

APPENDIX - I

BOROUGH OF LUTON INTER-DEPARTMENTAL MEMORANDUM

From: Amara Khatoon, Admin Officer,

To: Mo Harkin
Head of Housing
2nd Floor, Unity House

Date: 17th September 2014

cc: Bert Siong
Committee Administrator

Gary Roberts
Area Support Officer

Subject - Petition – Objection to
new hardwood doors (Entrance), screen,
video, audio entry systems

Please find attached a copy of a petition received from Ms Iris Thorpe containing approximately 18 signatures.

The petition will be submitted to the Central Luton Area Board to be held on 23rd October 2014 at 7.45pm at Bushmead Community Centre, Hancock drive, Luton, LU27SF.

In accordance with the procedure for petitions, I should be grateful if you would please prepare a report for that meeting and forward it to Bert Siong Noon on 10th October 2014 Who will be compiling the agenda for that meeting.

It is your responsibility to advise the lead petitioner of a decision taken by Members at the meeting by writing to them and advising them of the outcome also you need to send a copy to the petitions administrator for their records.

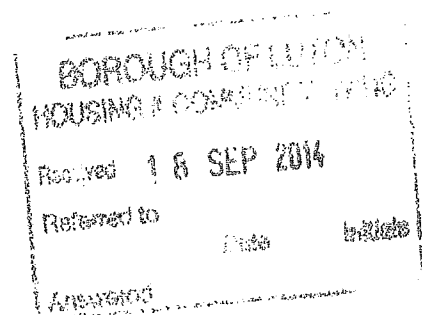
Copies of the petition have by way of this memo been sent to the Executive Portfolio holders responsible for Environment, the Ward Councillors, the Chair of Central Luton Area Board and the Leaders of the three political groups represented on the Council.

Please contact me on extension 6034 if you require any further information on this matter.

Many thanks,



Amara Khatoon
Administrative Officer
Business and Member Services



Amara Khatoon
Administrative Officer
Democratic Services
TOWN HALL LUTON
LU2

Mrs Iris Thorpe
122 Moulton Rise
Luton Beds
LU2 0BJ
SEPT, 8th 2014.

Dear Amara Khatoon, ^{luton.gov.uk}

I am sending you copies of the petition which we the petitioners have signed, against the proposed installing of new hardwood entrance doors and ~~screens~~ screens - video etc.

* misselling
pushing
something
not what it
says on tin
deception

These maisonettes are not multi-story blocks of flats and have entrance door to communal staircase to two upper maisonettes, the entrance doors on ground are thick doors which were designed for the entrance, we don't want to be shut in 18 hrs a day it is not a help for children or the elderly the new ~~door~~ FRONT DOORS to the maisonettes paid for by the Government under "Decent Homes" have not fitted although desperately needed, Should Council Officers go against Government who provided new front doors, Please put this matter to the Central Area Board Committee

x mis use of
power

In accordance with ~~Central~~ with the Luton Borough Council's procedure for petitions. I look forward to your reply and to know that it will go to the Central Committee
Thank yours Sincerely
~~[Signature]~~

1st issue Petition against New hardwood entrance door to communal staircase to two dwellings

I have written to many officers of the Council and raised objections, and have not been able to get into the complaints procedure. However the matter is now very urgent; I enclose documents supporting my objections, and a petition

Second Issue New Front doors for Council tenants

The new front doors to Council dwelling

Council tenants which have been funded out of the £50 million given to Luton by the Government under the Decent Homes scheme. Have not been given to Council tenants, they need them.

Nos 72 - 80 - 90 - 106 - 112 114 120

need their new front doors, because at least ~~some~~ ^{most} of these doors ^{they have} are not fit for purpose. New doors should have been replaced in 2004.

The new doors are white and are child friendly (and pensioner) because you can shut the door when going down the 28 stairs to bottom and the garden - and dustbins, also they have a spy hole to see who is at your door, also they are fire proof, and have special letter boxes.

