



**Minutes of Sheltered Housing Forum held at Homefield Impington  
on the 18th October 2018**

**Attendees (Tenants/Leaseholders)**

Wendy Head (Chair)(WH)	Balsham	Barbara Wood (BW)	Girton Orchard Close
Les Rolfe (LR)	Bourn	Monica Connolly(MC)	Cottenham - Stevens
Patti Hall (PH)	Cottenham - Franklin	Derek Gulliver (DG)	Cottenham - Stevens
Kathy Turner (KT)	Stapleford	Adrian Prentice (AP)	Cottenham - Stevens
Maria Jobson (MJ)	Stapleford	Mary Skeates (MS)	Stapleford
Joyce Howlett (JH)	Grantchester	June Loosley (JL)	Grantchester
Betty Martin (BM)	Grantchester	Bridget Hopkins (BH)	Gt Shelford
Betty Murphy (BeM)	Melbourn - Vicarage	M. Blytell (MB)	Stapleford
Nicci Hoggett (NH)	Harston	Graham Surgess (GS)	Gt Shelford
Tony Hoggett (TH)	Harston	Janet Howard (JH)	Fulbourn - St Vigor's
Kay Green (KG)	Impington	Roger Howard (RH)	Fulbourn - St Vigor's
Ann Fishpool (AF)	Impington	A. Tite (AT)	Longstanton
Alan Green(AG)	Swavesey	C. Tite (CT)	Longstanton

**Attendees (South Cambridgeshire District Council Representatives)**

<b>Name</b>	<b>Position in Council</b>
Helen Pagram (HP)	Resident Involvement Officer
Geoff Clark (GC)	Neighbourhood Services Manager
Shirley Stephen (SS)	Community Impact Team Leader
Lesley Dyer (LD)	Senior Estate Officer (West)
Nicky Linsdell (NL)	Senior Estate Officer (East)
Julie Webster (JW)	Senior Estate Officer (North)

**Guest**

Angela Lewell (AL) TPG/Sheltered Housing Forum Secretary

No	Topic	Actions
1.	<p><b>Apologies</b> - Geraldine Storey - Brian Stanford - Brenda McClaw - Penny Cook - Janet Bilton</p> <p>Please advise Wendy Head (Chair) on 01223 894394 or e-mail:- wendymhead@yahoo.co.uk if you are unable to attend the next meeting or if there is any particular subject you would like to see on the agenda in future.</p>	All
2.	<p><b>Minutes of the previous meeting</b></p> <p>The minutes of the previous meeting were taken as read, agreed as a true record, and signed by the Chair.</p>	
3.	<b>Matters arising</b>	

	<p>PH said she said Tighter rein (not lighter), 6 paragraph 4</p> <p>AP said he mentioned lifelines at the last meeting and seeing more of the Estate officers. Was going to be discussed at a team meeting. GC said you mean arranging state inspections. AP said no, it's no good staff sitting in their offices and no one comes to see them. They need to get out there and let tenants see them. GC agreed with this. LD said hopefully Estate officers are visible and making their selves known. May be in office sometimes working on laptops. SS will be here but is held up in traffic. Will take to our next team meeting. GC said he hoped if no one came to the communal room that the Estate Officer would go out and have a walk about. NL said this needs focus as only 2 and a half staff in her patch and between them they do attend coffee mornings. There are limitations. LD said might be sometimes someone is off sick or on holiday. PH said sorry but we don't know who you are. Both LD and NL introduced themselves and said who was in their team, they also said about JW's team and that she would be at the meeting shortly.</p>	
4.	<p><b>Geoff Clark - Shirley Stephen - Senior Estate Officers</b></p> <p><b>Question and Answer Session</b></p> <p>AT said nurses are booked to use the room at Longstanton every Wednesday and Thursday , but sometimes they don't turn up. This is preventing us from using the hall. Last week was the 1st time in 3 weeks. GC said so this is preventing you using it. AT replied last week we were having fish/n/chips and they were in the hall. They don't answer e-mail. GC said he would take this up on their behalf and will speak to health services.</p> <p>JH from Fulbourn asked why if you don't have a crime number you have to pay for new glass. The glass shattered in the door and it was no one's vault. Rang Mears to mend it and was told we have to pay for it. The glass just shattered. Understand if it was done deliberately. Been in touch with CAB and Councillor John Williams, who has not got back to us. Making a complaint. It was 2 days before door was even boarded up. HP was only person to help us. Wayne Newman, response manager also said no. Bad tenants get it done. Told to ring 101 and make up a story to get a crime number. Won't do this as no crime committed. Had to really fight for new window which is being done on the 24th October. GC said will talk with his line manager as situation your describing needs maintenance to reconsider. <b>((answer to above) Any window that is smashed as the result of a crime needs to be reported to the Police so that a tenant has a crime reference number when they contact us. Any tenant that smashes their window through their own actions will be re-charged for the replacement. When a window cracks or splinters through natural wear and tear or due to extreme weather conditions we will review the circumstances and make a decision to re-charge or not for the replacement based on the facts).</b> It was stated that the council has building insurance to cover this and the insurance should pay for this. PM said glazing had come up recently at TPG as to who is responsible and who's not. Tenant is responsible but if it's fair wear and tear then it's the landlords responsibility. Complaints procedure, don't be afraid to use it as we don't get it right all the time. Help us to</p>	<p>GC</p> <p>GC</p>

