



**Minutes of Sheltered Housing Forum held at Cox's Close Stapleford  
on the 17th January 2019**

**Attendees (Tenants/Leaseholders)**

Wendy Head (Chair)(WH)	Balsham	P. Nuttall (PN)	Swavesey
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
Bridget Hopkins (BH)	Gt Shelford	A. Blytell (AB)	Stapleford
Graham Surgess (GS)	Gt Shelford	Janet Howard (JH)	Fulbourn - St Vigor's
Roger Howard (RH)	Fulbourn - St Vigor's	Annette Tite (AT)	Longstanton
Alan Green(AG )	Swavesey	Cyril Tite ( CT)	Longstanton
C. Stout (CS)	Stapleford	Pat Collier (PC)	Longstanton
M.Saunter (MSa)	Cottenham	Jan Walker (JW)	Gt Shelford
Marion Mason(MM)	Gt Shelford	Jan Bilton (JB)	Gt Shelford

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

<b>Name</b>	<b>Position in Council</b>
Peter Moston (PM)	Resident Involvement Team Leader
Helen Pagram (HP)	Resident Involvement Officer
Geoff Clark (GC)	Neighbourhood Services Manager
Shirley Stephen (SS)	Community Impact Team Leader
Chris Pegge (CP)	Consultancy Work
Martyn Hilliam (MH)	Housing policy Officer

**Guests**

Angela Lewell (AL)	TPG/Sheltered Housing Forum Secretary
Helen Leftley (HL)	Mears - Commercial Response Manager
Lee Clements (LC)	Mears
Barbara Kettel (BK)	Stapleford Parish Council

No	Topic	Actions
1.	<p><b>Apologies</b> - Betty Martin - June Loosley - Joyce Howlett - Barbara Wood - Brian Ross - Mr. Artlett - Bob Petch - Nancy Chisholm - Mark Gibbs</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> The minutes of the previous meeting were taken as read, agreed as a true record, and signed by the Chair.</p>	
3.	<p><b>Matters arising</b> GS said he had not received the minutes. HP gave him a copy.</p> <p>As there were several new faces at the meeting, staff, guests and Parish Council introduced themselves. GC introduced Chris Pegge who is doing consultancy work on the Housing Companies, Ermine and Shire Homes.</p> <p>AP thanked GC for his replies to questions raised at last meeting and was pleased to see the answer's in red on the minutes.</p> <p>4 - 1st paragraph re-nurses using Longstanton, Libby Bennett (Estate officer) has pinned them down to definite dates and she will be contacting them again in mid February.</p>	
4.	<p><b>Helen Leftley - Commercial Response Manager &amp; Lee Clements - Mears</b> HL said MG sends his apology but is unwell so her and LC have come to answer any questions.</p> <p>GS asked why when Mears come to do jobs at his they ask him for measurements, when it's been given over the phone or on the job sheet. Occupational Therapy (OT) should give this information but they always ask me. LC said he would look into this. HL said it may be more training is necessary.</p> <p>PH said an elderly lady with heart problem ms needs carpet in bathroom sorted as cannot open door very far. Who would do this for her. LC said he will e-mail council and then liaise with PH as this is a health and safety issue.</p> <p>MC said on Christmas Day her water and heating went. Someone came out and fixed it temporally and said he hoped it would hold until Thursday. Shouldn't he have offered a heater. Thankfully it did hold until the following Friday. LC will check with the gas team.</p>	<p>LC</p> <p>LC</p> <p>LC</p>
5 .	<p><b>Geoff Clark - Neighbourhood Services Manager</b> GC said there have been a few changes since the last meeting. Anita Goddard left the council last Friday. Not recruiting senior posts as consultants are looking at the top structure. Also Stephen Hills went last year and Alex Collier just before Christmas. GC is stepping up to Head of Housing from Monday so will be getting his head around this, as well as Neighbourhood Service Manager. This meeting he is handing over to SS. I will give feedback and take information forward, plus there will be back up with Debbie Barratt. Talking about the next 6 months.</p> <p>The Welcome Brochure is in its final draft. MH had brought some copies for people to see. This is a document identifying our Sheltered Service. There have been a lot of changes over the last few years and services</p>	

