



Title: Petitions Update

Report of: Managing Director

Purpose of report

1. To provide the Board of progress with petitions received since the last update at meeting of the Board on 19 September 2013.

Background

2. The Board agreed, at its meeting on 13 April 2006, a protocol for the handling of petitions received by the company.
3. The protocol requires that a quarterly progress report be submitted to the Board for information. Progress with outstanding petitions is detailed in the Appendix.

Link to Values

4. This report relates to the following company values: -
 - Being customer focused, innovative and professional.
 - Being honest, accountable and transparent,
 - Being a listening and learning organisation.

Risk Management Implications

5. There is a risk of impact on customer satisfaction if petitions are not handled effectively.

Value for Money Implications

6. There are no value for money implications directly arising from this report.

Equality and Diversity Implications

7. There are no equality and diversity implications directly arising from this report.

Financial Implications

8. There are no financial implications directly arising from this report.

Health Implications

9. Although there are no direct health implications as a result of this report, the successful handling of the petitions would have positive impact on the health and well being of Gateshead residents.

Environmental Implications

10. There are no environmental implications arising from this report.

Consultation carried out

11. The protocol for handling petitions received by the company requires that the Managing Director or Strategic Employee will arrange for the ward Councillors to receive a copy of the petition and seek their views on the content. The Councillor who submitted the petition will also be consulted if he or she is not one of the ward Councillors.
12. The protocol also requires that it will be appropriate to undertake one or more of the following actions: -
 - holding a meeting with the (lead) petitioner/s and/or any other relevant parties, e.g. ward Councillors, the police, strategic partners;
 - holding a site visit;
 - carrying out a consultation exercise with tenants on the issues raised by the petition.

Impact on Customers

13. Depending upon the outcome of a petition submitted, there could be an impact on customer, for example a change in policy.

Recommendation

14. To note progress with petitions received since the last update.



PETITIONS SUBMITTED TO THE GATESHEAD HOUSING COMPANY

Date received	Ref	From	Issue	Action to date
26.06.12	4/12	Residents of Regent Court	Opposed to installation of sprinkler system at Regent Court	The scheme is now complete. Only one property remains without sprinkler protection, this is currently being progressed though legal routes under Gateshead Council's Tenancy Agreement. From 111 survey returns customer satisfaction with the scheme was 98.20%.
16.10.12	6/12	Petition received from residents of Beacon Court, Fell Court and Lough Court	Petition regarding replacement of windows	There has been a delay to the scheme start due to changes announced by the Government in December 2013. Discussions are ongoing with the successful tenderer and Gateshead Council about the implications of the Government announcement. Once the discussions are concluded then an update on the scheme start will take place.
13.11.12	7/12	Petition received from residents of East Street flats	Petition regarding replacement of windows	The window programme for 14/15 has been published and does not include this estate. Together with the Council we are looking at the funding options and packages of work required on multis. Ward members and the lead petitioners at East Street were advised in June 2013 that a further update would be provided once the pilot energy scheme at Beacon Lough had been completed (as referred to in 6/12 above).
16.10.13	2/13	Petition received from residents of Birtley Villas	Residents have raised concerns about access to the blocks	Ownership of the paths and potential for improving access to them and the rear of the building in general are currently being investigated. We are exploring the opportunity to provide additional handrails in consultation with residents and local ward councillors.