



SOUTH KERRIER AREA PANEL MEETING

HELD AT HELSTON RUGBY CLUB

ON 17TH AUGUST 2011

Present

Kelvin Lightfoot (Chair)
Pam Maude (Secretary)
Peter Eddy
Joe Ferguson
Chris Towner
David Waters
Alan Healey

Lynn Curnow (Vice Chair)
Phil McDonnell (Treasurer)
Mike Thorne
Pam Stinton
Gerry Lee
Jeanette Smith
Danny Keay

Coastline Staff

Robert Nettleton
Chief Executive
Officer

Nicki Highton
Neighbourhood &
Involvement Facilitator

Rhona Hall
Lettings Co-ordinator

1. **Apologies for Absence**

Apologies were received from Sue Roberts.

Welcome

Kelvin welcomed a possible new member to SKAP, Danny Keay of Helston.

Non-Attendance

Anthony Douglas-Brown.

2. Minutes of the last meeting held on 6th July 2011

- 2.1 Kelvin told the Panel that Mark England had handed the Community Payback Scheme to the Neighbourhood Involvement Sounding Board and said this could take a while before any results were forthcoming.
- 2.2 Kelvin told the Panel that Vaughn Williams of Blue Flame would be contacting Jonathan Warner re the poor lighting in Hens Horn Court.
- 2.3 Nicki informed the Panel that as any recharge is classed as debt any money received would go into the general pot. Robert said this money would eventually end up in maintenance but in the two years he had been at Coastline the Voids pot had never been empty.
- 2.4 Lynn read out a card from Rose thanking members of SKAP for the card and garden vouchers.
- 2.5 Lynn reported to the Panel that the rubbish bin in Wheal Rose Play Area had not been emptied again and that she had to again contact Julyan Pascoe, who told her that the responsibility for the bin emptying belonged with C.C not CSL. Lynn discovered it was lack of communication within CHL and CSL that resulted in some still holding these beliefs. Lynn stated that with further correspondence yet again, with all involved, hopefully the matter had now been sorted once and for all.
- 2.6 Lynn said she had been in contact with Debbie Greenaway regarding non response to emails and that she was still not getting acknowledgement emails and read out Debbie`s replies Debbie had stated that Customer Services do not chase individuals for a reply and said that log numbers should be applied to emails and apologised if this was not being done. Debbie further stated that all emails through Customer Services are acknowledged. Nicki said Debbie would like to know when the reply timescale was not being adhered to and would be happy to speak to anyone to explain the system.

Kelvin told the Panel that some members of staff are not completing their e-diaries and as a result Customer Services could not tell customers if a member of staff was in the building, on sick leave or holiday. Nicki said she would contact Debbie to send an email to everyone to keep their calendars updated.

Lynn told the Panel that in May Julyan Pascoe emailed Marcus Preedy on her behalf regarding Grounds Maintenance. Lynn then had to chase it up three months later as she had not received a reply. Eventually Lynn received a reply through Customer Services but this consisted of a County Council contact card and left it to Lynn to deal with. Lynn said she was not happy with this and would be contacting Marcus again.

- 2.7 Nicki said the information regarding Coastline having an agreement with the Cornish Community Bank regarding offsetting charges was not correct.

The Cornish Community Bank does not charge for direct debits but this was nothing to do with Coastline. However if a customer opens an account with the bank Coastline gives them £10.

- 2.8 Chris reported he had invited Kevin Brown to the next meeting and Kevin had accepted.
- 2.9 Robert said he had never given an instruction that he would not speak to a customer but may redirect them if he thinks someone else would be better equipped to deal with the query. Also if an MP writes to him Robert said he would reply to the MP or ask the relevant staff member to reply. Lynn asked Robert if the customer concerned could be notified of the answer. Robert said he was quite comfortable to send a short note to the customer when replying to the MP.
- 2.10 With regard to 45 Wheal Rose, Lynn said she brought this matter to SKAP as she was very concerned at the standard of relets, if this was an example. Lynn told the members she had contacted Simon via email and was awaiting his reply. Kelvin raised the matter of tenant reps not being contacted for a voids inspection. Peter told the panel that at a recent Cleancare Meeting OCS had promised to contact tenant reps for voids inspections. Robert asked to leave the matter with him and took the photographs away with him.
- 2.11 Kelvin reported that the play equipment safety strips had still not been dealt with and he would be contacting James Kidd.
- 2.12 Phil informed the meeting that a change in the SKAP bank was still ongoing and also he had sent a card to Bill Campbell who was ill.
- 2.13 Kelvin asked if any recognition could be made regarding the extra unpaid work Jonathan Warner does on behalf of tenants. Robert asked if a short note could be sent to him from SKAP. Pam M agreed to do this with a copy to Alice Blenes.
- 2.14 Nicki told the Panel that at this moment in time nothing has been decided re the grass cutting at Hens Horn Court. CSL will be holding a road show and after that there will be consultation and Nicki said she would update SKAP as and when there was further information.
- 2.15 The minutes were proposed by Peter Eddy and seconded by Joe Ferguson.

