



Our Place

Housing Meeting

Wednesday 23rd March 2016- No 18 (Healthy n Happy Premises)

- Welcome
 - Jan welcomed the group

Name	Organisation
Jan Taylor	Healthy n Happy CDT
Jane Horne	Healthy n Happy CDT
PC Paul Patterson	Community Police
PC Ryan Forrest	Community Police
PS Brendan McMahon	Community Police
Cllr Gerard Killen	Elected Member
Cllr Robert Brown	Elected Member
Cllr Brian McKenna	Elected Member
Tracey O'Donnell	SLC Housing
Kelly Johnstone	SLC Housing
Andy Williams	Anti-Social Behaviour team
Margaret Thom	Springhall Resident
Jenny Phillips	Springhall Resident
Halley Phillips	Springhall Resident
Frances McIvor	Springhall Resident
Gary Wright	Springhall Resident
Tracey Wilson	Springhall Resident
Jill Strachan	Springhall Resident
Paula Davidson	Springhall Resident

- Apologies
 - No apologies were submitted

Item	Minute	Action
Partners' feedback	<p>Partners responded to a number of pre-set questions which had been sent to SLC Housing, attached:-</p> <ol style="list-style-type: none"> 1. SLC Anti-social behaviour policy was passed to residents with a further copy being available online. <ol style="list-style-type: none"> a. Tracey confirmed that a '3 strikes' policy was not an option, but there is a robust policy to address the issues of drug offences and action to recover the property will always be taken following a conviction for possession, supply or 	



	<p>production of controlled drugs.</p> <ol style="list-style-type: none"> b. Residents can be issued with Acceptable Behaviour Contracts, an Unacceptable Behaviour Notice or where there is evidence of ongoing anti social behaviour legal action can be taken to pursue an Anti-Social Behaviour Order. c. Any report of assault or intimidation will be investigated if reported to housing. d. Tenants who are in prison and serving long term sentences are automatically asked to terminate their tenancy. Police and Housing are not always informed. e. Previous behaviour is taken into account if anti-social behaviour is still ongoing f. CCTV units can be placed in areas of concern for a limited period of time to help gather any evidence. g. Anti-social Behaviour team, Police and Housing work closely together. Residents were advised to report criminal behaviour to the police and any anti social behaviour to Housing. <p>2. Housing confirmed that Springhall is in the second phase of a work plan, with work commencing in Slenavon Avenue and Ross Place/Minto Avenue.</p> <ol style="list-style-type: none"> a. This involves: <ol style="list-style-type: none"> i. Closure of bin chutes; provision of recycling bins; refurbishment of bin areas, and upgrading the drying areas. ii. Residents in ground floor properties will receive individual bins, with upper floor residents receiving communal bins. b. Tracey confirmed that there is no formal 10 year plan but money will be spent in Springhall as it becomes available, with £250,000 being spent in the area this year and last year (2015/16) c. SLC are hopeful that money will be made available each year to carry out improvements in the area. d. The environmental work includes softening the landscape by adding more grass areas and improving the drying areas and enclosing them with one metre fence. e. Tracey confirmed that the housing meets Housing Quality Standards and all properties are inspected every 5 years to assess the external fabric of the buildings. 	
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	<ul style="list-style-type: none"> f. Any issues with windows or general repairs should be reported by tenants to the Repairs Service as normal and should be reported as soon as possible. g. The concrete used in the deck access walkways in Springhall has been tested and no issues have been found to be safe. h. Repairs are carried out in geographical areas e.g. repairs to gutters are carried out in 3 month blocks. i. Residents were advised to ask for a target date or appointment date when reporting repairs j. The cellars/sheds will be demolished as they are beyond repair. Private sheds/cellars can be demolished if they are a health and safety issue. <p>3. Housing are aware of the ongoing issued with birds in closes and on window sills and verandahs etc. It is not possible sue to the costs to erect bird deterrent nets and spikes at all properties</p> <ul style="list-style-type: none"> a. Residents should clean bird fouling as it happens, residents feel this is not their responsibility and would look to work alongside Housing to seek a solution. b. Healthy n Happy will make enquiries as to action in other areas and make enquiries about funding <p>4. Housing confirmed that tenants housed in Temporary accommodation have rights and responsibilities as any other tenant.</p> <ul style="list-style-type: none"> a. There is no specific vetting process, with no time limit on the length of the tenancy. b. 55% of lets are let to urgent homeless. c. There are Housing Support Officers to support tenants for as long as they need it and they work with any resident requiring support. d. Housing stressed that the majority of anti-social behaviour does not come from residents in emergency accommodation. In the last 3 months there were 19 anti-social incidents, with 75% of those coming from regular tenancies. e. Monthly Walkabouts centre on areas of particular concern and everyone is encouraged to participate <p>5. There are plans to get shop keepers involved in the improvement of the shop area with possible investment from Our Place</p> <p>6. SLC Housing confirmed that residents are not informed</p>	<p>JT</p>
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	<p>when registered sex offenders are housed in the area. No individual circumstances are divulged, with police carrying out regular checks and being advised of offenders' whereabouts</p> <ol style="list-style-type: none"> a. If residents have concerns regarding any individual's behaviour this should be reported to the police. This can be done anonymously, but will give more weight to the case if names are given. b. The housing of convicted sex offenders near schools is considered on a case by case basis, with a risk assessment being carried out prior to any offender being housed. c. All registered sex offenders are disclosed to SLC and it is the Police who determine the suitability of the location. There are conditions attached to the tenancy, with Multi-agency monitoring. <p>7. Tracey confirmed the local letting plan for Cambuslang:</p> <ol style="list-style-type: none"> i. 55% of houses are allocated to urgent homeless ii. 20% are allocated to people on the waiting list iii. 22.5% are allocated to transfer applicants iv. 2.5% to other categories v. Officers cannot predict when people will get housed as the list changes daily b. There is a reasonable turnover in Springhall; therefore the urgent homeless allocations are relevant to the number of lets c. On checking the transfer list today for Springhall, from the first 30 people on the transfer list, only 3 are currently residing in Springhall. d. Only people who ask to be housed in Springhall are housed there e. From January to March there were 13 lets in Springhall with 30% coming from the transfer list and the rest being let to urgent homeless. f. The points system was clarified <ol style="list-style-type: none"> i. 60 insecurity points are given to tenants who have a private let ii. If a medical application is submitted and awarded an applicant can be awarded 120 medical points iii. There are no specific points for any area, 	
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	<p>each let is offered to the first person on the list.</p> <p>g. Springhall is not a high demand area, but Housing officers are keen for tenants to sustain their tenancy.</p>	
Next Steps	No further meeting necessary at this point, SLC Housing Services are available to all tenants on an individual basis.	

