

Quarterly One Manchester/CSM – Bentley House TARA meeting: Tuesday 14th March 2017

Present from One Manchester: Barry Seers, Jim Breen, Paul Doherty

Present from TARA: Lucy Carlin, Alan Holmes, Jenny Barnard, Barry McAtarsney

Apologies: Lucy Williams, Issy Patience

Last meeting minutes: 12.12.16 reviewed and actions followed up

Jimmy, new Estate Caretaker started 2 weeks' ago: he has put 'compac' documents in communal blocks so he can write on when he's cleaned the floors. The cleaning regime for the blocks was not known. Kirk (Mobile Clearing Manager) is working on a handbook with photographic evidence of good and poor practice.

Action: Barry to ask Kirk for Jimmy to put his contact details and photo in each block and ask for more information about cleaning regime.

Flytipping referrals: working with MCC. Some binshed doors not working still e.g. Lucy's. Steve Flynn (Repairs Team Leader) checking doors. Funding for a Skip Day successful, will possibly be 2 skips; one on Hulme Street and one on Rockdove (more room there). Aquarius recently filled one within hours. Will be weekday so staff can clear up.

Jimmy, Caretaker will be looking after the bike sheds and clearing out rubbish.

Action: Jim and Barry to liaise over 'dead' bikes and to put notices on bikes. Could be linked to Skip days. Will need 'Tort' legal notice to clear out (gives owners 28 days' to take action). Barry to arrange. Can link to Skip day.

Action: Barry to ask Jimmy to store 6 litter pickers and binbags in the TARA office for residents who have asked for them. (We need bins – this is an MCC responsibility).

Handset issues: Barry has raised jobs with Commsec and they will visit on individual basis, had some success with this.

Anti-social behaviour: Jim sent a letter out, received some phonecalls, binshed use has reduced. Barry M reported a resident witnessing a young man wave a meat cleaver at a taxi driver on Hunmanby late at night; there's been a spate of incidents such as muggings which Barry M has also reported to police.

CCTV: Barry to find out where that's monitored as not known to Barry or Jim. No letters went out to residents to inform them these were being installed. One camera has been smashed. Sharps disposal available on mobiles cleaning vans, Jimmy will also get this.

Leaf Street development: hoardings graffiti: Paul reported it's impossible to stop. Will be stickering hoardings to advertise the new flats which will cover it up. St Wilfred's School boards have gone up. Footpath will be closed for 2 months to resurface and Keepmoat say they had sent letters last year but residents haven't received them. Leaf Street will be the diversion. Weekend working continues and they say it's in their tender. Wagons have been blocking Rockdove; Keepmoat say signs have slipped and they couldn't see them! Street cleaning not consistent, Reilly Street and Leaf Street very dusty.

Action: Paul to chase these issues up and feed back.

Quality control spreadsheet: can now filter for roads. Jimmy will go through the issues so can be crossed off when completed. Many issues have been addressed since 2014.

Action: Barry to email spreadsheet to TARA.

Action: Barry to ask Steve Flynn to update re door replacements.

Bollard scheme: one resident has refused to have them installed and has met with Steve Flynn, Alan Leicester, with Lucy Carlin. Alan L agreed they didn't consult properly; agreed to try different approaches but all money has been spent. 2 bollards will go on one side of path to define passageway, bollards not so near to road so may provide more manoeuvring space. Accessibility needs serious consideration re buggies, mobility scooters etc. Barry noted that Alan raised the issue of parking bays and designating them properly. Will HomeZone be worth doing? Can we change how it's designated? Properly marked out bays will work better.

Hulme Parking Scheme: the off-road parking bays weren't included in original MCC plans but to change this would mean huge legal fees so it won't happen.

Recycling scheme: Eva Coates from MCC is trialling this in the multi-storeys in St Georges; if successful then it may move to Bentley.

Leaf Street: one workday has happened with Lucy W and One Manchester staff, they cleared self-seeders and removed green waste.

Steve Wellborn is leading on the tree surveys, Kirk's manager. Will happen this year.

Action: Barry to send his email address to TARA.

Ward Coordination Funds: new funds available from 1st April (skips from NIF funding – Neighbourhood Investment Funds). Barry may use this for purchasing water butts.

Fire Switches: Barry contacted Fire Brigade – if you have the key on you you can be arrested for 'going prepared' as they're only for the emergency services.

Action: Barry to contact his Moss Side Fire Brigade contact, Ian Melville to see if they'll check and audit them. Should be serviced regularly.

Victor Hassan, Finance & Governance staff: hasn't been in touch with TARA re new constitution documents.

Action: Barry to chase up

CSM/One Mcr moving across the road from Turing House to Lovell House in June 2017.

Belinda Rourke: groups can apply for funding for small grants, below £300 for things that will bring community together. Wants a discussion with Jenny, Barry gave Jenny the Neighbourhood Fund application forms.

