



Hackney Homes Ltd

ITEM 4

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

On 10 November 2008 at 6.30PM

Present	Board Members Rupert Tyson (Chair) Alice Burke (Vice Chair) Danny Sutcliffe Karen Dodds Terry Edwards Samantha Lloyd Marie Photiou Linda Kelly Afolasade Bright Jonathan McShane Asim Bhattacharyya Feryat Demirci	Hackney Homes Officers Charlotte Graves Neil Isaac Gary Penticost Peter O'Kane Sunil Desai Tom Hunt Neehara Wijeyesekera Pat Ronayne Judith Morrison Robin Smith Chrys Edwards Trade Union Helen Toner Melvin Drayton	Stakeholder Representatives (Hackney Council) Stephen Tate Nimisha Patel Michelle Patterson Housing Partners Elliot Brooks(Pinnacle) John Ferman (Pathmeads) John Newbury (Mouchel) Member of the Public Eric Cato Lead Inspector Patrick Mulrenan	Ipsos Mori Stephen Finlay
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	Part A – Open to the Public	Action	Date
1. Welcome/Apologies/ Introductions	<p>Rupert Tyson welcomed everyone and introduced Patrick Mulrenan, the Lead Inspector. As Stephen Finlay from Ipsos Mori was presenting the findings from the Tenant Satisfaction Survey, this Agenda Item (item 8) would be taken after item 2 Declarations of Interests.</p> <p>Apologies were received from the following:</p> <ul style="list-style-type: none"> Audrey Villas Brian Marsh 		

2. Declarations of Interests.	Samantha Lloyd, Afolasade Bright and David Larkin declared they were leaseholders		
8. Results of the Ipsos Mori Tenants' Satisfaction Survey and Deprivation	<p>Stephen Finlay from Ipsos Mori presented the results of the Ipsos Mori Tenant Satisfaction Survey.</p> <p>The Board asked why there was a difference in the statistics of the general repairs question and the specific repairs question. Stephen Finlay said that the entire tenant sample had been asked the general repairs question whilst only those tenants who had recently had a repair were asked the specific question.</p> <p>The Board asked if any comparator data was emerging. Stephen Finlay said that the fieldwork with the other surveys was still underway although initial data on response rates showed a general improvement.</p> <p>Charlotte Graves said that a presentation on the Leaseholder Survey would be made at the next Board meeting and then officers would prepare an action plan on the key priorities from both surveys. This would be brought to the Residents' Liaison Group and The Service Improvement Committee in the New Year.</p> <p>The Board noted the presentation.</p>		
3. Questions from the Public	No questions were received from the public.		
4. Minutes of 20 October 2008 (Part A) and matters Arising	<p><u>Minutes of 20 October 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 20 October 2008</u> The Board asked how the proposed Think Tank was being taken forward. Rupert Tyson asked for volunteers from the Board. Samantha Lloyd, Terry Edwards, Alice Burke, Karen Dodds, Jonathan McShane, Danny Sutcliffe, and David Larkin all</p>		

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	<p>volunteered along with Rupert Tyson.</p> <p><u>Void Properties</u> A report would be available in Quarter 2 on the results of the Kwest telephone survey on void re-let satisfaction levels.</p> <p><u>External Funding Streams</u> The Board asked that some time be scheduled in the New Year to look at opportunities presenting themselves for possible funding from the External Funding Streams</p>	<p>Governance Team</p>	<p>Tbc</p>
<p>5. Hackney Homes' Chair Report</p>	<p>Rupert Tyson updated the Board on his activities over the last month.</p> <p><u>Tenants' Event</u> This had been very successful and it was proposed to hold similar question time events around the neighbourhoods. Rupert Tyson thanked Terry Edwards for the concept.</p> <p><u>Future of ALMOs Conference</u> Danny Sutcliffe, Terry Edwards and Rupert Tyson had attended this event and Danny Sutcliffe would circulate the report to Board Members.</p> <p><u>Decent Homes Open Day</u> 2000 residents had attended this event and Rupert Tyson thanked all staff involved for their hard work.</p> <p>The draft minutes of the Resident Liaison Group were circulated.</p> <p>The Board noted the Chair's verbal report.</p>	<p>D Sutcliffe</p>	
<p>6. Report back from Committees: a) Hackney Homes Audit and Finance Committee Meeting-</p>	<p><u>Audit & Finance</u> Samantha Lloyd, Chair of the Audit & Finance Committee said the Committee had agreed how to meet the savings requirement on the Management Fee Budget and had agreed half the required savings on the Delegated Budgets. The Committee would reconsider this at its meeting in December. All Board members</p>		



