



SOUTH KERRIER AREA PANEL MEETING

HELD AT HENS HORN COURT

ON 6TH JULY 2011

Present

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

Lynn Curnow (Vice Chair)
Phil McDonnell (Treasurer)
Pam Stinton
Gerry Lee
Jeanette Smith

Coastline Staff

Nicki High ton
Neighbourhood &
Involvement Facilitator

1. **Apologies for Absence**

Apologies for absence were received from Sue Roberts, Mike Thorne, Alan Healey and Jo Morris from Coastline Lettings.

Welcome

Kelvin welcomed a possible new member to SKAP, David Waters of Porthleven.

Non-Attendance

Anthony Douglas-Brown.

2. **Minutes of the last Meeting held on 25th May 2011**

2.1 Kelvin told the Panel that Mark England had nothing to report on the Community Payback Scheme at the moment.

2.2 Nicki said she had heard nothing regarding the poor lighting in Hens

Horn Court. Lynn suggested that Kelvin email Customer Services and they will monitor any emails to and from Derek Chapman . Kelvin agreed to contact Customer Services.

- 2.3 Kelvin informed the members that Charlotte Chadwick will be attending the meeting on 28th September.
- 2.4 Kelvin said clarification is still needed regarding the recharge money going into the general Coastline pot. Nicki said one of the Action Teams was dealing with this but she was not quite sure how far they had got with it. Lynn asked Nicki if she could find out which Action Team was dealing with this matter and what progress had been made.
- 2.5 Phil told the Panel he had sent a £10 voucher and card to Leanna for her wedding and Kelvin told Phil to take the money out of SKAP funds. Phil also confirmed he had sent a card and £20 garden voucher to Rose as a thank you for her contribution to SKAP over the years.
- 2.6 Lynn said she had been in touch with Claire re the size of the printing on the posters for “what reps do”. Nicki said she had brought to the meeting the latest printout which was slightly bigger although still A4 size for Lynn to have a look at. Lynn agreed it was better than the previous one.
- 2.7 Kelvin asked Jeanette if anyone had been in touch with her re the Coastline staff member’s attitude at the Home Sounding Board meeting. Jeanette said nothing was mentioned in the minutes but Claire had spoken to Mr Kidd and he was quite different at the last meeting she attended. Jeanette said she was happy with the way it had been addressed.
- 2.8 Pam M asked Lynn if the rubbish bin in Wheal Rose play area is being emptied. Lynn replied that it had been missed a couple of times and was getting quite full at times but this was mainly due to people abusing the facility by placing bottles in it. Lynn said Coastline Services were emptying the bin and she would keep an eye on it.
- 2.9 The minutes were proposed by Peter Eddy and seconded by Gerry Lee.

ACTION REQUIRED

- 2.a. Nicki to find out which Action Team and what progress had been made re the recharge money going into the general Coastline pot.
- 2.b. Kelvin to contact Customer Services to monitor emails to and from Derek Chapman re the poor lighting in Hens Horn Court.
3. **Lettings**
 - 3.1 Unfortunately Jo was unable to attend but Pam M read out an email from her explaining the system. Problems arose when people opted for multiple choice areas as this would not tell the applicant that there were no properties of the

size in a particular area. Kelvin said someone was needed to come to the meeting to explain the Housing Register/Home Choice system as it appears Home Choice does not have the software to advise applicants there is not, and never will be, a property of the size they require in that particular area.

Nicki suggested inviting Jo or Rhona to the next meeting but preparing a list of questions and contacting them prior to the meeting and also they would have an idea who to invite from Home Choice.

Lynn asked any members to telephone or email Pam M with any questions in plenty of time for the next meeting. Kelvin to invite Rhona or Jo to the August meeting.

- 3.2 Jeanette told the meeting that with regard to transfer the people concerned should be made aware that if one party has a long term tenancy and the other has a short term, then the tenancy will change to the other party`s tenancy agreement.
- 3.3 Pam M asked what exactly were Affordable Rents. Nicki said this was new Government legislation and Coastline had no choice in it. Nicki also said this legislation would affect benefits . Kelvin asked Chris if he would invite Kevin Brown to the September 28th meeting. Chris agreed to do this.
- 3.4 Jeanette said people should be aware that certain banks make a charge for paying direct debits, such as rent etc. Nicki replied that Cornwall Community Bank do not charge for direct debits and if a customer opens an account with that particular bank, Coastline will give the customer £10.

ACTION REQUIRED

- 3.a Kelvin to invite Jo or Rhona to August Meeting.
- 3.b. Members to contact Pam M re any questions for Jo or Rhona.
- 3.c. Chris to invite Kevin Brown to the September 28th meeting.

4. Feedback to Customer Reps

- 4.1 Kelvin told the Panel that he had been approached by a man carrying out work to the sub station etc. in Parc Enys regarding parked cars as the man had been told Kelvin was the tenant rep. Kelvin said no one at Coastline had told him about this as he could have told the residents not to park there
- 4.2 Kelvin informed the meeting that with regard to a particular piece of play equipment he had been trying to get a protective strip installed since last October, he has still not received a reply and will be contacting James Kidd with a copy to Marcus Preedy. Nicki suggested copying in Sarah Pascoe as she is the Complaints lady.
- 4.3 Lynn said unless she asked for feedback/ information when reporting a repair, either for herself or on behalf of a tenant then 7 times out of 10 she was not kept in the

loop. This was particularly relevant when dealing with Coastline Services and sometimes Customer Services have not picked this lack of acknowledgement up. Nicki asked Lynn to contact her with details.