Beginning and pleading with the Council have got the tenants nowhere, even the MP and councillors have no power to get the front doors to dwellings people waited years for them. B T S, part of the Council has the doors and could put on immediately but Council officers are blocking them,

21/11
Jahed
Kbar
in charge
£60m
decent
homes
grant.

The Council Tenants need these front
doors now! should have had them 2004!

Young children live in some of the
upper maisonettes and it would be
helpful to their daily lives to ^{have} doors
that can be opened in the day
when they go out to play and need
to come in and out, also to people
going in and out for to dustbins
and hang out the washing etc.
also the letter boxes are better for
keeping out unwanted material.
Please urgently stop the

installation of Entrance doors
which would be locked 18 ^{hours} ~~days~~
a day, which would have
~~such~~ dreadful consequences
in the event of fire; and daily
life, if the postman is late
or visitors come and if you are
out want to leave a message through
your letterbox

I beg you to help us in these
matters! We have fire doors within our
New upper maisonettes, one in hall one on inner staircase!
No Entrance doors! - Video and audio system!

Yes to front doors of dwellings to Council maisonettes tenants of
the council,
Sincerely, ~~XXXXXX~~ Mrs

WE THE UNDERSIGNED OF 68-122 MOULTON RISE
 OBJECT TO PROPOSED, NEW HARDWOOD DOORS (ENTRANCE),
 SCREENS, VIDEO, AUDIO ENTRY SYSTEMS. DOORS NOT
 NEEDED, ENTRY SYSTEM UNHELPFUL, CAMERA'S INVASION OF PRIVACY.
 WE DONT WANT THEM:

MRS E. BARLOW 116 MOULTON RISE

MR L BARLOW

MRS J. PORTER 110 MOULTON RISE

Ms L. Gawn 90 MOULTON RISE

Miss K. Greeny 68 Moulton Rise LY2 0BJ

Mr J. Johnston 120 Moulton Rise

MRS J. LADWA 76 MOULTON RISE

MR A. MITCHELL 108 MOULTON RISE

MR A. Ladwa 76 Moulton Rise

MR J. BAILEY 102 MOULTON RISE

J. Johnson 120 MOULTON RISE

Miss Thorne 122 Moulton Rise LY2 0BJ

WE THE UNDERSIGNED OF 68-122 MOULTON RISE
OBJECT TO PROPOSED, NEW HARDWOOD DOORS (ENTRANCE),
SCREENS, VIDEO, AUDIO ENTRY SYSTEMS, DOORS NOT
NEEDED, ENTRY SYSTEM UNHELPFUL, CAMERA'S INVASION OF PRIVACY.
WE DONT WANT THEM:

K. McGreevy 68 MOULTON Rise ORJ ~~_____~~

T. WINSTANLEY 86 MOULTON RISE ~~_____~~

D. WINSTANLEY 86 MOULTON RISE ~~_____~~

H. Khatun 72 MOULTON RISE ~~_____~~

4 my
Mum

Jean Laport 118 Moulton Rise PP

J. Portell 110 MOULTON RISE ~~_____~~

I

Local Government OMBUDSMAN

1 September 2014

Mrs I Thorpe
122 Moulton Rise
LUTON
LU2 0BJ

Our ref: 14 009 102

Dear Mrs Thorpe

Thank you for your recent correspondence. The Local Government Ombudsman investigates complaints against local councils and certain other bodies in England.

However, since April 2013 we are no longer able to consider a complaint which relates to a Local Authorities function as a landlord. Additionally, we are unable to consider complaints against Housing Associations.

Therefore I believe the Housing Ombudsman may be able to assist you. They can be contacted at:

Write to: Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Telephone: 0300 111 3000
Email: info@housing-ombudsman.org.uk
Web: <http://www.housing-ombudsman.org.uk>

I am returning your papers so you can send them on if you wish.

