



Starley Housing Co-operative General Meeting

Minutes of Reconvened Meeting held on 15th January 2013 at 7.00pm

Agenda Item 1	Present & Apologies
Members:	1. See attendance list
Also in attendance:	2. Geoff Birch (Accountant)
Apologies:	3. See attendance list and John MacSomhairle (Office)
Chair and minutes:	4. Lee Brock chaired the meeting and took the minutes.
Agenda Item 2	Minutes of Previous Meeting
	1. The minutes of the last meeting were accepted as a true record and signed by the chairperson.
Agenda Item 3	Matters Arising
	1. There were no matters arising
Agenda Item 4	Complaints
Skateboarders:	1. It was reported that there are still problems with skateboarders in the City Arcade and on Ikea Plaza. John MacSomhairle had said at an earlier meeting that the Co-op had contacted Cllr Jim O'Boyle to ask him to set up a meeting with the skateboarders and their youth worker. This will be posted on the notice boards. All members are encouraged to attend.
Crosby's nightclub:	2. The Co-op had made several approaches to Crosby's nightclub after complaints about loud music at night from residents. The manager said they didn't have speakers outside, although there is one set in the wall outside near the door. Environmental Health had visited at the instigation of a Starley resident and have issued the nightclub with a statutory warning notice. John said it is important for members to report any further noise to Environmental Health and to let the office know if this happens.
Antisocial behaviour:	3. It was reported that there are currently only 5 open cases of antisocial behaviour. Three of these are straightforward noise nuisance cases, involving loud music late at night and the noise of partying, one is a case of noise nuisance from a dog and dog fouling and the last is a case of abusive behaviour. He said this is a very small number of complaints for this time of year and pointed out that there were only two complaints regarding noise nuisance at Christmas. One written warning had been issued and one final written warning. Both are being appealed.
Agenda Item 5	Co-operative Correspondence
Shower leakage:	1. Lee referred to a memo from the office regarding leakage from showers to flats below and said the management committee had already agreed steps to resolve



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	<p>this situation. He asked members to report any instances of shower leakage to the office as soon as possible so that this could be rectified.</p>
Agenda Item 6	Share Certificates <ol style="list-style-type: none">1. Lee said that Share certificates are available for collection by Dalcia Carvalho and Christopher Rushton.
Agenda Item 7 Bedroom tax letters: Bedroom tax and DLA:	Welfare Reform - Bedroom Tax <ol style="list-style-type: none">1. Lee reported that all those affected by the 'bedroom tax' should have received a letter from the Council advising them about this. The office will be sending out letters to all those affected shortly asking them to contact the office about how they intend to address the rent due.2. Peter pointed out that the government has allocated several hundred million for discretionary housing benefit payments and those on Disability Living Allowance will not be affected by the 'bedroom tax' as a component of it is meant to pay for carers, who may have to stay over.
Agenda Item 8	Vote on Starley Logo Change <ol style="list-style-type: none">1. Lee Spoke to the members regarding the existing Starley Logo and the need to update as the original had been hand drawn and was now becoming harder to enlarge when needed. Discussion took place amongst the members regarding how best to come up with a new logo. It was decided that a letter should go out to all members asking to submit a design if they wished to and that a vote would be taken at the General Meeting in March. It was also decided that the new logo should be based on the 3 spires and the phoenix. A vote took place the outcome was 7 votes in favour none against and 1 abstention.
Agenda Item 9	Gardens Report <ol style="list-style-type: none">1. There was no gardens group report.
Agenda Item 10	Allocation Report <ol style="list-style-type: none">1. Lee reported that there is currently one vacant property in Starley Road but it will not be available for at least two weeks for various reasons so no allocation decision have been taken as yet. He said a number of people had been accepted on the prospective tenant list and that the allocation group's work was continuing as normal.



