



South  
Cambridgeshire  
District Council

**Minutes of the TPG meeting at Denson Close, Waterbeach on 4th November 2019**

**Attendee's (Tenants/Leaseholders)**

<b>Name</b>	<b>Address</b>	
Wendy Head (WH (Chair)	Balsham	TPG
Angela Lewell (AL (Secretary)	Impington	TPG
Patti Hall (PH (Vice Chair)	Cottenham	TPG
Joan Ball (JB)	Histon	TPG
Les Rolfe (LR)	Bourn	TPG
Val Hickey (VH)	Waterbeach	TPG
Howard Pheasant (HPh)	Cottenham	TPG
Nancy Chisholm (NC)	Gamlingay	TPG
Bob Petch (BP)	Gamlingay	TPG
Paul Bowman (PB)	Willingham	TPG
Jim Watson (JW)	Willingham	TPG
Edna Ingrey (EI)	Gt Wibraham	TPG
Carol Akribi (CA)	Impington	TPG
Dave Hammond	Gt Abington	TPG

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

<b>Name</b>	<b>Position in Council</b>
Helen Pagram (HP)	Resident Involvement Officer
Jennifer Perry (JP)	Resident Involvement Team Leader
Elaine Butterworth (EB)	Compliance Surveyor

**Guests**

Don Carver (DC)	SP Landscapes
Nigel Sutton (NS)	Fraud and Cyber Security Advisor

<b>No</b>	<b>Topic</b>	<b>Actions</b>
1.	<p><b>Apologies</b> - Mrs Payne - Maureen Crabbe</p> <p>Please Ring Wendy on 01223 894394 or email: <a href="mailto:wendymhead@yahoo.co.uk">wendymhead@yahoo.co.uk</a> if you are unable to attend the next meeting</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.	<p><b>Matters arising</b></p> <p>JB said Wayne was going to look at car parking at Kay Hitch Way and has not been. HP will follow this up.</p> <p>5 paragraph 3 - CA said ' Before Mears had our own repair', should say ' Before Mears we had our own repair'.</p>	HP
4.	<p><b>Don Carver - SP Landscapes</b></p> <p>DC said the grass cutting is now slowing down, cutting this week and next, may even go to 3rd week depending on weather. Still contending with cars parked on grass, so can't cut there and bins still going out before 4pm, will not move these. Utility works drive on grass, make trenches, fill with soil and stone, then drive away. South Cambs need to activate something in the contract when giving them the work to do.</p> <p>Community gardens, got an award for one we did, so if you want some bulbs to do somewhere, let DC know. Residents are solely behind activating community gardens.</p> <p>Don't want grass a foot high but if tenants move or pass on, we don't cut the grass until South Cambs give's it back to us.</p> <p>Autumn - Rough cuts, 3 out of 4 done, finish at the end of November. Welfare gardens have had 4 of their 5 cuts and next week will do the final cut for this year. List for these need to be updated about every 18 months as bungalows no longer a domain for the elderly. Hedge cutting starts 18th November and hope to have done by Christmas but may run into January. If anything is urgent please let Simon, your warden or South Cambs know so it can be prioritised. Additional and routine work, hard standing spraying the 2nd one completed in October (May take up to 2 weeks to work before weeds die off). Tenant said South Cambs put in disabled bay for me, need it to be done. ). Not all are on our map, quite complex. Sheltered scrub cuts start on the 6th January, again any serious overgrown ones let us know so it can be prioritised.</p> <p>February next year subject to order from South Cambs, start on ditches etc. This year we have crown lifted a 150 trees.</p> <p>Most residents are very likeable but have had 2 incidents this year where Lee and myself have been verbally and physically abused. we won't tolerate this and will report it to South Cambs.</p> <p>HPh asked what has happened with multi blades being added to mowers. DC replied this has not been done yet but will be added next year.</p> <p>LR said you don't cut this patch at all and it is on the map. DC said do lady by car park, back of communal centre and along playing field. LR said No 1 on top of bank, wife holds her husband up to cut hedge, so he doesn't fall. DC replied, circumstances change, probably too shy to ask. Will take it on if it is on the map.</p>	All

