



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 15 May 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
16.10.12	6/12	Petition received from residents of Beacon Court, Fell Court and Lough Court	Petition regarding replacement of windows	Work continues to be carried out to assess the options for a building solution for the three Courts. With the involvement of Gateshead Council discussions are continuing with partners exploring funding support options that will enable new windows, insulation and heating improvements to be provided.
13.11.12	7/12	Petition received from residents of East Street flats	Petition regarding replacement of windows	The company and council are working with partners to explore all options for work to Multi Storey blocks, including insulation and window replacement. Ward members will be contacted to arrange a further update on the town centre heating scheme and the request for replacement windows. The procurement exercise for the scheme is expected to conclude by end of this calendar year.
16.10.13	2/13	Petition received from residents of Birtley Villas	Residents have raised concerns about access to the blocks	The scheme costs are complete for all elements except the improvements to the door entry system. These are currently being finalised by the system manufacturer and the scheme will then be the subject of Ward Member and tenant consultation. The scheme will be delivered as part of 2014/15 Programme.
8.5.14	1/14	Petition received from residents of St Mary's Green, Whickham,	Petition regarding the resurfacing of the first floor balcony walk way	The Leasehold Services Manager provided an update to ward members and the lead petitioner on the 27 June 14. The walk way has been inspected and found to be installed correctly with all the appropriate guarantees in place. Some issues were noted regarding detritus blocking the gullies. The cleaner regularly checks the gullies and sweeps away any pooled water.
11.7.14 Submitted	2/14	Petition received from residents of	Petition regarding ASB and a tenant in a named street in	The lead petitioner and Ward member were contacted on 16 July and a joint meeting was held on 21 July where a series of actions

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to Council		a named street in Pelaw	Pelaw	were agreed to investigate and address the allegations of anti-social behaviour. The concerns were also referred to the local Tasking and Coordination group and relevant referrals made to supporting agencies. Noise investigations and additional police patrols of the area have been undertaken. A letter was sent to all signatories of the petition on 31 July requesting information on any incidents but no further complaints have been received. A further meeting with residents has been scheduled for 12 September
1.8.14 Submitted to Council	3/14	Petition received from residents of Coverdale, Leam Lane Estate	Petition requesting the removal of porta-cabins	The compound was established to support the energy efficiency works that were being delivered on the estate. Following government announcements on the reduced grant funding the scheme is currently demobilising and as such the cabins will be removed. Ward members have been updated on the reduction in grant and work programme.