Yours sincerely



Barbara Bentley
Complaints Adviser

Enc. Your papers

Gavin Shuker MP
Labour Luton South



House of Commons
London SW1A 0AA

Mrs Iris Thorpe
122 Moulton Rise
LUTON
LU2 0BJ

Copy for
petitioners

Our Ref: RP/THORP1001/01130578
06 May 2014

Dear Iris,

Re: Letter to Gavin Shuker MP

Thank you for your letter to Gavin Shuker dated 6 May 2014 and enclosures, handed in at our constituency office today. We very much appreciate the time you have taken to get in touch.

We have made contact with Luton Borough Council on behalf of the petitioners and yourself. When we have more information we will let you know.

I have enclosed an additional copy of this letter, in case you wish to show it to the residents who signed the petition.

Best regards

Yours sincerely,



Richard Robinson
Senior Parliamentary Assistant

Office of **Gavin Shuker MP**
Labour MP for Luton South



Contact:

Direct line:

Email:

Our ref:

Your ref:

www.luton.gov.uk

Town Hall, Upper George St, Luton LU1 2BB

07988 722449

roxanna.whittaker@luton.gov.uk

Lorna Johnston
120 Moulton Rise
Luton
LU2 0BJ

08 July 2014

Dear Lorna Johnston,

I am writing to you in response to Iris Thorpe's visit to our ward surgery on 26 June 2014. Apologies for the delay in getting back to you, I was trying to get all the information from the relevant people.

Front doors for council tenants

I have been informed that council tenants (not those on the ground floor) will be having their front doors replaced at some point in 2014. No exact date yet, but that is good news.

Please do contact me if you would like to discuss this further.

Yours sincerely


Cllr. Roxanna Whittaker
Luton Borough Council

I

Contact:
Direct line:
Email:
Our ref:
Your ref:
www.luton.gov.uk

Miss L Mathew
01582 546093/546644
LM/Leasehold Letter 1

Ms Iris Thorpe
122 Moulton Rise
Luton
Beds
LU2 0BJ

25 April 2014

Dear ~~Ms~~ Iris Thorpe,

RE: Section 20 and 20ZA of the Landlord and Tenant Act 1985 as amended and the Service Charges (Consultation Requirements) (England) Regulations 2003

This letter is a notice consulting you regarding the following qualifying repairs works being carried out to your block, 68 - 122 Moulton Rise, in accordance with the rules set out in the above provisions.

Description of the Works:

The works consist of installing new hardwood entrance doors and screens, installing Video and audio entry systems.

*not what it says on the tin!
misleading*

Reasons for the works:

To make the block more secure and thus help combat Anti-Social behaviour on the premises.

this dwellings are not in a block.

Your Observations:

There are three blocks, entrance doors to two upper maisonettes

I invite your written comments and observations on the works, which will be considered before invitations to tender are issued but only if made by 25 May 2014 to the address given, below.

The dwellings 68-122 are not a block

three blocks - entrance doors to two maisonettes above lower two maisonettes, One way in only way out!

*Three blocks two up to door
two blocks of 2 with two entrance doors
one block 3 entrance doors, 10 upper maisonettes
lower flats*

LUTON

February 2011

Lutonline February 2011

6

Our homes are up to the mark

The finishing touches were carried out on a new kitchen in Suffolk Close recently – making it the last council home in Luton to meet the Government's Decent Homes target.

Since 2004 the Council has invested around £50 million in major improvements to council homes across the town to ensure they are wind and weather tight, warm and have modern facilities.

The work has been carried out by the Council's Building and Technical Services (BTS) team.

All 8,194 Council homes in Luton now meet the standard.

Improvement work has been carried out on all council housing stock and includes around 2,000 new kitchens, 1,200 bathrooms, 2,200 boilers, 2,200 electrical rewires, 2,300 doors and windows as well as multiple chimney refurbishments and re-roofing.

Cllr Waheed Akbar, Portfolio Holder for housing, said: "This is a fantastic achievement. At the start of the programme back in 2001 around 1,262



Tenant James McCarney, right, shows Cllr Akbar his new kitchen

homes fell short of the target and this figure is now zero.

