

**Mersey South Divisional Board meeting held at 5.30pm on Thursday
26 November 2015, Wirral Office**

Present: Mr Paul Clitheroe (Chair), Mr Paul Cordy, Mrs Barbara Guile,
Mr Paul Hillard, Mrs Joan Minard, Ms Joan Ormond

In attendance: [REDACTED]

Apologies: Mr Ronnie Clawson, Mr Christopher Morris, Ms Shirley Corcoran

Observer: Ms Sarah Jones

MINUTES

		Action	When
	Prior to the meeting PC informed members that Christopher Morris had tendered his resignation from the Mersey South Divisional Board with immediate effect. PH and DE to organise a farewell meal for Christian, Chris and Paul's departure.		
643	<u>Minutes of previous meeting held on 24 September 2015</u> The minutes were agreed as a true record.		
644	<u>Matters Arising from meeting held 24 September 2015</u> Minute 630 (620) Income Management Performance - SS confirmed that yes we do inform social services when we evict families with children. Minute 630 (627) Serious threat to a member of staff - PY informed members that we suspect that the tenant has left his property but we will still need to go to Court to get recovery of the property. [REDACTED] Minute 632 Review of Childwall EMB - PH informed members that they were in the process of fine tuning the brief. The EMB are also working with the consultants and have agreed to pay 25% of the costs.		

		Action	When
	Minute 633 Garston Stock Swap - PH informed members that the stock transfer was completed on 9 November 2015.		
645	Declaration of Interest		
	None.		
646	Voluntary Right to buy scheme		
	<p>Following the announcement from the Government that housing association tenants will be able to register for a pilot of the Voluntary Right to Buy scheme, PH gave members a brief update on how Riverside will be dealing with the initiative.</p> <p>The Home Ownership team will manage the process and tenants who are interested will be able to register through a link which will be available on our website.</p> <p>BG suggested for the next meeting we spend some time thinking about the process and how the Board can help support the process being made.</p>	PH	Jan 16
647	Scrutiny report - Responsive Repairs		
	<p>The report was presented by AL who asked members for approval and how often Board members would like follow up updates.</p> <p>AL informed members that the action plan had been submitted to the Scrutiny panel who met recently and that she was waiting for their feedback.</p> <p>Regarding the Repairs policy BG said that the Board had been waiting for some considerable time on suggestions and promises made from the review. AL said that she had only recently received the policy and that it was out for comment.</p> <p>Discussions took place regarding tenants filling in the PDF once a job was complete. MD said that operatives can't see details once it was sent and that the operative can leave the tenant with the PDF to complete so that the tenant did not feel uncomfortable filling it in.</p> <p>The Board said that it was a good report and that it did not need an additional set of performance indicators.</p> <p>PY informed members that the reason we haven't presented a report on customer complaints was that the system had changed. A more transparent report to the Board on the new way of reporting complaints will be presented at a future meeting.</p>		

		Action	When
	The report was approved and AL will present an update report for the January meeting.	AL	Jan 16
648	<u>Asset Management</u>		
	<p>AL presented the report which has also been presented to the Mersey North Divisional Board. The report gives as much information as possible and members are asked for suggestions on how we agree a template going forward and tweak it accordingly for future reports.</p> <p>BG asked why we had only concentrated on the 4 estates and not looked at the ad hoc properties we have in Widnes and Runcorn. JM to look into this.</p> <p>The Board members approved the report and asked that the report is presented quarterly on interested trends only and include both graphs and explanations.</p>	John M	Jan16
649	<u>Disposals</u>		
	<p>PY presented this report to highlight the long term void properties that have been identified by the Division for disposal as they no longer fit into our business plan.</p> <p>The divisional board members approved to the disposal of the following 7 properties:</p> <ul style="list-style-type: none"> • 76 Frederick Street, Widnes, WA8 6PG • 44 Bentinck Street, Runcorn, WA7 1ES • 55 Lea Road, Wallasey, CH44 0DT • 43 Bell Road, Wallasey, CH44 8DL • 76 Argyle Street South, Birkenhead, CH41 9BX • 33 Brownlow Road, New Ferry, CH62 1AU • 50 Parkside Road, Birkenhead, CH42 5NZ 		
650	<u>L8 Disposal Strategy - Update</u>		
	<p>Divisional Board members were asked to approve the disposal of ten properties using the disposal method agreed by the board in January 2015.</p> <p>The divisional board members approved to the disposal of the following 10 properties:</p> <ul style="list-style-type: none"> • 9 Whittier Street, L8 0RG • 75 Whittier Street, L8 0RG • 22 Wendell Street, L8 0RQ • 34 Wendell Street, L8 0RQ • 48 Wendell Street, L8 0RQ • 50 Wendell street, L8 0RQ 		

