TANDRIDGE RESIDENTS FORUM

Action points of meeting held on 21 May 2018

Present:

<table>
<thead>
<tr>
<th>Alan Feesey (AF) – Chair</th>
<th>Barry McDonald (BMcD) – Vice Chair</th>
<th>John Balmforth (JB) Warlingham</th>
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<tbody>
<tr>
<td>Errol Meyer (EM) – Caterham</td>
<td>Frederick Potter (FP) – Dormansland</td>
<td>Trudy Miles (TM) Edgeworth</td>
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<td>Kathleen Smith</td>
<td>Sally Bayliss (SB) – TDC</td>
<td>James Devonshire (JD) - TDC</td>
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<tr>
<td>Paul Foster (PF) Uplands</td>
<td>Deb Shiner (minutes)</td>
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<tr>
<td>Eamon O’Shea</td>
<td>Peter McNeil</td>
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Apologies:

Eamon O’Shea, Peter McNeil and Cllr Cameron McIntosh

1. **Election of Offices – Chair and Vice Chair**

   Both AF and BMcD stood down as Chair and Vice Chair and were duly elected to serve another term by committee members.

2. **Introductions and Apologies**

   Eamon O’Shea, Peter McNeil and Cllr Cameron McIntosh sent their apologies.

3. **Action points and matters arising**

   **Grounds maintenance** – several complaints were aired regarding the service and quality of work provided by G. Burley & Sons. BMcD provided photographs of the standard of grass cutting at Uplands. This was endorsed by EM and FM who both said the grass cutting was abysmal. The period of time between cuts was far too long and grass cuttings left over paths, patios, plants and residents. The contractors are also leaving the period of time between cuts far too long and cutting around light objects which could easily be moved.

   SB confirmed that TDC were very disappointed with the service and the council was working closely with Burleys to rectify the situation. SB also confirmed that a plan had been put in place and Burleys were drafting in extra staff who would be working extra hours (agreed by TDC). A daily reporting structure to TDC’s Parks Division had been put into place. SB advised that during the next 2 – 3 visits Burleys would be concentrating on grass cutting rather than flower beds. SB advised that councillors had been made aware of the situation and TDC will be contacting sites concerned for updates.

   **Covenant at The Court** – SB advised that this was not an issue as the site was being redeveloped to provide improved Sheltered Housing.

   **Rochester Gardens – inspection.** EM advised that the door at the rear is the only one working. JD advised that the other doors will be left until TDC had reviewed the future of the site. The doors at Foxacre have not been done.

   **Newhache road planings** – JD confirmed inspection had been raised and would update FP

4. **Hurst Green – verges update**

   AF reported after 3 years of campaigning CM had finally obtained agreement from Surrey Highways and funds from the parish council for the verges in certain areas of Hurst Green to be repaired/improved. He advised that work had commenced in...
Wolfs Wood opposite the infants school and once completed the contractors would move on to other areas that require attention. AF/CM will walk around the neighbourhood with a view to identifying any further areas that need attention. EM enquired whether the verges in Townend Close, Caterham could be looked at. Delivery trucks are using it as a turnaround point, leaving tracks in lawns that resident pay to have maintained. Also school parents park on verges and churn them up. AF agreed to contact EM to inspect.

5. **Income Management Policy**

Of around 2600 households, 700 were currently in arrears. JD explained that the policy had not been reviewed for many years and the new policy was being re-written and aimed to set out TDC’s approach to rent and service charge collection. The policy would apply to current/future tenants.

There were 4 main aims.

a) Maximise collection
b) Minimise arrears by early intervention; Money Advice Officers were available if required.
c) Support vulnerable tenants
d) Ensure eviction/possession is taken as a last resort.

AF enquired whether arrears had increased due to the introduction of Universal Credits being paid direct to the tenant. JD confirmed that this was the case and stressed that it was important that wherever possible tenants should ensure their rent was one month in credit. He also confirmed that from October 2018 Universal Credit would be paid in lieu of Housing Benefit for more tenants.


It was agreed that a section on the Residents Forum should be included again. PF agreed that TDC could use his profile as an example. JD/PF to draft.

AF advised that once again it was too late to run the TDC garden competition and felt, as this was one of the aims he put forward when first elected he was letting the committee down. SB suggested that a flyer detailing the 2019 competition could possibly be sent out with the rent increase letters in March.

7. **Meeting Dates 2018/10**

SB issued suggested meeting dates for the Residents Forum meetings. SB felt it important that the meetings were aligned to give the Forum the ability to put forward agenda items to be discussed at the Housing Committee.

Meeting dates suggested:
- 20 August 2018
- 29 October 2018
- 17 December 2018
- 11 February 2019

8. **AOB**

BMcD expressed his thanks to SB and her team at TDC regarding the efficiency and helpfulness given to residents of The Court who had to move. SB thanked BMcD for the feedback which would be passed onto those concerned. The whole situation had been a learning curve and lessons had been learned which would make any future moves run more smoothly and be as painless as possible for the residents involved.
TM asked whether there was an acceptable length of time that should be allowed for repairs to be carried out. JD confirmed he would speak to TM after the meeting to obtain more details.

EM advised that tenants at Rochester Court/Townend had received letters from TDC which have concerned residents. They are of the opinion that the block will be pulled down. SB advised that the site is possible land for redevelopment. The report which had not yet been issued would be discussed at the Housing Committee in June. Once the report had been issued SB would email EM the link.

EM reported that the tank at Rochester Gardens is still leaking. JD to arrange for a Surveyor to meet on site with EM.

JD to advise FP whether TDC’s scheme to decorated sheltered accommodation every 7 years is still in operation.

FP requested whether the two conifers outside numbers 6 & 12 which are now at second floor height be cut down as they are blocking the light. JD to raise an inspection order.

FP also commended the on-site warden on her work.

After a major burglary at Uplands the residents were of the opinion that TDC would be replacing locks as the police had condemned them. JD confirmed that the locks to the communal areas had been changed and would investigate the situation regarding locks to individual flats. As the current locks were not 5 dead bolts there were concerns that this would be a problem when insuring contents. SB advised that the council’s approved insurer did not have an issue with the current locks.

SD advised that the communal doors at Dormansland must be kept shut and not left open for resident’s cats to get in and out.