



## Hackney Homes Ltd

ITEM 4

**Part A** minutes of Board of Directors, held at Christopher Addison house, 72 Wilton Way Hackney E8 1BJ

On 8 December 2008 at 6.30PM

Present	<b>Board Members</b> Rupert Tyson (Chair) Alice Burke (Vice Chair) Danny Sutcliffe Terry Edwards Samantha Lloyd (Part) Marie Photiou (Vice Chair) Afolasade Bright (Part) Asim Bhattacharyya Feryat Demirci (Part) Brian Marsh Linda Kelly (Part)	<b>Hackney Homes Officers</b> Charlotte Graves Neil Isaac Gary Penticost Peter O’Kane Sunil Desai Tom Hunt Neehara Wijeyesekera Judith Morrison Robin Smith Brian Madden Clive Taber Tom Hogan (first item)  <b>Trade Union</b> Helen Toner Melvin Drayton	<b>Stakeholder Representatives (Hackney Council)</b> Stephen Tate Nimisha Patel Tracey Thomas  <b>Housing Partners</b> John Ferman (Pathmeads) John Newbury (Mouchel)  <b>Member of the Public</b> Eric Cato  <b>Ipsos Mori</b>  Sarah Cheesebrough
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	Part A – Open to the Public	Action	Date
<b>1. Welcome/Apologies/ Introductions</b>	Apologies were received from the following: <ul style="list-style-type: none"> <li>• Audrey Villas</li> <li>• Karen Dodds</li> <li>• Jonathan McShane</li> </ul> The Board asked that their best wishes be passed to Audrey Villas.		
<b>2. Results of the Ipsos Mori Leaseholder Satisfaction Survey</b>	Sarah Cheeseborough from Ipsos Mori presented the results of the Leaseholder Satisfaction Survey.		

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	<p>The Board asked in what respect Leaseholders were dissatisfied with service charges and if there were any broader statistics in respect of the different client groups within Leaseholders. Sarah Cheesborough said that the data did not provide a further breakdown of the reasons behind dissatisfaction with service charges. However, amongst the Leaseholder client group, the data showed that younger Leaseholders had greater expectations. There was a greater proportion in London of younger Leaseholders and it was important to ensure that like comparisons were made when other organisations' data became available for benchmarking. Tom Hogan said that there was a sub-group within Leaseholders namely tenants of the leaseholders and this group should be taken into consideration.</p> <p>The Board asked if the survey took account of the different types of property e.g. street properties and estate properties. Sarah Cheesborough said it did not. The Board asked if any analysis had been undertaken in respect of satisfaction levels and worklessness and why Leaseholders were not satisfied with Value for Money (VFM). Sarah Cheesborough said that the income chart had identified some of the satisfaction levels differences between work/worklessness and the full report addressed the VFM issues in further detail.</p> <p>The Board noted the presentation.</p>		
<p><b>3. Declarations of Interests.</b></p>	<p>Samantha Lloyd, Afolasade Bright and David Larkin declared they were leaseholders. Feryat Demirci declared that her brother worked for Hackney Homes.</p>		
<p><b>4. Questions from the Public</b></p>	<p>No questions were received from the public.</p>		
<p><b>5. Minutes of 10 November 2008 (Part A) and matters Arising</b></p>	<p><u>Minutes of 10 November 2008 (Part A)</u> The minutes were agreed as a true record and signed accordingly.</p>		

	<p><u>Matters arising from the Hackney Homes Board Meeting Minutes of 10 November 2008</u></p> <p>There were no matters arising.</p>		
<p><b>6. Hackney Homes' Chair Report</b></p>	<p>Rupert Tyson said that the Inspection had gone well and we should know the result in the first week of January.</p>		
<p><b>7. Report back from Committees:</b>  <b>a) HHJC</b>  <b>3 December 08</b></p> <p><b>b) Human Resources Committee 3 December 2008</b></p>	<p><u>Hackney Homes Joint Committee</u> Samantha Lloyd, Joint Chair of the Committee, said that there were good information flows which meant that issues were resolved before Committee stage.</p> <p><u>Human Resources Committee</u> Alice Burke, Chair of the Committee said that</p> <ul style="list-style-type: none"> <li>• harmonisation was in progress in Estate Management and half of the Finance recruitment had now been completed.</li> <li>• Hackney Homes had achieved a 3* award in the recent Health &amp; Safety inspection.</li> <li>• sickness levels had improved</li> <li>• A networking initiative between ALMOS – the Interactive Learning Initiatives – would roll out from April 2009.</li> <li>• 87% of appraisals had now been completed.</li> </ul> <p>Marie Photiou added that the Care First Scheme would now be extended to Board Members and that HR were going to take liP across Hackney Homes and would be seeking Board approval for the strategy.</p>		
<p><b>8. Chief Executive's Report</b></p>	<p>Charlotte Graves said that the Inspection had gone reasonably well and we would receive the result after Christmas.</p>		

