforcement exists for lined spaces, outsourced to Ethical Parking Management (EPM), responsible for fines and appeals
- the 'White List' is an EPM term describing a discretionary special dispensation, giving temporary immunity from fines, due to extenuating circumstances
- the free, site specific, visitors permit scheme was described, particularly how permit abuse reports are received and dealt with. The scheme is currently being reviewed
- contractors are responsible for their own parking arrangements. Mears can use CP&G visitors' spaces. Often other contractors apply successfully for this same special dispensation. No contractor is exempt from yellow lines.
- next meeting 18 September 2014 looking at gardening standards letters

Tenancy Service Improvement Group 18 August 2014

- identified fly tipping hot spot to focus on for a new project and visited site
- ideas include an amnesty day where locals can bring items to a central collection point and community clean up days
- using EDB to develop an empty space – repaving and/ or installing cycle racks if local residents want this
- suggested another bid for gardening to improve the area
- suggested earlier demolition of empty garages to improve the area
- next meeting 24 September 2014 progressing estate improvement project

Involvement & Empowerment Service Improvement Group 17 July 2014

- learning from the Level Resident Involvement Event to take resident involvement roadshow around the estates
- a calendar of events for resident involvement information days
- elections to City Assembly Sub Group
- Sub Group working on agreeing venue and theme for November
- suggestions about the Model Constitution made by the Area Panels being presented at Housing Committee on 8 September
- campaign to recruit new members
- next meeting 11 September 2014 planning updating the Tenant Representative Handbook

Business & Value for Money Service Improvement Group 16 July 2014

- talked about using Homing In magazine to promote energy efficiency advice and useful contacts
- Selsfield Drive Office closure - talked about how this has affected tenants, including rent, arrears and other ways to pay
- Performance Report –highlights included lift breakdowns and replacement programme

- Money Advice Support Service case study review – the group felt the service works well overall
- looked at new Tenancy and Neighbourhood cluster areas
- next meeting 29 October 2014 to focus on conversations about budget priorities