

Sheltered Housing Panel
Monday 3rd July 2017 at 2.00pm
Bernard Weatherill House Community Space

Panel members

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| Sheryl Read (chair) | Ashish Patel |
| Bob Horne (vice chair) | Teresa Cox |
| Joan Smith | S Doherty |
| Charles Caesar | Richard Weller |
| Bill Jones | John McGovern |
| Arlene Waller | D Sykes |
| Eileen Kistnappah | Jean Baldy |
| Raja Smith | S Ions |

Observer

Marilyn Smithies

Councillors

Cllr Hays-Justice
 Cllr Bird
 Cllr Clouder

Officers

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| Rachel Pankhurst | Resident Involvement Officer |
| Vanessa Gauld | Resident Involvement support officer (Notes) |
| Chris Stock | Resident Involvement & Scrutiny Manager |
| Hannah Ojo | Principal Asset Management Building Surveyor |

Guests

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| Nicola Payne | Tenancy Support officer |
| Shelley Williams | Principal Facilities Manager, Croydon Council |
| Ian Rhodes | Head of Service- Axis |

| Ref | Item | Action |
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| 1.0 | Welcome, introductions and apologies | |
| 1.1 | Apologies were received from Mavis Jardine and Dorothy McGreggor | |
| 2.0 | Fire Safety information- Chris Stock & Hannah Ojo | |
| 2.1 | Chris Stock & Hannah Ojo came along to give information regarding fire safety items. | |

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| <p>2.2</p> <p>2.3</p> <p>2.4</p> <p>2.5</p> <p>2.6</p> <p>2.7</p> <p>2.8</p> <p>2.9</p> <p>2.9.1</p> <p>2.9.2</p> <p>2.9.3</p> <p>2.9.4</p> <p>2.9.5</p> | <p>Croydon Council have 39 blocks of flats over 6 storeys. There are 16 blocks which have been cladded. All have now been tested and none are clad in the same materials as used in the Grenfell tower. Both the cladding and insulation are non- combustible.</p> <p>College Green block will still go ahead with the cladding as pre-planned. There will be full consultation with the residents.</p> <p>Fire safety assessments have been carried out in conjunction with the London Fire brigade, and all caretakers will be completing a fire safety check once a week.</p> <p>Residents are being reminded of their role to keep communal areas free of any obstructions- any items left on landings will be disposed of by the caretakers if an owner cannot be identified.</p> <p>Any issues regarding communal areas having obstructions should be reported directly to the Contact centre- please do not wait for the Caretaker to action.</p> <p>Fire doors are not to be propped open as this makes the time delay ineffective</p> <p>Smoke detectors- The London Fire Brigade will supply & fit these free of charge- please contact them directly. If smoke detectors are not working, or need a new battery will be repaired by Axis- contact Axis directly.</p> <p>Fire doors that have glass in <u>are</u> equally as effective as non-glass doors.</p> <p>Sprinklers- All blocks over 10 stories will be fitted with these starting by the end of October this year, with a view to finishing by April 18.</p> <p>Individual assessment for each block will be carried out before the sprinkler works. Blocks will be visited in the next 3 weeks to answer questions, and flyers will be posted before this to advise residents of the date/time.</p> <p>Sprinklers will be in individual flats, and in liaison with LFB in communal areas.</p> <p>Residents will be consulted that are in the blocks due to have the sprinklers fitted.</p> <p>London Fire Brigade advise you to stay in your property, unless of course the fire is in your property</p> | |
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| <p>3.00</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p> <p>3.6</p> <p>3.7</p> <p>3.8</p> <p>4.00</p> <p>4.1</p> | <p>Axis- Ian Rhodes- Head of Service</p> <p>Ian gave a presentation of the customer service update, and paper copies were handed out, as well as being shown on the large screens.</p> <p style="text-align: center;">A brief overview being:</p> <p>The team consists of 10 customer service advisors that are on day-time duty, and 5 officers that are on duty of an evening. Two Resident Liaison Officers that have been in office for the last four months, each have a sign written vehicle-they drive onto estates and welcome questions and queries from residents which they will source answers to and return to the customer. They do not pass the queries over as they can get diluted.</p> <p>They have one handyman to carry out minor repairs- as listed in the handout</p> <p>The revised repair surgery dates will be going up in the blocks within three weeks, giving residents enough time to plan attendance.</p> <p>Ian confirmed that the phone service is indeed still an option, as a lot of residents are not able to use the on-line service.</p> <p>The Axis service has recently had apprentices at Creed Court to update the communal space, as part of the community scheme. As the space was still not being used by many residents, the apprentices organised an afternoon tea which was well received.</p> <p>They are considering further social events at resident's requests such as fish & chip lunches, movie afternoons and afternoon teas.</p> <p>Information was given regarding response times to calls, gauging satisfaction levels by text message, and concerns/ complaints process.</p> <p>Churchill Cleaning – Shelley Williams & Colin Stone</p> <p>Shelley Williams and Colin Stone came along and presented an overview of their responsibilities for monitoring the work that Churchill carries out to the Council stock including sheltered housing all over the Borough. Monitoring dictates output and cleaning standards. The contract is performance based.</p> | <p>IR</p> |
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| 4.2 | Mops and buckets have now been provided for mopping up spills in the laundry or kitchen in all blocks except for Sevenoaks. SW to look into. | SW |
| 4.3 | It was highlighted that Cedar House are allocated one hour of cleaning on a Monday. A resident has observed that only 30 minutes of cleaning is carried out, and on a bank holiday Monday they do not have a service. Neither is the service put back by a day to take into account the bank holiday. | SW |
| 4.4 | A schedule will be placed on the notice board of CH so that residents are aware of the service that is provided. A letter from a resident was passed to Shelley Williams for consideration and response. | SW |
| 4.5 | Dryers are not being pulled out to allow for the dirt and dust to be swept away as this could be a fire hazard. SW has advised that Axis need to be called in to arrange for the dryers to be pulled out before cleaning can be arranged as this is not part of their contract. | SW |
| 4.6 | Colin Stone will arrange to go around with Churchill's & report back to Joan Smith | CS |
| 4.7 | Laxton Court car park appears to not have been cleaned for months, SW advised that Churchill's only litter pick on the outside of the property, and porches, they do not clean. Boxes and rubbish are the responsibility of the Caretaker. Adam Curtis was sent an email and the response is: | |
| 4.8 | Churchill <ul style="list-style-type: none"> • Are the contractor who carries out window cleaning to communal windows and glass in our blocks of flats. They also undertake the cleansing inside the sheltered and special sheltered blocks of flats. | |
| 4.9 | Veolia <ul style="list-style-type: none"> • Are the contractor responsible for cleaning all outside surfaces – litter picking and sweeping hard standings and communal areas outside the block. They are also scheduled to spray weeds and clear fly-tips. • They are contracted to clean the food waste bins. • Collect general waste, recycled and food waste. | |