- 4.4 Lynn said she thought that new tenants should be made aware of the tenant rep for their area. Nicki said that the poster with the tenant reps contact details was to be included in the Welcome Pack. Also at the 4 weekly check up the new tenant will be asked if they want to be involved and if they agree the contact information can be given to the tenant rep. Jeanette expressed concern that this information could be missed as the Welcome Pack is quite bulky.
- 4.5 Pam M brought up the fact that on a neighbourhood inspection on 19 April she raised the matter of a tenant having a soil embankment from a farmer's field sliding down into her garden. The tenant was visited by Pam M and a member of Coastline staff at the time. Pam M met this lady by chance on 16 June and the tenant said she had heard nothing. Pam M then rang Lynn Wilson and a couple of days later someone from Coastline Services visited the tenant and said they would be coming in a couple of months with some topsoil. Pam M then contacted Lynn Wilson again and the following day the lady was given the 1st July for the work to be carried out.
- 4.6 Kelvin said there were a couple of overgrown gardens in his area and after explaining how these affected public areas Nicki suggested he contact Tom McQuaid.
- 4.a. Lynn to contact Nicki with details of emails not acknowledged when reporting a repair.
- 4.b. Kelvin to contact Tom McQuaid re the overgrown gardens in his area.
- 4.c. Kelvin to contact James Kidd re the play equipment protective strip

5. **Resident Association Roundup**

- 5.1 Kelvin told the Panel that he will resign from the Cury RA on the 19th of this month, due to other commitments and village politics.
- 5.2 Peter said the Helston RA had produced a newsletter and were hoping to print one every 3 months. Peter said the meetings were well attended and Kelvin asked that the hard work Jackie Thompson had put into the RAs should be minuted and an email be sent to Jackie thanking her. Pam M agreed to do this. Peter also mentioned with regard to the benches provided by SKAP, he would like the thanks of all members to Gerry for painting them be minuted.
- 5.3 Lynn said arrangements were under way for the Big Breakfast being organised by the Porthleven RA. She said they had encountered a problem with the only cooker available being too small. Nicki gave Lynn the email contact details of a chef at Cornwall College who had a Food Hygiene Certificate and could probably help with equipment.

5.a. Pam M to email Jackie thanking her for all her hard work re the RAs.

6. **Any Other Business**

6.1 A letter from MAP and TAP was read out by Kelvin in which they said they had experienced problems hearing what was being said at the March meeting. Peter said the problem was mainly with the tables being far apart and also some members who spoke quietly. Kelvin said there was an invitation for SKAP members to visit a MAP and TAP future meeting.

Nicki said she would contact Claire and then email Pam M with the information. Peter told the meeting a chap called Tommy Thomas had a coach and his prices were very cheap.

Pam M said she would contact MAP and TAP in reply to their letter, apologising for the poor sound quality and inviting them to another meeting.

6.2 Peter told the meeting a customer had wanted to contact Robert Nettleton but had been told no chance. Nicki told the meeting the correct procedure would be to contact Ernestine Rickett who was Robert's secretary. Peter said he would relate this information to the customer and Chris said he would mention this matter to Robert at a meeting next week.

Pam S said a letter from her MP in her behalf had not been acknowledged to herself either by Robert or Kevin Brown. Kelvin suggested Pam S get in touch with the Contact Centre regarding this matter. Pam S said she would.

6.3 Lynn told the Panel that a new tenant at 45 Wheal Rose had been visited by her and Phil and they were appalled at the condition the flat had been in when handed over to the tenant. The flooring in the flat and stairs was dangerous and the bathroom fixtures were not secure. Lynn said she was pursuing this further and would report back to the Panel at the next meeting.

Nicki said that at a future Communal Cleaning Meeting the fact that OCS do not contact Customer Reps to inspect voids will be addressed.

6.4 Pam M said she would book an alternative venue for the September meeting.

6.5. Phil asked the Panel if they would agree to changing the SKAP bank account from Lloyds to Barclays as he banked with Barclays and it would be easier for him to use his own bank. The Panel all agreed to this change of banks, subject to the new bank not charging for use of certain facilities, as some banks are starting to do.

6.6 The members all agreed a get well card should be sent to Mike Thorne who was very ill at the moment. Phil agreed to do this.

6.7 Kelvin told the Panel how helpful Jonathan Warner had been with a customer who

was not very well and suggested a letter acknowledging all the extra unpaid work Jonathan does should be sent to Alice Blines. Kelvin agreed to do this on behalf of SKAP.

- 6.8 The matter of the grass cutting outside Hens Horn Court was raised. This was currently being done by a local chap but was about to be taken over by Coastline Services. The members thought the work should be done by the local chap and Nicki said she would look into why Coastline Services were going to cut the grass and report back at the next meeting.

ACTION REQUIRED

- 6.a Nicki to contact Claire re a proposed visit to MAP and TAP.
- 6.b Peter to contact Tommy Thomas re coach prices.
- 6.c Pam M to reply to the MAP and TAP letter.
- 6.d Lynn to report back re the condition of the flat at Wheal Rose.
- 6.e Pam M to book a venue for the September meeting.
- 6.f Phil to send a get well card to Mike Thorne.
- 6.g Kelvin to send a letter re Jonathan Warner to Alice Blines.
- 6.h Nicki to look into the grass cutting at Hens Horn Court.

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

The next meeting will be held at Hens Horns Court on 17th August 2011.

The meeting closed at 8.30 p.m.

..... K. Lightfoot (Chair)