<p>over the country are not the same. This brochure defines our service. It is for people thinking of coming into sheltered housing and it will let them know what services we provide. Please let us have your feedback by the end of the month, comments or anything we have missed. MH will leave copies with you. From February this will be a working document to tell about our service. We will put copies in the communal rooms and also put it on the website. Can look at document and get more awareness of what we are.</p>	All
<p>AP said at the last meeting it was noted there was nothing about Equity share. MH said it had been dropped into the document.</p>	
<p>Ms said we love Julie (Estate Officer), but we see so little of her. GC replied that duties differ know to when there was a warden. This document defines what their duties are. SS said yesterday at Arrington there was a power cut. All residents there were affected. The girls took the real frail ones to another centre. Days can be disarranged. Yes there are rota's but there are exceptions. They do signs up, viewings, very, very varied. it would be lovely if you could say they'll be there, but it doesn't work like that. GC said please let us have your views by the end of this month and we will push it through.</p>	
<p>GC said moving forward, need to look at property services and what it means. is there anything you'd like to see, people to come to meetings. AP said SP landscapes would be good, the man (Don Carver), who came to TPG as he does the job and knows the sites so knows what he is talking about. Will try and make it happen for next meeting. GC said SP Landscape got re-tender of the ground maintenance contract, along with the County Council's bus way and park and ride. Previously contract was 3 years but this is now 5years. Certainty with longer contract, can work with them on any concerns. SS said they have just started on the winter shrubs clearance. Done 7 schemes so far. MS said they are very pleased with what they had done at Stapleford. AP said didn't know there was a difference between shrubs and hedges. SS yes there is. AT asked about trees at Longstanton, told depends on funds at end of year. SS said trees and car parking are the most concerns on all schemes. AT said have to put lights on as a tree makes the place dark. SS said the tree is not on our property and have to see what budget is left, have to prioritise. Budget can only go so far. AT said owner had been contacted but not interested. SS will write again and get tree officer to take a look. GC said with parking we do what we can, there is a fine line on green space. AT said when centre being used, parking is chocker block and we have to park at the end of the road.</p>	WH
<p><b>SS has written to the people concerned they have requested a meeting with them onsite to see how this can move forward.</b>  <b>SS to update Libby ESO when meeting has been so residents are fed back to.</b></p>	SS
<p>GS said at Gt Shelford there is moss on the footpath and his wheelchair takes it into his home. SS will ask Simon to go back and check it out.  <b>SS contacted SP and they advised that they had booked in to go and spray moss, on the day it was planned it had to be postponed but</b></p>	SS

	<p>would picked up as soon as we had a dry spell, this has now been completed.</p>	
<p>6.</p>	<p><b>Questions</b></p> <p>JH asked about the gates for the passageway at St. Vigors. HP said a grant has come through. Has been agreed to and an order has been sent to Mears. LC will call the office today and get an update.</p> <p>GC said the communal room review is still going and Cottenham is the next village to be visited. Perhaps Kate Swan (KS) could come to the next meeting and give an update. On a positive note things are happening at Papworth. SS said she always used 2 schemes to say what goes on. Whittlesford where there is something on most days including week-ends and Papworth where there was nothing except a day centre on a Tuesday and people did their washing. After our visit to Papworth they now have a coffee morning, monthly darts tournament and will be doing barbeques in the summer. Newest residents there, enthusiastic to get involved. This what it is all about. MS said we use this room 3/4 times a week. She also said there had been 3 bungalows on the site empty for a long while. No 9, for 18 months and 21/22 for 2 years. GC said new equity ones are out of our hands, they are open to market forces. Demand also but unusual to stand empty that long. Again questions for KS.</p> <p>AG said pavement and main road to Swavesy estate is cracked and breaking up. Someone needs to look at it and see what needs to be done as getting very rough. Holes 1 or 2 layers deep. SS said this is Thistle Green and it has been reported.</p> <p>AP said going back to empty bungalows , if there is no will or no probate it can take up to 2 to 3 years to sort out. Again can put this to KS at next meeting.</p> <p>MC asked if all 3 sites at Cottenham will be visited separately. GC said yes, as different conversation at each scheme.</p> <p>JH asked about the road into Holman's Close (private road), has craters in it . (School Lane backs on to it). Told all will have to pay for its repair. Leads onto sheltered scheme. A lady aged 90 fell on a crater a long side the communal room and got a black eye. GC said he was sorry to hear of this incident and will get Liam Platters to make contact, also get Wayne Newman on board. JC said it's an accident waiting to happen again.</p> <p>I am aware of the road condition here and have put the works through the tender process. DJT Surfacing have been awarded the tender to resurface Hollmans Close, Fulbourn &amp; Church Close, Little Abington. I have attached the proposed programme of works. Residents will be informed 2 weeks prior to the start date.</p> <p>Dates on program are start date 29.04.19 to 01.05.19</p> <p>AP said wasn't this a good time to hand out the brochure.MH gave out the copies he had.</p>	<p>LC</p> <p>GC</p>