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<p>Agenda Item 11</p> <p>Finances in line with expectations:</p> <p>Bank balances:</p>	<p>Treasurer Report</p> <p>1. Geoff Birch reported that on 28th December the balance was £154, 297.16 but that payments to contactors just before Christmas had reduced this to about £151,200. He said the balance was some £14,000 up on November but accrued rent to Accord for Vicroft Court had yet to be paid and this would significantly change this figure. Geoff said that income and expenditure were running close to budget but that delays with housing benefit payments were still a problem. Overall, however, general finances were in line with expectations. Geoff said in October Universal Credit would begin and this would undoubtedly cause problems due to direct payments of housing benefit to tenants.</p> <p>2. The bank balances at 28th December 2012 at 08:44 were noted as follows:</p> <table border="1" data-bbox="491 913 1321 1243"> <thead> <tr> <th></th> <th>NOVEMBER</th> <th>DECEMBER</th> </tr> </thead> <tbody> <tr> <td>Current Account 1- Working account</td> <td>£ 1,500.00</td> <td>£ 2,344.20</td> </tr> <tr> <td>No Notice</td> <td>£ 51,144.35</td> <td>£ 66,105.95</td> </tr> <tr> <td>Deposit account</td> <td>£ 85,847.01</td> <td>£ 85,847.01</td> </tr> <tr> <td>Total Accessible</td> <td>£ 138,491.36</td> <td>£ 154,297.16</td> </tr> </tbody> </table> <p>HSBC Business Cards- clears each month £ 1,812.78 £ 419.48</p> <p>Mortgages</p> <p>17 Brightmere Road CLEARED £ -</p> <p>Loan For Outside Houses £ 2,827.69 £ 2,838.43 **</p> <p>Housing Corporation £ 19,035.89 £ 19,035.89</p> <p>** December loan payment not made yet as report compiled early</p>		NOVEMBER	DECEMBER	Current Account 1- Working account	£ 1,500.00	£ 2,344.20	No Notice	£ 51,144.35	£ 66,105.95	Deposit account	£ 85,847.01	£ 85,847.01	Total Accessible	£ 138,491.36	£ 154,297.16
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<p>Agenda Item 12</p> <p>Survey results:</p>	<p>Annual Satisfaction Survey Results for 2012</p> <p>1. Lee pointed out that despite a more user friendly format only 28 surveys were returned by the deadline, which is the same figure as last year. He said the draw for the £50 shopping voucher was held at the November General meeting and the winner was announced, with notices being put up on notice boards. Once again, the highest number of survey returns are in the category from members who have been members for 3 – 5 years, and 1 – 2 years, with again the same as last year, only 4 forms returned from members who have been in the co-op for more than 10 years. He read through the survey results report as follows:</p> <p>Overall Satisfaction</p> <p>Overall satisfaction for the complete service the Co-op offers was 89%; this is big increase on last year's figure of 75%, with no returns indicating dissatisfaction. This is an excellent result for the co-op, from the members who returned the forms.</p>															



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Accommodation

82% of members were very satisfied with their accommodation, again a big increase on last year's figure which was 64%. 18% this year were fairly satisfied. 82% felt the general condition of their home was very good, again an increase on last year's figure of 75%, no, one felt it was poor, and 18% felt it was fairly good.

Area

Satisfaction with the area is a big increase on last year's figures. This year 64% are very satisfied, last year it was only 39%. 25% being fairly satisfied (43% last year); the remaining 3 surveys were either no opinion or fairly dissatisfied.

Issues perceived as Serious problems:

Vandalism –	0%	(14% last year)
Graffiti –	0%	(7% last year)
Dogs	4%	(7% last year)
Litter and Rubbish	20%	(21% last year)
Neighbour Problems	12%	(14% last year)
Racial harassment		NIL
Noise from People	13%	(8% last year)
Noise from traffic	17%	(25% last year)
People causing damage to homes	NIL	(15% last year)
Other anti social behaviour or crime	9%	(last year NIL)

Perceptions about serious issues affecting residents have all reduced from last year's figures, with the exception of a 5% increase in problems with noise from people. This is a good result from member's feedback for the Co-op and residents quality of life.

Contact with the Co-op

Contact with the Co-operative – As the office is onsite you would expect that a majority of people would visit, this is upheld by the figures gained from the feedback with 70% visiting. The other 30% is either by phone or e-mail, with e-mail being the least used.

The main issue people contacted the Co-operative was for repairs making up 50% of the calls, the same figure as last year. 50% was for "other issues", i.e. neighbours, rent or transfer/housing

Co-op Staff

100% of the returns indicated that it was easy to get hold of the right person; the staff were helpful and able to deal with the query. No returns indicated that they were dissatisfied with the outcome of their query.

Repairs Service

- 86% were very satisfied with the service overall, a decrease from last year's figure of 89%.
- 14% were fairly satisfied.



