



Customer Opinion Panel Minutes
Wednesday 12th November 2014 – Council Chambers

Gosport Borough Council

Corinne Waterfield	-	Housing Services Manager
Stevyn Ricketts	-	Head of Streetscene
Dave Bartley	-	Accounts Manager - Sodexo
Sam Voller	-	Principal Parks and Landscape Officer
Val Leopold	-	Senior Housing Officer
Denise Hudson	-	Resident Involvement Officer
Sam Downing	-	Resident Involvement Officer
Syed Haque	-	Housing Officer
Laura Wise	-	Administration Officer

Guests:

Mrs S Greenwood	Mr B Wakefield	Mr R Forster	Mr K Burns
Mrs R Hill	Mrs V Carter	Mr G Lidgey	Mr B Thomson
Mrs M Cook	Mr J Mardle	Mr B Hudson	Miss J Reed
Miss J Anders	Mrs A Barnes	Cllr Mrs Batty	Mr P Batty
Mrs P Grant	Mrs L Hay	Mrs J Marshall	
Mrs N Lewington	Ms V Manton	Mr W Pullen	Mrs L Smith
Mrs V Twyman	Miss R Walker	Mr T Withers	Mr J Kennewell

Apologies:

Mrs Spelzini	Mrs P Ripley	Ms J Rowe	Miss S Bellerby
Mr D Good	Mrs R Hardy	Mrs D Corbett	
Mr Cattle	Mrs P Morris		

		Action
1.	Welcome and Introduction Denise Hudson opened the meeting and gave introductions.	
2	Stevyn Ricketts – Head of Streetscene Stevyn Ricketts gave a presentation on Streetscene. Please see attached Questions raised Q) Brian Wakefield asked what is the success rate regarding the fixed penalties? A) A fixed penalty can only be issued if it is witnessed. The fee is £50 if it is paid within 7 days or £75 if paid within 14 days. Success rate is 100% if the penalty isn't paid then the perpetrator is taken to Court where they will be charged. In all cases GBC will receive the fee.	

Q) Julie Anders raised that there is an issue with overgrown brambles in Mariners Way and along the Creek footpath?

A) This will be addressed by Sodexo.

Q) Val Twyman raised an issue with overgrown brambles in Grove park?

A) This issue will be addressed by Sodexo.

Stevyn advised the group that Highways own the cycle tracks in Gosport and Streetscene maintain them on behalf of Highways.

Roberta Hill commented that people keep feeding the ducks and swans at the Cockle pond at Walpole Park even though there is a sign asking people not to. Stevyn responded that this is an ongoing issue that he is looking into.

Q) Val Tywman asked why are the operatives not picking up rubbish before mowing the grass?

A) They are supposed to pick the rubbish up first and this will be passed back to Sodexo to remind all operatives.

Q) Peter Batty asked if it is possible for Sodexo to advise when they are due to cut grass in an area so that people can move cars if they are parked on a grass verge?

A) We are currently working on setting up grass cutting information and schedules on Social media like Facebook and Twitter so that tenants know when the grass cutters will be going to their areas. Hopefully; people will then not park their cars on the days that the grass is due to be cut as the information will be available to them.

If Sodexo cannot cut the grass due to parked vehicles (or other reasons) on the verges etc. then they will report into the office so that we are updated. Then if a tenant calls in to report an area that has been missed then we can update them with this information. This issue is ongoing and we are continually looking of ways to improve this.

Q) Peter Batty asked if an 'A board' could be put in an area the day before to advise that the grass will be cut the next day?

Q) Jo Reed commented about the the conservation area near Trinity Green- the shrubs are always dotted with litter. The shrubs were cut recently and this was a great improvement although the litter still continues to be an issue. Is there a policy when shrubs should be cut?

A) Yes, different shrubs are cut at different times.

Q) Bob Thomson said that there is an issue with the refuse truck blocking the roads causing traffic build up in Mumby Road, could refuse be collected at night – similar to some

countries in Europe?

A) No, the cost to remove waste would be significantly higher if waste was collected out of hours. The household waste centre run by Hampshire County Council is open from 7am-4.30pm and for H&S reasons waste cannot be stored on trucks overnight.

Q) Why are the toilets by The Crossways (Whites Place) closed?

A) The roof fell in and a budget to repair/replace is waiting to be identified.

Q) Marge Cook asked why has the bin collection changed at Ivy House/Holly Street?

A) Sometimes the times to the bin rounds may change, the rounds start at 7am and finish by 4pm. Urbaser will be contacted to see why this particular round has changed.

Q) Shirley Greenwood asked if anything can be done to stop people from parking on the grass verges in Elmore Avenue?