<p>improve things. A lawn mower can throw up or it could be a crime, Just to shatter for no reason, this needs to be cleared up. Also boarding up should be done more quickly, so will take this up with Mears. JH said they also need to board up in a better way, drilled holes in our door, should have taken out and put the panel in.</p> <p>TH said he had a similar situation. There are 3 different sections on windows and they contradict each other. Got a crime number in the end, but went on for 6 months. Was totally confusing. GS asked why the differences. GC replied that there are now different tenancies with little variations to their tenancy agreements. PM said when you move into a property it's what government legislation is at the time, similar but different over the years. Have no say in this. Was asked if tenancies up dated. PM replied your tenancy is the same as when you moved in, bound by that contract. GC said we wouldn't change that, tells you your obligations.</p>	<p>PM</p>
<p>JH asked about a neighbour who has solar panels and has had an alarm fitted in the loft. No one else got this letter, is it a scam? Concerned if the alarm goes off, who will turn it off. Why only her had one fitted. GC replied different providers so there were 3 to 4 different solar panels. It may be down to this. GC will get some advice and also speak to officer and get them to make contact.</p> <p>(Reply to above to GC from Chris Brown)(1) It is possible a smoke detector has been installed in the loft as we have updated our electrical specification to include the installation of a smoke detector in a roof space where solar equipment is installed i.e. Power inverter as it is deemed good practice to do so.</p> <p>The alarm upgrades SSE are undertaking may or may not have fitted one as part of their works.</p> <p>All future electrical upgrades undertaken by Mears or SSE will have a detector fitted in loft where solar equipment is present there is no mandatory requirement.</p> <p>2) The feasibility studies were undertaken by a third party and they selected the highest yield roofs i.e. south facing and there have been a number that have cropped up that were missed for reasons unknown.</p> <p>The remainder of all SCDC properties were due to receive some form of Solar PV as planned installation by Mears Green but this was put on hold when the government slashed the Feed in Tariff which meant there was no viable business model to install panels on our remaining properties without incurring significant cost.</p> <p>Until circumstances, Renewable incentives change the Council is not in a position to install any further Solar PV systems.</p> <p>Hope that clarifies if either of the tenants/neighbours of tenants want any further info they can contact me directly.</p> <p>Kind regards Chris</p> <p>GS said nice lights (no nice) at Acacia Court and some residents there are having difficulties with them causing migraines. NL said this is</p>	<p>GC</p>

