

# Minutes of the EastendHomes Residents' Scrutiny Panel

25<sup>th</sup> September 2013

**Present:** Debbie Davies (DD) (EeH), Sandra Ward (Minutes),

Residents - Genia Leontowitsch (GL), John Courtney (JC), Margaret Hughes (MH), Margaret Donovan (MD)

**Apologies:** Rubiya Begum

## 1. Nominations for Chair

Nominations for the position of chair were invited; Genia Leontowitsch was elected as chair.

## 2. Minutes of the Previous Meeting

Minutes of the meeting held on 17<sup>th</sup> July had been circulated and were agreed as correct.

## 3. Matters Arising from Meeting 22<sup>nd</sup> May

Debbie Davies confirmed that there is a standing invitation for members of the Scrutiny Panel to attend the Service Review Committee. Date of the next meeting is 12<sup>th</sup> December to be held at the Maha Centre, British Street at 7pm.

## 4. Matters Arising from Meeting 17<sup>th</sup> July

ASB Complaints Study - Genia advised that she had met with the manager of the St Georges/ Glamis Housing Centre and that the meeting with the Manager of the Mile End Housing Centre was still to be arranged. **DD**

## 5. Value for Money Action Plan

It was agreed the VFM action plan would be presented to the Scrutiny Panel twice a year. **DD**

It was agreed to drop the reference to "co-operation between directorates" from the VFM Action Plan **DD**

It was agreed to track satisfaction with neighbourhood as part of the VFM action plan **DD**

It was agreed to consider tracking health indices as part of the VFM action plan **DD**

## 6. Emergency Out of Hours Call Handling Service

It was agreed that the Scrutiny Panel would review the mystery shopping assessment feedback **DD**

Genia is going to advise whether she will be available to be part of the contractor interview selection panel **GL**

It was agreed that a vulnerability assessment will be included as part of the initial ECO call handling script for the new contract. **DD**

## **7. AOB**

It was agreed to liaise with Technical Services regarding the identification of individual electricity meters in the Empire Wharf and Grosvenor Wharf blocks which are located outside of the properties **DD**

It was agreed to liaise with Technical Services to ensure that lift number are shown at each floor within each block **DD**

It was agreed to include how to switch off gas meters as part of the foyer days. **DD**

It was agreed to produce a resident newsletter article covering the EeH flooding procedure **DD**

It was agreed that feedback from the Tower Hamlets Residents Scrutiny Panel would be a standing item for future meetings **GL**

Michael Bird to be asked to inspect fencing to the Empire Wharf/ Grosvenor Wharf Road block **DD**

It was agreed panel member contact details to be circulated within the group **DD**

Date of next meeting **6<sup>th</sup> November, 6pm. Venue Tayside House**