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<p>3 November 08</p> <p>b) Hackney Homes Service Improvement Committee 4 November 08</p>	<p>who were non Audit & Finance Committee members were invited to attend and an update would be brought back to Part B of the Board in December.</p> <p>The draft minutes of the Audit & Finance Committee held on 3 November would be circulated to all Board Members.</p> <p><u>Service Improvement Committee</u> Terry Edwards, Chair of the Service Improvement Committee said the Committee had discussed the complaints process in detail. The Committee had asked for a risk profile to be created for each area discussed.</p> <p>The minutes of the Service Improvement Committee would be circulated shortly.</p>	<p>Governance Team</p> <p>Leading Officer for each area.</p> <p>Governance Team</p>	<p>11.11.08</p> <p>After each meeting</p>
<p>7. Chief Executive's Report</p>	<p>Charlotte Graves outlined Hackney Homes' activity and highlighted current issues of importance. The Executive Team were monitoring the external financial climate closely and had considered a report on the credit crunch which would be brought to Board.</p> <p><u>Inspection Update</u> Charlotte Graves said officers were looking forward to working with Patrick Mulrenan and his team over the next two weeks.</p> <p><u>Property Services</u> New procedures had been adopted to enable entry into hard to access properties and we were working alongside the police who were in attendance in some of the more difficult cases. We were also running a workshop on legal action on the Gas Servicing Programme with the Audit Commission for Housemark.</p> <p><u>Estate Cleaning and Grounds Maintenance</u> Officers had committed to finalising the harmonisation of estate cleaning and grounds maintenance operatives in the next three months.</p>	<p>HR</p>	<p>8.12.08</p>



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Estate Local Environment Quality Service Hackney was the first borough in London with ENCAM on its estates. We were working in partnership with the Council to monitor the quality of what were we were maintaining and to enable us to move services forward. The Board asked how TRAs and TMOs were involved in ENCAM as this was an opportunity to encourage Tenant Participation and youth involvement. . Tom Hunt said that so far 50 Residents had been trained to undertake the inspections and we would train any interested Resident who wanted to participate in this.

Woodberry Down – Position Update Robin Smith highlighted the discussions that had been held with the Homes and Communities Agency and the Council about start on site. The likely date was 17th March 2009. The Academy would start on site in February 09. The Board asked about the implications the credit crunch may have in delaying the programme and asked for figures and a sensitivity analysis. Robin Smith said that Berkeley Homes and the Council had now instructed their legal teams to begin negotiations. Residents had been told that there was a likely 2 year delay to the programme because of the credit crunch. If there was a no-vote from the Leaseholders to transfer to the RSL partner, then Hackney Homes would implement an incremental development programme. Officers would look at a sensitivity analysis.

The Board asked that the Residents were kept up to date and queried whether suitable budgets were in place for interim repairs. It was also necessary to engage with the youth on the estate as there had been incidences of gangs from Woodberry Down causing problems on other estates. Robin Smith said that we regularly met with WDCO to keep them updated and a newsletter was issued every month to update Residents. Elliot Brooks said that we were working with the Council's Youth Team to improve youth engagement as well as working with Elevate Charity who would approach WDCO to see how we could help. There was a two year repairs programme which would start on site in April with a £20m budget.