<p>already being dealt with. Eddie Spicer is looking into it.</p> <p>TH said on solar panels we asked about having them having been told we out by 10% to get them. Would contact their suppliers and send someone out. This has not happened. NH said cannot understand why we can't have them, we are in a terrace and all the others have solar. GC replied there needs to be a financial incentive to put them in. Will speak to colleague and get back to you. (See 8).</p> <p>It was asked why fuse boxes were put above the front door. Lights went off at 11-0-clock at night and I climbed up and fell. SS said it was the builders at the time property built. If it was to be removed the whole property would have to be re-wired. Need to keep a good torch. Tenant replied that this doesn't help the situation. SS said designed that way. MS said had brought this up with Julie (Estate Officer) and she said pull the cord. How long though would it take for someone to come out. Was asked if funding for communal rooms could be used for this. SS replied no this actually goes back to residents, is taken off your service charges. Would be up roar if this was done. GC said there is an electrical program each year but it's all cost associated. Design of bungalows, what we have inherited. On re-wire program maybe could be done.</p> <p>A resident said expensive work had been done to a void bungalow but the walls had been left in a terrible state. NL was aware of this and a surveyor had been out. Decoration is down to tenants. PM said there had been more voids this year than any other year previous. It depends on the budget so don't decorate now but did before. About 350 void turnovers a year. Ask Wayne Newman to next meeting to explain more.</p> <p>Tenant said the electric meter's were put up high from the 60's to the 90's as a suggestion from government for safety Something went wrong so it was done especially for Sheltered Housing and elderly people. Being down low opens it up for fingers going in the wrong place, could be a death sentence. GC said thanks for that, children coming across it, this makes sense. Another tenant (ex-electrician) said the distribution board (circuit breaker), intrudes into space. Can be a hazard or a nuisance.</p> <p>JH said neighbours Sandra and Dennis Johnston had a serious fire in the passage way between St Vigor's to Holman's. they are very upset over this. Dustbin set light to about 6am and melted making an awful mess, also fence had burned. (Happened 2/3 years ago when the fence was singed.) Police involved and the fence was repaired quickly. Pictures taken. The couple are very concerned for their safety. If it had been a windy day several residents may have had to be evacuated. Would it be possible to have passageway cut off, gates at either end. NL said this was a case of good team work. Has spoken to PCSO, extra patrols around area, and has asked about locked gates where keys could be given to those who used passageway. Want it closed, problem would be solved. GC said would look at prices, look to have it blocked off. Would be an improvement to the scheme. GC also said this describes a</p>	<p>GC</p>
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<p>situation, role out of the blue which was dealt with and conversations are already taking place. It took a lot of time out of Nicky's day and Sharon (estate officer) had rung her at 7-30am, surveyor was brilliant and all finished by 11am. Tenant asked if it would affect access and LD replied no, problem out of the equation.</p> <p>LR said because of ill fitting socket boards and gaps residents are getting wasp nests. LR know someone who will clear them for £30 but this needs sorting. A thin metal with holes was fitted to a door and this has now cured it, so perforated mesh would let the air flow through but not let wasps in. Another tenant said he had bats in roof, told to get the estate officer to sort this out. GC said it makes sense to do this and does the man do any village? LR said it's probably £35 now and he will find out. BM said it had cost £150 to clear a wasp nest so it would be very good to get this service.</p> <p>JH asked if any update on the communal room at Fulbourn as it is still being cleaned but there is nothing to do. GC said 12 visit have been done so far and we are doing the 3 in Sawston next week. There is no clear overall picture as everyone has a different set up. Quite interesting for us to see but hard to see a solution. Most residents don't want to lose their room but 1 at Fulbourn and 1 at Bassingbourn with residents consent are being looked at for different uses. Papworth was a scheme where the room wasn't used but due to our visit they are now using it, have got together, organising further functions and wanting to book it out to other users. JW said this room is used for coffee mornings, quizzes, games and social afternoon (for the men).</p> <p>GC said we will keep sharing with you, also on sheltered housing as a whole (also at TPG meetings). Sheltered Housing up and down the country has been reflected on but no one sight describes Sheltered Housing. Some have wardens, some no alarm system, some enclosed, some bungalows. What to do? Only describe what is our Sheltered Housing. We are doing a brochure for new residents (in draft at present) as it is not understood what it is and it facilities. It will include the Estate Officer's role, services provided, what we do and do not do and useful contact numbers. SS has been working on this and Martyn Hilliman has put it together. Draft copies were give out for people to take away to give feedback on and also a leaflet showing what the Estate Officer's do.</p> <p>A tenant asked why elderly people in 3 bedroom home are not moved out so youngsters can have the homes. GC said it's down to individual needs. At the end of the day there is a shortage of accommodation. Government have green paper out on consultation around social housing. Wanted to stop fixed term tenancies but didn't happen. we have 10 year tenancies while others may have 5 years and some even only 2 years. Short tenancies offer no security while we see it as people's homes.</p> <p>AP queried what the Older person forum is in the brochure. Should be</p>	LR
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	<p>the Sheltered Forum. SS said please take the brochure to coffee mornings and GC said we need as much feedback as possible AP asked why nothing about leaseholders was mentioned. SS replied that a paragraph could be put in.</p>	
5.	<p><b>AOB</b></p> <p>PH asked who would be at the next meeting. Been a misunderstanding, only want 20 minutes at end of meeting for questions and answers. GC said sorry, we don't want you to not value what we say or do. Lets come up with something you are comfortable with. AP said we want updates from Geoff and get information. GC replied want to share policy/ information on sheltered housing at next meeting.</p> <p>SS apologised for being late, said she left home at 9am (arrived 10-20am), traffic lights and delays in Cottenham.</p> <p>MS said when you ask a question could you say who you are and where you come from.</p> <p>JH said we thoroughly enjoy coming to these meeting, see different communal rooms. No comparison, an eye opener for us. GC said yes all very different. JH said don't want big gardens like we have at Fulbourn. SS said the only other site similar to Holman's is St Vincent's in Girton.</p> <p>LR said shouldn't the leaflet say should carry out, not might carry out. SS replied need coffee mornings, seniors to attend. Input needed to get this put together quickly. Deadline for feedback, 2 months, end of the year.</p> <p>Query regarding designated car parking. There is none, even disabled bay is for anyone disabled. Disabled bays take up more space so lose spaces and can be worse off. LD said this has been explored and explored again. WH said most estates have parking problems.</p>	
6.	<p><b>GC sent below to CB</b></p> <p><b>There were 2 queries raised in relation to solar panels are last week's Sheltered Forum</b></p> <p>1) 15 St.Vigors Fulbourn Mr and Mrs Pilsworth - a neighbour speaking on their behalf suggested an alarm has been fitted in the loft that's connected the solar panel installation. I wonder if there is some confusing around the new smoke detectors that have been fitted ?</p> <p>2) 59 Queens Close Harston Mr and Mrs Hoggett - claimed that all of their neighbours in row of terraced bungalows they live in 51-63 have solar panels but they were not considered when the feasibility studies were done. I get the impression that from what they said that this may have been raised before. Can you check what happened here please.</p> <p>Thanks Geoff</p>	
7.	<p><b>Date of the Next Meeting</b></p> <p>Thursday 17th January 2019, 10:00 - 12:00</p> <p>At Cox's Close Stapleford Cambridge CB22 5SP</p>	