	<p>PM said have worked with Mears who now have contract for another 4 years. LC said he takes issues upon his self.</p> <p>PM said if heating fails, in an emergency if unable to fix, heaters should be provided.</p> <p>LR said Mears fitted a new kitchen in a Home at Hall Close Bourn. There is a double bend here and 5 Mears vehicles were parked there. HL said she will liaise with workers (planning team).</p> <p>Resident said he had received a letter from a consultancy about Mears, a post inspection audit. Was told this is just quality control and checking work Mears has done. GC said these are random checks.</p> <p>Another lady said she is equity share and has to send off her gas check each year, but does not know where to send it. SS will give her the address.</p> <p><b>Name and address given of equity share staff by SS.</b></p> <p>PH said does the forum every 3 months in the brochure include leaseholder meetings. Word need changing. 2 people per scheme to sheltered and leaseholder meetings.</p> <p>MS asked why leaseholder meetings at Cambourne. Reply was because that's where they want the meetings. When moved around, didn't work out. WH said sheltered liked to move about. PM said there are approximately 200 leaseholders and 1,200 rented sheltered. It is down to residents where they like to go. GS said it is different for him as parking is a difficulty. LR said leaseholders are more vocal and if as in brochure, 2 residents per scheme there should be 80 at this meeting. GC said engagement with tenants been in place quite a while. Are they fit for purpose, are there other ways, a scrutiny review or having conversations. LR said majority are not into social media.</p> <p>AG asked why Swavesey wasn't used for these meetings. The 2 and 3 quarter years I've been there it has never been used. SS said it's too small, have to look at parking and size of room. Someone else said what about Cottenham or Gt Shelford. HP and WH will go out in the district and have a look. Give WH your suggestions. Resident said go where there are no confusing numbers and you can find where you are going, suitable notices saying where scheme is.</p> <p>BK said it worries her about what she has heard about getting to properties, poor signs where there are vulnerable people. private roads and potholes. These are emergency details and need to be dealt with top priority. SS said the ambulance service used to have an URL number. She will speak to Mark Taylor (Fire Service) to see how they get over these problems. GC said he will speak to Estate Officers and get them to pick this up as a priority. LR said speaking now in my Parish Councillor's office, cannot find communal room at Bourn. Sign further in</p>	<p>SS</p> <p>All</p>
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	<p>village. We have regular speakers and I asked for a sign a year ago. I send out a map to people who come here. GC said we do need more people to come into the communal rooms, good point, will feedback to KS.</p> <p><b>SS spoke to Mark at Fire Service and yes they do use a URL number for each property including also the post code.</b></p> <p>A resident said the TV licence is about to change. Clarification is needed in the brochure. SS said after 2010 it all changed and new residents had to pay full licence. It's all BBC rulings. Incident on 1 scheme where lady was working, husband died and she was not entitled. AP said he thinks it all changed in 2006. A resident asked if full licence had to be paid for a TV in the communal room. The answer was yes.</p> <p>AP asked if every tenant was going to receive the brochure. GC said no, will put copies in communal rooms. Will look into it and get as many copies as we can. It will be in the package given to new resident when they move in. Also rent and service included in brochure but nothing about electricity, gas and water. SS will get it put in. PH asked if the leaseholder meetings could be identified in the brochure.</p> <p><b>Martyn emailed AP to ask for further details these have now been included in brochure.</b></p> <p>LR said as a safety matter where do you put mobility scooters as told not to take in flats. this applies to Elm Court Over only. Will look at.</p> <p><b>Martyn to email LR and ask about wording. SS advised that we have a scooter store at Elm Court also a small scooter store at Acacia Court Gt Shelford.</b></p> <p>MS said the Parish Council had given them new roses. Sadly the chairman of the Parish council died so we are dedicating them to him and where they are planted it will be called 'Nick's roses'. GC said this would be a nice story for the newsletter. Will get a photo.</p> <p>AP said there needs to be reference to charges for the communal rooms in the new brochure.</p>	<p>SS</p> <p>SS</p>
<p>7.</p>	<p><b>AOB</b></p> <p>LR said there was nothing on the website about bin collection at Christmas. had put a complaint in but it had been ignored. GC said you need to raise a stage 2 complaint. PM said he doesn't know what happened there as he was able to get it.</p> <p>Green bins at Longstanton (Communal Room) not been collected for a long time. SS will report this.</p> <p><b>SS emailed refuse and they advised that green bins are not collected as frequent in the winter months.</b></p> <p>MS asked about Newsletter and South Cambs magazine. Was told Tenant and Leaseholder's Newsletter is sent out 2 times a year to all tenants, while South Cambs magazine goes to all residents in the district.</p>	<p>SS</p>

8.	<b>Date of the Next Meeting</b> Thursday 18th April 2019, 10:00 - 12:00 Hall Close Bourn Cambridge CB23 2SW	