	<p>14th year next April and have contract for another 4 years.</p> <p>Wish you all a Merry Christmas.</p>	
<p>5.</p>	<p><b>Nigel Sutton - Fraud and Cyber Security Advisor</b></p> <p>NS said I work for Cambridgeshire Police but not as a policeman, but I was one up until early last year. (27 years with Huntingdon and Fenland). I now deal with Fraud and Compliance crime. Between March and April 15 million pounds fraudulently taken. Very significant but doesn't get attention needed. Half of crime is fraud, we need to be on our guard.</p> <p>Telephone call ,if you don't recognise number could be anyone. Caller will make what they are saying seem very real, say they are the bank but banks will never ask for account numbers over the phone. So 2 types of calls, one you recognise the other you don't. I give talks to raise awareness but I also have to deal with these people.</p> <p>Make sure you hear dial tone if not hang up. Will call you and say ring number on back of your bank card to be sure. You hang up (they don't), and you dial number, line is still open. Be careful, look after each other.</p> <p>The bank will never call you, but most common is a fraudster will call posing as your bank, saying there has been a fraud on your bank account and you need to act quickly to protect your money. They ask you to transfer money into a safe account , which the fraudsters actually control and they take your money. This actually happened to a lady who took the call, thought it was true and 20 minutes later had been scammed out of £12,000. she is struggling to get this money back.</p> <p>Another scam is via e-mails. Will use links that look like TV licence, NHS etc saying click on the link below. Don't click on as can then remotely access your computer/laptop, even see you on the live camera on a laptop. These people can be as far away as Africa, Asia or Spain. (NS left leaflets on how to recognise an e-mail scam).</p> <p>Make sure you download and install any updates from window's, have a good password. Use different ones, don't have the same one for all. Look around you and choose 3/4 things you see and make into a password, such as mug-pen-table can become MuggEntable09.</p> <p>PH said had a card cancelled after someone used it to buy £300 worth of clothes. NS said use a credit card or pay pal to pay for things not your debit card. LR said had one from what appeared to be a big company asking to forward to a link. NS glad you shared that, just delete . CA said Facebook, someone (a friend) wants to be friends with you. Look to see who they know. Guys with foreign names ask you to talk to them. They tell you they are a widower, have a boy called Billy. I say sorry can't talk to you and then blocked them. NS said let's call them 79, had a friendship, similar position and lost £11,000 over a few weeks. good decision to block them. WH said some offer million of dollars for a few pounds (get rich quick), delete them. (If you</p>	

	don't recognise, don't answer).	
6.	<p><b>Elaine Butterworth - Compliance Surveyor</b></p> <p>EB gave everyone present a letter which is going to tenants who live in flats. It is with regard to fire and safety procedure. Annually there is a fire risk assessment and have been advised that communal area's must be clear of clutter, so have decided to introduce a zero-tolerance approach regarding storage in communal areas. We realise there is a lack of storage so Becky Gane (BG) will liaise with residents in blocks of flats. There will be regular checks of the corridors to ensure no storage there. also waste bins need to be 6 metres away from building so looking at places to position them. Please read letter and see what you think.</p> <p>PB asked about storage in houses. EB replied just communal areas. VH said you can't put bikes in flats. EB said BG will pick up on this. Cleaning regime, risk of theft as well as safety. PH asked about repeated offenders. EB replied went to a conference and it seems when things implemented, people stop. May need proper bike sheds. Every officer who goes to the flats will check communal areas. LR asked about meter room. EB replied internal meter cupboards.</p> <p>VH said 3rd floor of flats all clean (was a Housing Association), bottom floor dirty, covered in cigarette ends, rats and a crack head lived there. EB replied owner of block will charge all the block. Think about it.</p> <p>PB said on the estate there was a hard standing with an old battered caravan on it. People who owned it did car boot sales, fairs and anything not sold went into the caravan. Was reported, denied so an eight wheeler tipper truck came to take away. came out to claim it, got you. However family on benefits £50, moving that £500. EB said need to be careful of that.</p> <p>HPh asked why are wheelie bins left out to blow about? EB replied no idea, need to go to waste team. Communal ones in an enclosed area. CA said backs of our houses (been done now), no space in front garden so left out all the time. Can't get through back gate.</p> <p>DH asked if it would help to have a yearly fire practice in the block of flats. EB replied no not in general flat blocks.</p> <p>HPh asked what is the legal standing of gardens in the flats. EB replied to keep everything clean and tidy.</p> <p>JW said regarding the letter it should say 'Will' instead of may and LR asked about cupboards in communal rooms, the rooms will be empty if cannot use them. EB said didn't affect them so agreed to take out 'this includes internal communal cupboards' from the letter.</p>	