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| 4.9.1 | <p>Quadron (been acquired by Idverde, same contract requirements)</p> <ul style="list-style-type: none"> • Cut and maintain communal grass • Cut and maintain shrubs and hedges and beds | |
| 4.9.2 | <p>There being no further questions the Chair thanked Shelley and Colin for coming along.</p> | |
| | <p>5.0 Mobility Scooter Storage – update</p> | |
| 5.1 | <p>Emma Langhorne was unable to come along to the meeting but had sent a written update on progress so far.</p> | |
| 5.2 | <p>Allington Court should be completed within the next 1-2 weeks</p> | |
| 5.3 | <p>Southlands Close is taking a bit longer to do as spaces are being installed inside and outside, however work is slowing down due to the Grenfell incident, as work is being prioritised.</p> | |
| 5.4 | <p>Layton Crescent is almost complete, letters were sent out last week asking if any residents would like a space.</p> | |
| 5.5 | <p>Cllr Clouder asked when Gillet & Garnet would be considered for mobility storage. Rachel to check with Emma Langhorne</p> | RP |
| 6.00 | <p>Any Other Business, Date of next meeting and future agenda items</p> | |
| 6.1 | <p>Future agenda items;</p> <ul style="list-style-type: none"> • Anti-social behaviour – Sharon Murphy to be invited to attend | RP |
| 6.2 | <p>Date of next meeting will be in October at 2pm, date & venue to be confirmed</p> | RP |
| <p>Meeting closed 4pm.</p> | | |