ACTION REQUIRED

- 2.a Nicki to contact Debbie to email reminders to staff to update their online diaries.
- 2.b Pam M to email Robert and Alice re Jonathan Warner.
- 2.c Kelvin to contact James Kidd re the safety strips.

2.d Nicki to update SKAP re consultation about the grass cutting etc.

2.e Lynn to contact Marcus Preedy re Grounds Maintenance matter.

3. **Rhona Hall – Lettings Co-ordinator**

3.1 Jeanette raised the question of people not knowing when a property of the size they required did not exist in the area they wanted. Rhona said Coastline do have a breakdown of this information, if requested. Robert said this information should be passed onto the applicant at the outset.

3.2 Kelvin asked Rhona for an explanation of “a local connection”. Rhona said this applied to new builds in rural areas to ensure properties went to local people and had quite wide criteria of the word “local”. Rhona said for example a person had lived there continually for 3 years or for 5 years in their life, they were born there or their parents were born there.

3.3 Rhona told the meeting that Coastline still had their own housing register and had recently let properties from it as no bids had been received for them. Rhona then explained the application system for Homechoice and said that Jo and herself had concerns that the elderly and vulnerable were not bidding and they were looking into it.

3.4 Pam M asked Rhona how a property would revert back to the Coastline Register. Rhona replied that when a property had 3 refusals it is eligible for Coastline to allocate.

4. **Customer Feedback**

4.1 Chris told the Panel that the Customer Scrutiny Panel had asked the Home Sounding Board several questions relating to this topic and he appreciated this route can be time consuming. Lynn asked how a person can know which member of a Sounding Board to contact when there is a problem with contact.

Nicki replied saying the Customer Scrutiny Panel receive a copy of the SKAP minutes and the minutes should say that SKAP have identified this ongoing trend with emails not being answered within the time frame and would like the CSP to look into the matter on behalf of SKAP. This could then be filtered to Board level or maybe referred to the Sounding Board for the particular service area which is not delivering the local offer.

5. **Resident Association Roundup**

5.1 Kelvin reported that the Cury R.A. was closing and hoped that someone else would form a new one.

5.2 Gerry said the Helston RA had Judith Acock, a local councillor, as a guest, to their last meeting and the number of members was good. They were also hoping to issue another Newsletter when possible.

Peter told the members there was a problem with the Trengrouse Way office key. Jackie Thompson on behalf of Coastline said they want the key to the inner office back and Helston RA will not be allowed in unless there is a member of Coastline staff present. Nicki said that this is because the supported housing officers do not have anywhere to go at the moment. Peter said the CAB who use this office do not have a problem with the RA using it as all documents are locked away.

Kelvin said he would contact Alice Blenes and point out that Helston RA only use the office in the evening and therefore would not clash with the supported Housing officers needs.

- 5.3 Lynn said Porthleven RA has a meeting on 21st September and she would Inform SKAP re the Big Breakfast planned.

ACTION REQUIRED

5.a Kelvin to contact Alice Blenes re Trengrouse Way Office key.

5.b Lynn to update on Porthleven RA Big Breakfast.

6. **Any Other Business**

6.1 David asked Robert what the plans were for Coastline installing solar panels. Robert replied by saying that unfortunately all the Housing Associations involved could not agree the legal terms with the company concerned. However the one scheme which is now ongoing should hopefully be finalised within a couple of months, subject to the legal terms being sorted out.

6.2 Nicki told the Panel she had been contacted on behalf of the residents of Hens Horn Court with regard to people arriving early, the meetings running over and the noise outside. Nicki stressed these comments were not directed specially at SKAP and she would amend the time scale to read from 5.30 p.m. to 8.45 p.m. and no one should arrive before 5.30 p.m.

6.3 Lynn asked if the old Cattle Market in Helston could be discussed at the next meeting as a possible venue.

7. **Date and Time of Next Meeting**

7.1 The next meeting will be held at Hens Horn Court on 28th September 2012.

..... K. Lightfoot (Chair)