"I'm very proud of the work that has gone into improving the living standards of our tenants, particularly as decent homes are critical to the health and wellbeing of those living in them and we achieved this target ahead of schedule."

Tenant James McCarney said: "The installation of my new kitchen as well as previous work to fit a new heating system and windows has given me so much more

pride in my flat. It has inspired me now to redecorate the rest of my home."

For more information about the Decent Homes Standard see www.homesandcommunities.co.uk/decenthomes

For more information about the Council homes improvement programme see www.luton.gov.uk/decenthomes

Starlight Youth Club moves into a new home

Starlight Youth Club is back and better than ever before, providing a range of free activities for 13 to 19-year-olds at the UK Centre for Carnival Arts, 3 St Mary's Road.

The club offers informal education and leisure activities including arts and crafts, discussion and debates, board games, pool, table tennis and trips. Young people can also participate in a variety of workshops from sexual health and drugs education to music production.

The centre is open every Tuesday to Thursday from 5-8pm and on Fridays from 4-7pm.

Cllr Tahir Khan, Executive Member with responsibility for children's services, said: "Starlight Youth Club is now based in a new modern centre providing activities of interest to young people. The club is a great place for teenagers to socialise, have fun, receive advice and to air their views in a relaxed and non-judgmental environment."

For more information contact Taj Hussain, area youth worker, on 0791 911 1827, Ann Marie Gregory, neighbourhood coordinator, on 548317 or visit www.youth.luton.gov.uk

Mrs Iris Thorpe
122 Moulton Rise
Luton Beds
LU2 0BS

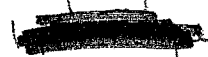
6th May 2014

Dear Head of Building/Planning
Control,

I enclose a copy of
the Petition, and a letter to
the Information Officer/Chief
Executive, as a courtesy,
but also to let your department
know the strength of objections
against this proposed work
on our homes at 68-122 Moulton
Rise.

I would be pleased to hear
from you

Yours faithfully



MRS.

I

LORNA JOHNSON

120 MOUNTON RISE

WYTON

LU2 0BJ

19.08.14

Dear Councillor Waheed, Alder.

I need my new front door desperately. I have lived here for 17 years in October, and when I moved in, in 1997, the previous tenants had kicked the door in several times - according to Mrs Thorpe at 122. The evidence is clearly visible, I feel unsafe in my home - the door does not close properly and also this makes it difficult for my 7 year old son to play outside as I have to close the door and he is vulnerable

I

Mrs Iris Thorpe
122 Moulton Rise
Luton Beds
LU20 3J
July 21st 2014

Legal Dept Luton Borough Council.

Senior legal officer

Dear Sir or Madam.

May I bring to attention some matters which need to be attended urgently, in the area of 122-68 Moulton Rise.

New front doors are needed for about 7 or 8 Council Tenants, they expected to get them from about the year 2004 under the Decent Homes from the £50m or so the Luton Borough Council had to spend on council properties. The ground floor maisonettes had the new doors in the recent past, but not the upper maisonettes.

No 40, 80, 72, 120, 112, 114, 106 Moulton Rise need their new doors urgently, especially no 80 when the fan in the downstairs toilet exploded and the two women managed to get downstairs and outside though black smoke filled the maisonette very quickly - if the downstairs entry door was closed I do not know if they would have made it, there they stood outside with just what they had on - and were not allowed back in the dwelling for months. The fan had been mended by BT a few days previous. The door is being held together by a piece of ply wood

No 120's ^{FRONT} door just about holds up and is in a state it is not fit for purpose - the MP Gavin Shaker has been unable to persuade the Housing Dept to give the new door to the tenant as the door is there from 2011/12

as he has special needs
I have been told by
Roxanna Whitaker that
new doors are planned for
upstairs tenants this year.
I need mine now.

This has been going on
for months, first I am told
we won't get new doors,
then that we will and
then that we won't again
and it is making me ill.

