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**Title:** Petitions Update

**Report of:** Managing Director

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### **Purpose of report**

1. To provide the Board of progress with petitions received since the last update at meeting of the Board on 16 January 2014.

### **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 fully complete. The system has now been installed in the last remaining property. All homes and communal areas are now fully protected. From the 111 satisfaction surveys returned, satisfaction with the scheme was very high at 98.20%.
16.10.12	6/12	Petition received from residents of Beacon Court, Fell Court and Lough Court	Petition regarding replacement of windows	It was previously reported that there had been a delay to the scheme start due to changes announced by the Government in December 2013 Meetings have now been held with potential partners during April. Possible funding and costs forecasts should be received by early May, allowing a full review of the financial implications and options for the scheme.
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	Designs and costs are being sought to assess the feasibility of a proposal to add controlled access to one of the rear ground floor communal doors as part of the Equality Act works planned for Birtley Villas in the 2014/15 Housing Investment Programme.
11.04.14	1/14	Petition from residents of Pleasant Place	Repair of external fascia boards at front of building	This Scheme is not scheduled to receive painting works within the current year's programme. As there are currently painting and repairs works being carried out in the locality an estimate has

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				been requested to paint the fascia referred to in the petition in order to improve the entrance to the scheme.