Questions set by Springhall Residents:

Do SLC have an anti social behaviour policy and how is it managed, eg 3 strikes and the eviction process could possibly begin?

Can SLC provide the community with any timescales for upgrading in the near future/longer term?

Do SLC have a 10 year plan for Springhall with regards to renovation of property, internally and externally? Where can we see this plan and can someone from Housing come and explain this to the community

Are there any timescales to complete partially finished work in the area, (eg back garden fence upgrading began approx 3 years ago)

What plans (if any) do SLC have for sheds to house wheelie bins and recycle bins?

Would SLC be willing to work with residents to look for long term solutions to the problem of bird droppings in closes/verandas, this long term problem has possible health issues. Constantly being reported and a long term solution is very much needed.

How many homes in Springhall area are used as scatter flats?

- Are the residents monitored in any way as they are housed on a temporary basis?
- What is the maximum stay for residents in temporary housing?
- In what way are the residents of these flats supported, residents report the majority of anti social behaviour issues reported occur in temporary housing stock?

Can more detail be given regarding monthly walkabouts:-

- What areas are covered
- What areas are missed out?
- Who can attend
- If back greens are not covered, can they be included in the future, issues are increasing in this area



Are there any plans to work with shop owners/tenants to improve the shop area when entering Springhall and would residents be included in these discussions?

There are real issues with the communal closes in Cruachan Road, eg chipped stairs and poorly lit, are there plans for improving these in the future and would residents be able to work with SLC to seek short term solutions?

Are residents who present themselves as homeless and are placed in temporary housing within Springhall vetted for suitability? What is the suitability criteria?

When allocating housing to new residents, what criteria do SLC follow to ensure suitability, eg matching families with families, elderly with elderly etc

Residents are seriously concerned for the young and vulnerable in the area and wish to know:-

- If convicted sex offenders are housed in the area, what is SLC's policy on informing residents?
- If residents have concerns about unsuitable behaviour in relation to young and vulnerable people, who would they report this to and what is the procedure?
- Can SLC provide us with information on the legalities of housing convicted sex offenders in close proximity to primary schools?

Recent cosmetic improvements of verandas and walkways has not been successful, how can residents claim compensation for money they contributed to this and when (if ever) will the job be rectified?

Is there a timescale for plans to upgrade communal areas such as closes, garages, cellars and communal drying areas?

Is there any priority given to existing residents (eg. young people who have been raised in the area) when allocation takes place? If not can there be?