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- No returns indicated dissatisfaction.
- 81% of those returning surveys had reported a repair in the 12 month period

Satisfaction of repair works

- “Being told when workers would call; Time taken before work started; Speed at which work completed; Attitude of workers; Overall quality of work” An average of 84% reported a response of “very good” to all the categories. There was only 8% response reporting “fairly poor” to the overall quality of work, and attitude of workers.
- 68% said they returned repair satisfaction forms to the office, this is a drop on last year's figure of 76%.
- Again this a very good result for the Co-operative's repair and maintenance service.

Participation & communication with your Co-op

- 75% (69% last year) felt that the Co-operative was very good at giving out information about issues that might affect them. This is a better figure for the co-op. Only 1 survey return indicated that it was fairly poor.
- 70% (69% last year) felt that tenant's views counted a lot in decision making.
- 15% Felt the co-op took “a little notice”; and the remaining 15% had no opinion, so no-one reported that the co-op took “none at all”.
- 57% (61% last year) were very satisfied that they were given the opportunity to participate in management and decision making, 18% were fairly satisfied, 18% had no opinion, or don't know and again only 1 return stating they were very dissatisfied.

Meetings

- 56% found that general meetings were very informative; 33% found meetings “a little” informative, and the remaining responses had no opinion on it.

Involvement

- 46% (54% last year) of the members returning surveys were involved in running their co-operative.
- 16 members responded on reasons why they were not involved. “Lack of time” was a main reason with 44% detailing this as the reason, “lack of training” and “not interested” were lesser reasons, and 38% detailed “other” as a reason.
- Barriers – 29% felt there were barriers, 71%. Comments for Question 32 are attached.

Access to training

- 15% (20% last year) felt they could access training; 22% (32% last year) felt it was only available sometimes; 2 respondents felt it was never available; 19% didn't want any, and 37% had no opinion on this. There



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were no comments listed on this matter.

Members with disabilities

- 64 % (50 % last year) of members returning the forms felt they had a “long standing illness or disability”, this figure has increased steadily over the past few years.
- 52% felt it limited their activities/lifestyle (57% last year).
- No respondents felt that the co-op could do anymore to improve the services in respect of their disability/mobility.

Ethnicity

members in Co-op

67%	(19)of returns	White British	95
4%	(1)	African	2
10.5%	(3)	Irish/Welsh/Scots	15
10.5%	(3)	Caribbean	11
4%	(1)	Mixed	6
4%	(1)	European	1

Survey comments:

2. Lee said that the survey result has been good overall but felt that some of the comments made by members were a cause for concern. In particular, he highlighted comments made about drug dealers driving in and out of Starley Road and said that 4 or 5 cars were involved. He pointed out that these dealers were not selling to Starley residents but had obviously decided that the road was a safe place for them to conduct their deals. Members were asked to note down registration numbers and pass to the police and to the office for John's attention. It was also agreed to refer the matter to the Police and Crime Commissioner. This matter will also be taken up with the Safer Neighbourhood Group and members were encouraged to attend one of their meetings to demand that something should be done about this illegal activity in Starley Road. A notice about the next SNG meeting will be posted to the notice boards. The smell of drugs being smoked in some of the flats was also mentioned and it was agreed that action against persistent offenders should be taken. A query was raised about cameras on Starley Road and it was pointed out that for reasons of data protection it was not possible for the Co-op to operate cameras on a public road.

Agenda Item 13

Rent Report & Rent Increases 2013-2014

Rent arrears:

1. Geoff reported that arrears were rising and this was partially caused by housing benefit delays and by Christmas, which has always caused delay in payment of rent. He said that anyone who has missed a payment at Christmas should contact the office and make arrangements to get this sorted so that they can catch up in January. Geoff also pointed out that the Housing Benefit section does not have the flexibility it had in the past and reminded members they should always respond quickly to any letters from them to avoid losing entitlement. He said he did not think the Benefit Cap would affect Coventry. Overall, he felt the rent