Please, if there is anything
you can do to help I
would most appreciate it.

Thank you sincerely,

~~XXXXXXXXXXXXXXXXXXXX~~

I

Mrs Iris Thorpe
122 Moulton Rise
Luton Beds

Legal Dept Luton Borough Council

RECEIVED

July 2nd 2014

11 SEP 2014

BUILDING & TECHNICAL SERVICES

Senior Legal officer

Dear Sir or Madam.

May I bring to attention some matters which need to be attended urgently, in the area of 122-68 Moulton Rise.

New front doors are needed for about 7 or 8 Council Tenants, they expected to get them from about the year 2004 under the Decent Homes from the £50m or so the Luton Borough Council had to spend on council properties. The ground floor maisonettes had the new doors in the recent past, but not the upper maisonettes.

No 90, 80, 72, 120, 112, 114, 106 Moulton Rise need their new doors urgently, especially no 80 when the fan in the downstairs toilet exploded and the two women managed to get downstairs and outside though black smoke filled the maisonette very quickly - if the downstairs entry door was closed I do not know if they would have made it, there they stood outside with just what they had on - and were not allowed back in the dwelling for months, The fan had been mended by B T a few days previous. The door is being held together by a piece of ply wood

*
*

No 120's door just about holds up and is in a state it is not fit for purpose, the MP Gavin Shaker has been unable to persuade the Housing Dept to give the new door to the resident - the door is there from 20 1974.

no 90 had a flood from our recently put in roof. The ceiling came in, in her bedroom and she had to get out quickly and get help, fortunately she did and as the water released from the roof rushed down through moulton Rise and Crescent Rise to Crescent Road the Inspector and others came from the Water Company to see where such a volume of water was coming from a storm drain cover had come off at great speed and released the water.

I do not know how 90's front door was so knocked about but the repairs to BT took a long time to do with taking in new ceilings etc. so maybe door knocked about.

The new doors are child friendly, got handles outside, special letter boxes fire proof, spy hole to see who is at the front door, don't need painting.

Why have these Council Tenants been refused?

Please can you get the new doors put on quickly, the summer holidays are coming soon and the doors have handles on the outside which they come in and out without accidentally shutting themselves out.

the children can use.

We do not want the new hardwood doors as proposed by Miss Mather.

We have a petition against it.

For the new hardwood entrance doors.

There is only one way in and out of the upper maisonettes, the proposed doors would be automatically locked from 12 noon to 6 am.

I enclose the petition. We look after our selves we are a small community and closure of entrance doors is not helpful but harmful.

I enclose other information.

Please note the reason for the entrance doors is as follows

Reason for the works

To make the block more secure and thus help combat Anti Social behaviour on the premises.

Yours Sincerely Mrs ~~XXXXXX~~

Many small children live in this area, and some in the upper maisonettes this would be detrimental to some of the smaller ones getting back in if they couldn't just go in up the stairs for whatever reason.

I am Mrs Mrs Thorpe Miss Mather will call me Mrs even though my solicitor and councillors have asked her politely to address me properly.

PTO

- 1 letter 3 pages to Legal Dept.
- 1 notice — Miss Mathew dated 2014
- ~~1 notice — Miss Mathew~~
- 1 Letter ^{for} Information Officer copy
- 1 letter to Gavin Shuker M.P.
- 1 Letter Head of ^{Building} Planning / Control. 6th May 2014

Please see Lutoline February 2011 page 6

P.S Did Miss Mathew actually carry out the
Section 20-20ZA of Landlord and Tenant Act
1985, properly?

Copy of s 22 of Landlord and Tenant Act
1985, as amended by s 154
of the Commonhold and Leasehold Reform Act
2002.

Thank you,

Yours Sincerely



MRS

Mr Barry Thins

Has not seen to the dangerous trees
at the back of 14 Crescent Road
and Hyde House Crescent Rise, Doe enc.
dated Nov 2013,