<p><b>7.</b></p>	<p><b>AOB</b></p> <p>KPI's for July, August and September from Mears and Code of Conduct was given out to those present.</p> <p>JP said Action fraud, we need to go over something's to make people safer.</p> <p>WH asked if everyone had a copy of the Extraordinary meeting and where there any questions. PB asked when would we get answers to the questions not answered.JP said thought all questions answered through the ones that were asked.</p> <p>JP said the Tenants/Leaseholder magazine went out. A big thank you to Helen who did a great job. Went out just in time before Purdah which starts Wednesday. Aims to get people to join working groups, tenant involvement better and internal changes. Les, Paul, Dave Kellaway and Margaret Wilson (Sheltered Housing and General needs) are on the review group. Will start giving feedback next February. Final proposals in March. There is a new Facebook page (in South Cambs), relevant to tenants, about environmental issues, landscaping, interest for people and where to take children (cheaply). Random act of kindness, be kind to neighbours, each month look at nominations, give £25 voucher as recognition. Encourage to look after each other. Share what they are doing for one another.</p> <p>VH said last month you had £6,000 for community projects. Has any been asked for? JP replied no applications so far but forms have been asked for.</p> <p>WH said next month some tenants from Saffron Walden will be coming to the meeting. Any other ideas for speakers/visitors e-mail WH with your ideas.</p> <p>JP said new structure, make February a workshop. Participation, structure, consulting and getting your feedback. Then utilise and then to cabinet. Will be May before changes. WH said don't want to be held in limbo too long, will get bored. JP replied we need to change things internally , do job better here. Start estate inspections again, also fire inspections. Do a whole schedule, what estate needs to be done. Restart , go again.</p> <p>PB handed out a map and said there are no members from the south. 3 areas, 2 area's have TPG members and the other none. Need to troll the south, to tell them about us and let them know we would benefit from their presence. HP said all meetings are advertised and it's on the website. JP said this is what the working group are looking at. Different levels of involvement, digital help as well. CA said better to hold it here. WH added went round area. Lots won't travel and lots lost interest. JP need to talk to lots of people in different ways. Not TPG, maybe a baby group. CA said some came, moaned about something for their home and then didn't come again.JP said we need another way. WH suggested open hour at Cambourne. BP said have a surgery once a week for an hour. don't represent tenants. JP said wonderful initiative. JB said I read it every time in the magazine and WH added was going to be a whole page in this issue, but because of what is happening, wait for the</p>	<p>All</p>
------------------	---	------------

	<p>next issue, go in Spring magazine.</p> <p>PB said communication, no e-mail address or telephone number. PH said the numbers are in all the halls. JP said valid thing to raise, issues we should be discussing. PB said priority, safety and security of tenants, Estate officer at Willingham and everything else comes 2nd. Reducing assets limiting Estate officer, 8 more jobs be specific. JP replied if you need use we will be there, if not carry on with own life. Someone to be evicted, be there before they fall. Niceties of everybody, stop homelessness and help when ill.</p> <p>HP said sorry but I need to say this 7 years worked for you and you are always running me down. I have tried my best, but always moaning we don't do anything, lost trust, not all on tenant involvement. Need to change, have to change.</p>	
6.	<p><b>Date and Venue of next meeting</b></p> <p>Monday 9th December - <b>18:00 to 20:00</b> at Denson Close, Waterbeach</p>	