		Action	When
	<ul style="list-style-type: none"> • 63 Wendell Street, L8 0RQ • 70 Holmes Street, L8 0RH • 82 Holmes Street, L8 0RH • 26 Greenleaf Street, L8 0RA 		
651	Webster Triangle		
	<p>Divisional board members were asked to approve the disposal of the following 9 void properties specifically to first time buyers/owner occupiers for a value to be determined by a Chartered Surveyor:</p> <ul style="list-style-type: none"> • 77 Webster Road, L74LG • 11 Dorset Avenue, L15 2JA • 4 Childwall Avenue, L15 2JB • 10 Childwall Avenue, L15 2JB • 14 Altcar Avenue, L15 2JD • 29 Altcar Avenue, L15 2JD • 89 Webster Road, L7 4LG • 3 Dorset Avenue, L15 2JA • 7 Dorset Avenue, L15 2JA <p>The disposal of the above 9 properties was approved by the board.</p> <p>Members were also ask to approve to the disposal of the following 2 tenanted properties once vacant possession has been achieved:</p> <ul style="list-style-type: none"> • 18 Altcar Avenue, L15 2JD • 12 Childwall Avenue, L15 2JB <p>Divisional Board members approved the disposal of the above 2 properties.</p>		
652	Income Management Performance and Legal Report		
	<p>Robert Newton, Income Management manager give a presentation on the work of the Income Management team.</p> <p>BG asked why the Riverside number was still not displayed to tenants. SS said at the moment that this was not an issue.</p> <p>SS was asked to produce a report at a future meeting how much it costs to collect rent in.</p> <p>It was also suggested that we use case studies in newsletters to inform tenants of what Riverside can do to help.</p>	SS/RB	Jan 16
	SS and RN to send out Action Plan to all	SS/RN	Dec 15

		Action	When
	<p>SS said that the group commentary boxes had changed on the dash boards that are produced and so these will be available at the next meeting.</p> <p>Divisional Board members noted the contents of the Income Management report and the Officer recommendations for Conditional Authority to Evict.</p>		
653	Income Expenditure and KPI's		
	SS presented the report and Board members noted the key issues which are explained in detail in the report.		
654	Think Forward		
	<p>PH gave an updated presentation which is going out to all Boards. Members were asked to call or email PH with any comments.</p> <p>PC raised concerns about the lack of customer data feeding into the process on developing the TOM.</p> <p>BG and members suggested that another meeting between January and March to be held to discuss Tom further.</p> <p>Decision to be made at the next meeting in January 2016.</p>	PH	Jan 16
655	Information Items		
	<p>Board members noted the following information items:</p> <ul style="list-style-type: none"> • Quarterly Community Engagement Performance • Divisional Board Round Up • Federation Core Brief 29 October 2015 • Housing Services Committee Minutes 1 October 2015 <p>BG said that Mersey South has heavily been criticised in past minutes for disappointing KPI figures and hoped that other Divisions were penalised the same.</p>		
656	Any other business		
	<p>JO reported that houses were being built on the football pitch at Bromborough pool village and why has this not been mentioned. PY to report back at the next meeting.</p> <p>JO also said that the community has nowhere to meet in the area and that this needs to be addressed.</p>	PY	Jan 16

Mr P Clitheroe:

Date: