

Ryedale Tenant Association Western Area



MINUTES OF THE MEETING HELD AT RAINBOW LANE COMMUNITY CENTRE THURSDAY 12th July 2007 (20 Attended)

APOLOGIES FOR ABSENCE: Judith Denniss, Jane Jones, Heidi Ridgewell, Molly Sollitt.

MINUTES OF LAST MEETING: Proposed as correct by Jane Ford, seconded by Audie Sellars.

MATTERS ARISING FROM THOSE MINUTES: There were no matters arising.

BOARD MEMBER'S REPORT: GARTH COURT: The last Board members meeting on 16th May was held at the sheltered complex at Garth Court, in Huntington, which of course, is going through a redevelopment process. There was a Board meeting at the complex last year, and Board members were also given a tour of the facility, The conformation in that time has been absolutely superb. The flats have been transformed out of all recognition and the association should be proud of what it has achieved here.

ADAPTATIONS: Ryedale Housing Association is able to access 'disabled facilities grants' funding from Local Authorities within its area for adaptation work that exceeds £500. Adaptation work that doesn't exceed £500 is funded by Ryedale Housing and is carried out by two area teams (Central & Eastern) with a total budget of £30,000. To date, this year, 63 DFG grants have been approved, with an expenditure of £288,213 and 299 minor adaptations (under £500) have been completed, costing £44,833. Making a total cost of £333,046. New recommendations and proposals concerning the 'Adaptations Policy' are also being put forward for implementation. One of the proposals being that a distinction between minor adaptations and major adaptations is made with a potential cut off being £1000 instead of £500.

FURNITURE SERVICE POLICY: Furnished schemes are increasingly being provided by social landlords with specific objectives of meeting housing needs and hopefully to increase the stability of communities. Yorkshire Housing provides Furnished Tenancies to new customers who are unable to adequately furnish their homes, due to their own personal or financial circumstances. The furniture services policy was introduced in 2004 and was reviewed in 2006. Since its introduction the service has grown into other member organisations within the Yorkshire Housing Group and currently provides furniture for over 655 customers in Brunel, Ryedale and Yorkshire Met. The association will review items provided annually to ensure quality and price is maintained, and that the service continues to meet the needs of customers.

REPAIRS HELPDISK: The repairs helpdesk has undergone a lot of changes during the past year. During this time it has increased its operations by over 28% to cover approximately 3,300 further homes managed by subsidiaries Brunel Housing and Safe Haven. In the autumn of last year the 'out of hours' service provider, English

Churches (ECHG), was taken over by 'The Riverside Group', which of course, had other implications for Yorkshire Housing. The helpdesk now provides support for Yorkshire Metropolitan, Ryedale, Brunel, Swarcliffe PFI, Space Property and Safe Haven customers, covering approximately 14,000 homes.

The response rates of the repairs helpdesk are below target for the year, but there have been a number of identified causes. The greatest impact on response times was the transfer of the Brunel repairs service. Obviously seeing an improvement in the standard of the service the numbers of Brunel customers using the repairs helpdesk escalated, almost doubling the predicted numbers of callers during the summer months. There have also been a number of extraordinary events, such as the bad storms in January 2007, which inundated the helpdesk with emergency repairs. Despite all of this staff have quickly made an impact on response times and at the year end response times are now back to their lowest since 2005. I think Robert Hardy (Customer Relations Manager) and the helpdesk team deserve some credit for all their efforts this year.

RYEDALE BOARD CHAIRMAN: Bob Binns, Chairman of Ryedale Board, is retiring. This, of course, will be announced at the AGM in September, when a new Chairman will be elected. We thank Bob for the marvellous contribution he has made to Ryedale Housing and to the Yorkshire Group as a whole. We also wish him a very long and happy retirement.

ANY OTHER BUSINESS: There was no other business.

DATE TIME AND VENUE OF NEXT MEETING:

Thursday 6th September 2007
7.00pm at Rainbow Lane Community Centre

Chairman Stewart McCann (RHA Board Member)	10 Rainbow Lane, Malton	YO17 7BU	Tel. 01653 695429
Vice chair Linda Shipley	2 Westfield, Westow	YO60 7NG	Tel 01653 619738
Secretary Jane Ford	37 Riverside View, Malton	YO17 9RB	Tel: 01653 699225
Treasurer Audie Sellars	18 Station Way Malton	YO17 9RE	Tel: 01653 691739
Membership Judith Dennis	11 Pasture View, Malton	YO17 7DN	Tel -----