	<p>Gas servicing had improved considerably with 99.6% of homes having an in date CP12 gas safety certificate.</p> <p>The RTB cases were continuing to reduce and as a result the team would be restructured.</p> <p>Neil Isaac said that the complaints process had improved with 85% of Stage 1 and 89% of Stage 2 complaints being dealt with within targets.</p> <p>Marie Photiou asked if there were adequate emergency arrangements in place over the holiday period. Charlotte Graves confirmed that there were robust arrangements in place across all services.</p> <p>The Board noted the Chief Executive's Report</p>		
<p><b>9. Wenlock Barn TMO</b></p>	<p>Clive Taber introduced the report and set out the background. A Cabinet report was being prepared in respect of the office accommodation options. The recommendations contained in this report were to be amended so that the Board commended the recommendations to Hackney Council.</p> <p>The Board was concerned that the office accommodation had not yet been resolved and that Hackney Homes could set a precedent if we agreed to meet the rental cost for this. It was suggested that Hackney Homes integrate the use of the Community Halls into Tenant Participation Services and Estate Services. By doing so, more use could be made of the Community Halls and in the case of Wenlock Barn TMO could provide office accommodation.</p> <p>The Board also asked if there was a team in place to monitor the repairs service. Clive Taber confirmed that there was a team in place.</p> <p>The Board asked if there was any legal obligation to fund the TMO. Clive Taber said there was but that the obligation rested with Hackney Council. The Board asked that</p>		



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	<p>if the TMO were to share the Shoreditch Neighbourhood Office, would it contribute to the running costs. Clive Taber said that Hackney Homes would seek any shared costs from the allowances provided by Hackney Council.</p> <p>The Board asked that any further likely costs be clarified which included any incidental services provided by Hackney Homes.</p> <p>The Board noted</p> <ul style="list-style-type: none"> <li>that Wenlock Barn TMO would take over responsibility for the additional functions of rent arrears recovery and reactive repairs as set out in the management agreement.</li> </ul> <p>Commended</p> <ul style="list-style-type: none"> <li>the virement of £56,400 from the Shoreditch housing management contract (Pinnacle) and £478,000 from Property Services to the TMO. This is the annual budget allocation, therefore proportioned for the remainder of the financial year.</li> </ul> <p>Agreed</p> <ul style="list-style-type: none"> <li>that Hackney Homes undertake an options appraisal regarding the location of the TMO's new office and report back further.</li> </ul>	<p><b>C Taber</b></p>	<p><i>Tbc</i></p>
<p><b>10 Key Delivery Plan Priorities 2009-10</b></p>	<p>Officers apologised that the report had been circulated late in the preceding week.</p> <p>Peter O'Kane outlined the context including the revised Sustainable Community Strategy recently adopted by the Council. The Delivery Plan had to be agreed with the Council. Hackney Homes' performance would be assessed on the basis of commitments in the Delivery Plan when the outcome came to be reviewed in 2011.</p> <p>The Board was asked to comment on the proposed Key Service Improvements for</p>		

	<p>2009/10 set out in paragraph 10.</p> <p>The Board asked how officers proposed to deliver Service Improvement (8) Appendix III “Enabling residents in workless households to get work”. Peter O’Kane said that the service area was currently being delivered for Hackney Homes residents through our Partners. Tackling worklessness was a priority in the Council’s Sustainable Community Strategy. The Board expressed concern that Hackney Homes was being asked to undertake non-core functions at a time of limited resources.</p> <p>Peter O’Kane said that the proposals as amended were to form the basis of a discussion with the Council. The item would be taken to the Resident Liaison Group in January. A draft final version of the Plan would be presented to Board in March.</p> <p>The Board noted that the paragraph numbering on the hard copy paper tabled was incorrect. A correctly numbered version would be re-sent electronically asking for comments back about the proposals.</p> <p>The Board noted the report and the process. The Board agreed to provide comments back to Peter O’Kane by Thursday 11 December.</p>		
<p><b>11. Financial Overview and Budget Update.</b></p>	<p>Neil Isaac introduced the report and highlighted the following:</p> <p><u>Energy Price Issue</u> It was unlikely that mid-year increases in charges would take place and the issue would be addressed in next year’s budget.</p> <p><u>Rent Debit</u> There had been a drop in the number of rented homes.</p> <p><u>Repairs Budget</u> There was a full report in Part B of this meeting.</p> <p><u>2009/10 Budget</u> Neil Isaac said that the savings target in the management fee and delegated budgets had been debated at length at two Audit &amp; Finance Committees.</p>		



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	<p><u>Management Fee Budget.</u> Owing to a reduction in the RPI of £400k, this, taken together with the savings of £800k identified in the A&amp;F Committee of 3 November meant that no further savings needed to be found.</p> <p><u>Delegated Budget</u> The A&amp;F Committee had identified savings of £1.3m at its meeting in November and since that meeting there had been an increase in income for voids allowance of £1.2m which taken with the previously identified savings meant that no further savings needed to be found.</p> <p>The Board asked officers to ensure that the measures which the Audit &amp; Finance Committee had agreed in November actually met the required savings in order to prevent any future surprises.</p> <p>The Board noted the report.</p>		
<b>12. Decent Homes Update</b>	The Board noted the report.		
<b>13. Any Other Business</b>	Terry Edwards said that Frampton Park Estate had won a major award for its bike lockers.		
<b>16</b>	<p>Part A of the meeting closed at 8.15 pm.</p> <p><b>Date of next Board Meeting: Monday 12 January at 6.30 pm Christopher Addison House</b></p>		

Signed as a true record of this meeting \_\_\_\_\_ Chair Dated \_\_\_\_\_