

Sheltered Housing Panel
Tuesday 28th March 2017 at 2.00pm
Bernard Weatherill House Community Space

Panel members

Sheryl Read (chair)	Peter Mason
Dorothy McGregor	Ashish Patel
Bob Horne	Teresa Cox
Syed Ahmad	Joan Smith
Charles Caesar	Les Wallace
Marjorie Lee Sang	Jean Baldy
Bill Jones	J McGovern
James McCloggan	Arlene Waller
David Sykes	Eileen Kistnappah
Sylvia Iron	Raja Smith
David Besser	

Observers

Marilyn Smithies, Sheila Howard

Councillors

Apology was noted from Patricia Hays-Justice

Officers

Rachel Pankhurst	Resident Involvement Officer
Steve Driscoll	Resident Involvement Officer (Notes)

Guests

Mark Meehan	Director of Housing Need
Adam Curtis	Tenancy & Neighbourhood Services Co-ordinator
Nicola Payne	Tenancy Support officer
Mark Norrell	Head of Facilities Management, Croydon Council
Shelley Williams	Facilities Management, Croydon Council

Ref	Item	Action
1.0	Welcome, introductions and apologies	
1.1	Apologies were received from Zoe Gaffney, Emma Langhorne	
2.0	Action plan from previous meeting and matters arising	
2.1	(2.7) – London Fire brigade have not been contact by resident rep from Windmill Bridge House. Steve Driscoll asked to follow up.	SD
2.2	(4.7) – Mobility scooter update on agenda	
2.3	(5.4) – Rough sleepers, Bell Court on agenda.	
2.4	(6.1) Mark Meehan invited.	

2.5	(6.9 & 6.10) Shelley Williams invited along to come along and talk about Churchill on agenda.	
2.6	(8.1) AXIS representative to be invited to next meeting (July)	
3.0	Churchill Cleaning – Shelley Williams	
3.1	Shelley Williams and Mark Morrell (Head of service) 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. Which dictates output and cleaning standards. The contract is performance based.	
3.2	It was pretty clear from discussions that in the majority of blocks, there was not a mop and bucket provided for mopping up spills in the laundry or kitchen. Churchill had been asked to leave one but this had not happened. Mike Morrell gave an undertaking that all sheltered blocks would be provided with a mop and bucket for this purpose.	SW
3.3	In a couple of blocks residents had observed the same equipment being used to do the cleaning in all the blocks and asked if this was correct procedure. In Sevenoaks House for instance it was felt that in the resident's opinion, a deep clean was needed. Mark Morrell said that he would investigate.	MML
3.4	Residents highlighted particular issues with cleaning in their block. Shelley said that every block should have a communications book in which to put such observations so that issues with cleaning could be monitored.	
3.5	It was also highlighted that as residents did not know when Churchill staff were due to turn up it was difficult to ensure that the communal rooms where locked were accessible. Shelley said that cleaning schedules should be provided for all blocks and if this was not the case, they should let her know. A resident from Sevenoaks House said that they did not have a book.	SW
3.6	Laxton Court residents said that their communal kitchen cannot be cleaned as no one has any keys for it. Mark Morrell said that the Council are working with the relevant housing staff to find a solution. There being no further questions the Chair thanked Shelley and Mark for coming along.	
4.0	Mobility Scooter Storage – update	
4.1	Emma Langhorne was unable to come along to the meeting but had sent a written update on progress so far. Phase one which covers Allington Court and Layton Crescent & Southlands Close are currently being worked upon. Phase 2 will involve consultation on proposed schemes for Arun Court, Ashwood Gardens and Borough Grange.	

4.2	Residents asked if other blocks are being taken in to account. Windmill Bridge House has already be referred to Emma by Nicola Payne and residents asked if Creed Court, Gillett & Garnet Road and Laxton Court could also be considered.	EL
5.0	Meet your Director – Mark Meehan	
5.1	Bill Jones mentioned that the online information for Sheltered Housing on the Councils webpage and in particular the map showing block locations was out of date. Bridge Place is shown as being in Addiscombe Ward & not Selhurst, Windmill Bridge House has been moved from Addiscombe Ward to Ashburton Ward. It was also mentioned that Tonbridge House and Gillett Road are no longer sheltered blocks. Mark Meehan said that he would look into this.	MM
5.2	Adam Curtis accompanied Mark and took several questions regarding fly tipping and the collection of bulk rubbish. Adam said that the Council are endeavouring to change the culture in residents and how they dispose of bulky items. Residents can have several items removed for £10 and this service is open to all. Adam is working with Steve Iles in Streets to look at how furniture can be recycled.	
5.3	Les Wallace mentioned that the problem at flats 1 to 4 Creed Court had still not been attended to. Adam to investigate.	AC
5.4	Laxton Court is experiencing problems with anti-social behaviour from people hanging around the front entrance to the block, in the main street drinkers. A resident asked if consideration could be given to removing the bench outside. Adam Curtis said that he would take this up. Mark Meehan said that he would be visiting the area sometime in April to look at the issues in the area which would include Laxton Court.	AC
5.5	The problem of benches was also common to Freeman Court with street drinkers a common problem and abusing residents. Adam said that he would also follow this up.	AC
5.6	Both Mark & Adam promoted the use of clean up days on estates which also could be used as community days for estates. Sevenoaks House are keen to have such a day	AC
	There being no further questions the Chair thanked Mark and Adam for coming along.	
6.0	Update on rough sleepers (Bell Court)	
6.1	Although the item focused on Bell Court, it became clear that the issue of rough sleepers was a common problem in some sheltered blocks. Laxton Court have experienced issues with rough sleepers and also youths causing anti-social behaviour in the block. It was agreed that	

	<p>someone from the anti-social behaviour team come along to the next meeting to talk about how the council deals with ASB.</p>	<p>RP</p>
<p>7.0</p>	<p>Any Other Business, Date of next meeting and future agenda items</p>	
<p>7.1</p>	<p>Bill Jones on behalf of Bridge Place residents mentioned grateful thanks from the residents to the following, the Caretaking team who despite staff sickness, vacancies and holidays who maintained a good service and also to Ann Sturzaker for her all her help in setting up the Bridge Place computer club enabling them to become "Silver Surfers".</p>	
<p>7.2</p>	<p>Raja Smith of Laxton Court mentioned that AXIS organise repairs surgeries, but do not turn up. AXIS will be invited to the next meeting and this will be one of topics for discussion.</p>	<p>RP</p>
<p>7.3</p>	<p>Arlene Waller of Sevenoaks House asked if a grass cutting schedule could be provided for Sevenoaks in her role as a Neighbourhood Voice. Steve Driscoll to investigate.</p>	<p>SD</p>
<p>7.4</p>	<p>Future agenda items;</p> <ul style="list-style-type: none"> • Anti-social behaviour – how Council deals with this and how tenants can report it • AXIS – Discussion on handyman service and surgeries • Churchill update 	
	<p>Date of next meeting is 18/7/17 @ 2pm and venue to be confirmed.</p>	<p>RP</p>
	<p>Meeting closed 4pm.</p>	