Yodel: ongoing, 5 months! Barry and Jenny still chasing.

Repairs: Dennis Wellington (Head of Repairs) and new Repairs Policy brought in. There have been IT problems. Trying to work geographically so it makes sense. First Touch system – Operatives have iPad to plan and complete their work online. Dennis will be leading on major works such as maintenance cyclical work such as gutters, downpipes etc. Will come on walk-about. Fences falling down, need painting though these are responsibility of residents.

Lucy C relayed her experience of the front door being smashed. Rang police and CSM emergency phonenumber, they said someone would come within 24 hours. Some plastic covering was put on, barricaded by residents to ensure security. No cleaning up happened, shards of glass on floor. Downstairs neighbour rang, and CSM didn't seem to know about the door issue. When report emergency needed to then ring again.

Barry: operative should arrange follow-on works. The staff are on a rota system, need to pass information on. They should have cleared up the glass too.

Action: Barry will feed back to Dennis.

Repairs have been ordered on communal front doors. Barry and Jim checked all handles recently. Lucy's front door still not working properly which has been ongoing for years.

New tenants training scheme: Toolkit: will be shown how to clear a trapped drain etc.

New LED lights: working well but inside not coming on at first in the darkening evenings.

Action: Barry to ask Dennis about adjustments to timings.

New Handyman Service & Gas Servicing scheme: still being developed.

Action: Barry to get more information from Dennis to pass on.

Switchboard: experience should improve as Call Centre is soon moving to one queuing system and based at Openshaw. Barry M had a positive experience recently with this.

Street signs hidden by trees: Steve Flynn dealing with this and wrongly placed signs are being moved.

Bike shed on Rockdove: Barry has had 12 replies from residents. Chasing GMPTE every month and bid for £30,000 funds has been successful however it's taken a lot of time and bureaucracy and nothing can be ordered until the cheque is with One Mcr. Lucy C is working on Spar's artwork for it.

Binshed keys: resident was able to get one without saying where he lived and if he should get one.

Action: Barry to speak to Call Centre Manager.

Community Liaison: Lesley Brereton & Belinda Rourke community events: not big turnout and need more liaison with TARA.

5 empty flats now in Hulme. Assured Shorthold for 12 months, then this converts to an assured tenancy with rights.

Walk-about: last one November 2016. Quality control list to be given to Jimmy and Kirk first.

Action: Next walk-about will be May 2017 to check the list, then feedback in June 2017. Barry to invite Gary, Kirk.

Unightly steel panels: coal bunker area behind these.

Action: Barry to speak to Dennis to chase this up as it's on his list as part of major repair works.

New Leasehold Manager: Sarah Tate.

Crimestoppers & 101: Barry to get update from GMP about recent reports.

Water tap: can't do it.

Tree replacements: Mike Simpson has a meeting with MCC about this next week. MCC have a scheme to plant fruit trees though Keepmoat want a mixture due to the upkeep of fruit trees, so these will possibly go into Hulme Park. Tender documents state that all tree replacements will need to be within 1 mile of the site so can't be planted elsewhere.

Action: Paul D will do some consultation about locations for all.

Action: Lucy: 3 trees disappeared outside Martinscroft on Epping Walk. Paul to chase up.

Weedkiller: Gary's aware not to use this. Letsbe Avenue 'knotweed' next treatment will be June/July. Gary has hired subcontractor to clear it, some in garden of 64 Hunmanby so new resident will need to know.

Action: Jim to chase Gary up to ensure resident knows.

Noticeboard keys: TARA need 2-3 more.

Action: Jim to order.

Keepmoat: drop-ins: Saturday 11th February at Zion, Paul D was present and no residents turned up. When flats become let, interest may pick up.

New business: resident wants to set up a communal laundry. Alan L is dealing with this. Doesn't work too well in the multi-storeys. Machines are £3-4000 and are expensive to maintain.

Ramp at end of Leaf St: unusual construction means residents have to go all the way around to get to the binshed, which suits Biffa but not residents.

Dead vehicles: Jim is dealing with one. Asking MCC for advice but they're not responding.

Rent statements: Alan H said these are handy to have as he's not received one for a long time.

Action: Barry to look into this.

Alan asked Nigel Murphy about recycling cooking oil. No funding available. In Yorkshire, where it's been trialled, blocked drains not happening anymore. Council provides receptacles and then it's picked up and refined.

Action: Barry to ask Eva Coates.

Lucy: at our AGM we collected issues around doors, Issy has this.

Action: Lucy to email it to Jim and Steve Flynn and include issue of leaving broken metal and wood around.

Action: Barry to invite Alan Leicester to June quarterly meeting to talk about bollards, street signs, Home Zone scheme etc.

Next meeting: Tuesday 13th June 6pm, Turing House / Lovell House