A) You would need to speak with your housing officer Carol Garrett about this as there is not a lot that we can do at Streetscene. Although we are happy to take this complaint to Hampshire Highways as they own the verges and are able to enforce legislation and erect dragon's teeth. If the vehicles are causing an obstruction then the Police can do something. This can also be pushed as a complaint to the Community Safety team. Steveyn Ricketts is happy to pass this issue onto Hampshire Highways.

Q) Jo Reed asked why are the shrub beds at Trinity Green in such a poor state?

A) This will be passed to Sodexo.

Q) John Mardle said that there doesn't seem to be any improvement on the shrub bed maintenance and grass cutting given that we have had a good Summer.

A) I believe that there are less complaints coming in. The complaints regarding the grass cutting are reduced although we do need to make improvements on the hedge cutting. Most of the calls we get are not complaints but service requests.

Q) Bob Thomson said that there are issues with parking at Watergate with people not abiding by the parking restrictions.

A) Stevyn will speak to the Enforcement Team.

Rita Walker commented that she is very happy with the grounds maintenance (grass cutting and shrub beds) around the Tukes Avenue area.

	<p>It was agreed that the Resident Involvement Team would forward questions raised at this meeting concerning the services provided by Streetscene to Stevyn Ricketts. He will investigate any outstanding issues and contact those individuals concerned with an update/answer.</p> <p>Stevyn reminded the group that they don't need to wait until a meeting to raise any issues regarding Streetscene, residents can contact them via the Freephone number 08000 198598 or email streetscene@gosport.gov.uk</p>	
3.	<p>Corinne Waterfield – Housing Services Manager</p> <p>Novus</p> <p>Corinne Waterfield advised the group about the new painting contract with Novus. The contract is worth £450,000 over the next 7 years. Novus are currently mobilising the contract and will start works on the programme in early 2015. In 2015 a contract monitoring group will be set up to look at the painting contract similar to the Kier Contract Monitoring Group.</p> <p>Thanks were given to Sharon Bellerby, Derek Redford, Peter Batty, Marge Cook and Val Twyman for their help with the procurement process.</p>	
4.	<p>Corinne Waterfield – Housing Services Manager</p> <p>Redevelopment at St Vincent Road</p> <p>Corinne Waterfield gave a presentation on the redevelopment at St Vincent Road and Extra Care Scheme on the old Addenbrookes site. Please see attached.</p> <p>Questions raised:</p> <p>Q) Will the new properties be eligible for Right to Buy? A) Discounts will not apply initially but will probably be after so many years and GBC would have the right to charge the capital.</p> <p>Q) Julie Anders asked will the council be building 1 bed roomed properties. A) We currently have more 1 and 3 bed roomed properties and a shortage of 2 bed roomed properties; therefore we are building 2 bed roomed properties at this time.</p> <p>Q) Val Twyman asked why are they drilling on the site at St Vincent Road? A) They are currently carrying out a soil analysis prior to</p>	

	<p>submitting the planning application.</p> <p>Q) If this development is successful will the council develop elsewhere in the Borough? A) Yes subject to a decision being made by the politicians it is hoped that the council will be able to develop every other year.</p> <p>Q) Marge Cook asked if all tenants would be part of the consultation process when developing the Extra Care Scheme? A) Residents of Alec Rose and Slocum House will be consulted; it will be up to the Housing Association who is developing the site as to whether consultation will be extended further.</p> <p>Q) Marge Cook asked why does it have to been a Housing Association that develops this site, why not the council? A) The council does not have £14+ Million to develop the scheme.</p> <p>Q) Ted Withers stated there would be spare flats after residents of Alec Rose/Slocum House move in to the new Extra care scheme; can other tenants considered applying to move into them? A) Once all the tenants who want to move from Alec Rose/Slocum House to the new Extra Care Scheme, then the remaining properties will be advertised via Choice Based Lettings.</p> <p>Q) Rita Walker asked whether you will be able to have pets at the new scheme as the council allow residents to have pets but Housing Associations don't? A) I would like to think this would be a possibility. I think it's important that tenants can take their pets with them as they are companions. It depends on the design and pets would probably be only allowed on the ground floors where there are gates which allow pets to go outside.</p> <p>Q) Why can't council tenants that move to the new scheme remain as council tenants? A) You have to become a tenant of whoever the landlord is.</p> <p>Corinne stated that Brendon Care are keen to continue providing activities in the new extra care scheme once it is completed.</p>	
5.	<p>Date of next COP</p> <p>Wednesday, 18th February 2015</p>	

Distribution:-

Attendees, HMT, Chairman of Community Board, Housing Spokesmen, Group Leaders,
Web Site