

FUTURE MANAGEMENT OF BRENT COUNCIL'S HOMES

Summary of Public Consultation Meetings

- 1 Four evening meetings were held for residents together with two daytime meetings for resident representatives. A note of the meetings detailing questions asked and comments made are set out as an appendix. The notes of the first meeting also contain the presentation made by Janice Long which was repeated for each subsequent meeting.
- 2 A total of 66 residents attended the meetings
- 3 The notes record 73 questions and comments although some of these had multi parts to them and not all were directly relevant to the consultation.
- 4 The nature of the proposed "optimised Almo" was explained and residents were asked for their views, specifically:
 - Did they support this approach
 - If not why not
 - What are the current strengths of BHP
 - what would they like to see improved
 - were there any concerns about the future arrangements

The attached appendices show that:

- Support for the optimised Almo was strong – with 18 positive statements recorded, praising BHPs services. There were additional expressions of support following some of these statements – with one meeting applauding the speaker.
- No specific statements were made as to why the Optimised Almo should not be supported. However two residents felt that it appeared to be a fait accomplis (54 & 66) and others would have expected more information on other options (14 & 48)
- Residents mentioned the following strengths of BHP:
 - service improvements (3)
 - repairs service was much improved (18)
 - quick response to requests for assistance (29 & 59)
 - good staff who listened to people (35)
 - BHP brought a personal touch in dealing with people (36)
 - Strong presence where major works undertaken (57)

- Areas for improvement included:
 - Communication with residents in street property (8)
 - Control of work undertaken by contractors (9 & 44)
 - Complaints procedures should be simplified with clearer contact points (43, 44, 68) and better follow up of general queries (65 & 68)
 - Stronger liaison with leaseholders (53) with more information on future work programmes (69)

- Concerns about the future arrangements
 - Feedback was requested on the points raised at the consultation meetings (70)
 - Details of the business and asset management plan were requested to be made available to residents as soon as possible (40, 62 & 70)
 - The need for finances to be transparent (63)
 - Would BHP become more like a housing association (38)
 - Would BHP lose its identity when moving to the Civic Centre (49)

5 Comments and questions were also raised that were not strictly in response to the questions posed at paragraph 4 above. However these were also noted and covered:

- Future rents and the process for rent setting (1, 2, 4, 5)
- What factors would influence future budgets (6, 7)
- Whether new properties would be built (11, 30)
- The need for better insulation (21)
- A resident wanted BHP and the Council to employ more local people (25)
- Problems with dogs (27) and rodents (24)
- Shopping facilities (32)
- Impact of housing/welfare benefit reforms (37)