The Board asked for figures on any increased costs to Hackney Homes now that

R Smith

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	<p>interim management was no longer an option. Officers said that we had assumed that Hackney Homes would be providing the management and had allowed for £400k for the interim management arrangement. Now that this was not proceeding, the situation was cost neutral.</p> <p>The Board were concerned about the wider implications of losing stock and asked for forward projections on stock numbers. Robin Smith said he had been in discussions with the Council about this.</p> <p>The Board noted the Chief Executive's Report</p>	<p>N Isaac</p>	<p><i>tbc</i></p>
<p>9. Hackney Homes Performance - Overview</p>	<p><u>Rents Arrears</u> The position had improved from £5.12m to £4.94m at the end of week 28. The year end target was £4.34m. There had been a 30% reduction in Tenants with over £5k arrears and a 20% reduction in Tenants with over £1k arrears. Officers were working hard to catch any new arrears early. Staff were informed that owing to the credit crunch some Residents were moving to a 3 or 4 day week and they were worried about falling into rent arrears. Residents should be advised to seek advice from the Partners and Housing Benefit staff should be informed as soon as possible. It was suggested that Housing Benefit staff could provide surgeries in the community halls in the neighbourhoods. The Board asked what the predictions for arrears were for the following year. Neil Isaac said that officers were looking at this and at the trends across London. Any findings would be included in the next quarterly report.</p> <p><u>Property Services</u> Although there had been a change of methodology in evaluating the data for repairs, Resident satisfaction remained high. The introduction of three major new contractors from 1 October which would support the work of the DLO towards improved performance in the later part of the year.</p> <p>The Board queried the drop of 11% in Aids & Adaptations. Peter O'Kane said that the number of Aids & Adaptations each month were small so any fluctuations resulted</p>	<p>N Isaac</p>	

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	<p>in large percentage swings. If the data was evaluated on a 6 month basis there was a marked improvement in completions over the year from 63% in 2007 to 76% in 2008.</p> <p><u>Complaints</u> The latest October figures showed an improvement from 78% in September to 85%.</p> <p><u>Sickness Levels</u> Sickness levels also showed an improvement compared with last year. The Board asked whether the data included long term sickness. Officers confirmed that it did and regular reviews of these took place with HR with detailed quarterly reports considered at the HR Committee. An update would be taken to the next HR Committee.</p> <p>The Board noted the report.</p>	D O'Connor	3.12.08
10. Financial Overview and Budget Update	<p>Neil Isaac introduced the report and highlighted the overspend in the delegated budgets for energy costs. Officers were monitoring closely the rent debit variation and the repairs budgets. There had been a higher number of voids this year and an increase in general day to day responsive repairs. The Board asked if there was a possibility of claiming back costs from external contractors who happened to damage Hackney Homes' property as had happened recently on the Frampton Estate. Gary Penticost said that officers were pursuing this.</p> <p>The Board noted the report.</p>		
11. Hackney Homes Inspection Update Verbal Report	<p>Charlotte Graves said that the Audit Commission's initial feedback session for officers would take place the following day. Once the Inspection had been completed, the result would be announced some time after Christmas.</p>		
12. Project Excellence	<p>Trish Hail introduced the report and highlighted the success of the introduction of the ASB module which had been very well received by all staff. The Board asked if a review could be undertaken in 6 months' time to evaluate the benefits from the introduction of the ASB module. Trish Hail agreed and said that the system produced</p>	T Hail	May 09



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	<p>much better management information and allowed officers to look at performance in more detail. The repairs module was the next phase to be introduced and a proposal was being taken to the Project Board to introduce the complaints module at the same time.</p> <p>The Board noted the report.</p>		
13. Board Meeting Venues	<p>The Board asked that any neighbourhood venues be assessed for DDA compliance and also that the meetings were well publicised to attract more attendees.</p> <p>The Board agreed to hold alternate meetings in different venues around the Borough from April 2009</p>	Governance Team/Communications	April
14. East London Business Alliance (ELBA) Tour	The Board noted the report.		
15. Any Other Business	David Larkin asked for a report to be brought to a future Board on Kings Crescent.	Curtis Taylor	Feb/Mar
16	<p>The Meeting closed at 9.05 pm</p> <p>Date of next Board Meeting: Monday 8 December at 6.30 pm Christopher Addison House</p>		

Signed as a true record of this meeting _____ Chair Dated _____