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<p>Rent increase recommendation:</p>	<p>report was reasonable for December. The figures for rent arrears up to 30th December 2012 are as follow:</p> <table data-bbox="475 465 1476 571"> <tr> <td>Annual Rent Roll (52 weeks in advance 2012/2013 rents)</td> <td>£495,314.55</td> </tr> <tr> <td>Total Rent Arrears (Gross)</td> <td>£47,181.24 9.52%</td> </tr> <tr> <td>Total Credit</td> <td>£2459.96</td> </tr> </table> <p><u>Breakdown of Arrears</u></p> <table data-bbox="475 645 1476 784"> <tr> <td>Current Rent Arrears</td> <td>£19,522.07 3.94%</td> </tr> <tr> <td>Housing Benefit delay (approx)</td> <td>£18,143.27</td> </tr> <tr> <td>Monthly payments (approx)</td> <td>£6015.68</td> </tr> <tr> <td>Ex Tenants Rent Arrears</td> <td>£3500.22</td> </tr> </table> <p><u>Breakdown of Credit</u></p> <table data-bbox="475 857 1364 1030"> <tr> <td>Tenants pre-payments</td> <td>£2459.96</td> </tr> <tr> <td>Voids this period</td> <td>£76.91</td> </tr> <tr> <td>Total void loss to date</td> <td>£2,474.79</td> </tr> <tr> <td>Bad Debts recovered this period</td> <td>£35.00</td> </tr> <tr> <td>Total Bad Debts recovered to date</td> <td>£90.00</td> </tr> </table> <p>2. Geoff Birch spoke to the members and gave a proposed rent/service charge increase for financial year 2013/14 of 3.1% with the exception of Starley Road properties where the proposed service charge would increase from 20 pence per week to 50 pence per week. Geoff told members this was due to the TV Ariel upgrade to the Starley properties, the increase was held off in the current financial year due to the large rent/service charge increase in 2012/13 of 6.1%. A member asked why there was such a difference between the current year's increase (6.1%) and the proposed increase for 2013/14 (3.1%) Geoff told the member that the figures were based on the RPI figure each September plus ½%. A vote took place with 9 members voting for, none against and 1 abstention.</p>	Annual Rent Roll (52 weeks in advance 2012/2013 rents)	£495,314.55	Total Rent Arrears (Gross)	£47,181.24 9.52%	Total Credit	£2459.96	Current Rent Arrears	£19,522.07 3.94%	Housing Benefit delay (approx)	£18,143.27	Monthly payments (approx)	£6015.68	Ex Tenants Rent Arrears	£3500.22	Tenants pre-payments	£2459.96	Voids this period	£76.91	Total void loss to date	£2,474.79	Bad Debts recovered this period	£35.00	Total Bad Debts recovered to date	£90.00
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<p>Agenda Item 14</p>	<p>Repair Report</p> <p>1. Lee reported that the repairs carried out in December were as follows:</p> <p>REPAIRS REPORTED 63 (82 last month) REPAIRS ORDERED 63</p> <p>CO-OPERATIVE ATTENTION</p> <table data-bbox="475 1747 798 1921"> <tr> <td>Standard Category</td> <td>25</td> </tr> <tr> <td>Urgent Category</td> <td>26</td> </tr> <tr> <td>Emergency Category</td> <td>6</td> </tr> <tr> <td>Void category</td> <td>2</td> </tr> <tr> <td>Quoted</td> <td>4</td> </tr> </table> <p>Standard - Achieved in target category time 93% (92% last month) Urgent - Achieved in target category time 96% (96% last month)</p>	Standard Category	25	Urgent Category	26	Emergency Category	6	Void category	2	Quoted	4														
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	<p>Emergency- Achieved in target category time 100%</p> <p>Targets have remained consistent this month, with only 3 jobs overall not reaching the target category time. Lee said that waiting for parts for windows has been the main cause for the delay. He also asked members to make sure they reported any damp problems as early as possible to make sure the Co-op doesn't end up with a large repair bill.</p>
Agenda Item 15	Social Report <ol style="list-style-type: none">1. Lee reported that the recent visit to the panto went well and said that a few trips were to be organised later this year. He said that a letter is to be sent to all members asking them to let the Social Group know whether or not they wished to be kept informed of future events and activities. The letter states that a lack of response will be taken to mean they do not wish to be kept informed. This was agreed on the basis that all events and activities will be posted to the Notice Boards anyway. Some discussion was had about what it means to be co-operable.
Agenda Item 12	Any Other Business <ol style="list-style-type: none">1. There was no other business.
<p>There being no further business Chairperson Lee Brock closed the meeting at pm.</p> <p>Signed..... Lee Brock, Chairperson Starley Housing Co-operative.</p> <p>Date.....</p>	