



## Hackney Homes Ltd

ITEM 4

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

On 12 April 2011 at 6.30 PM

Present	<b>Board Members</b> Rupert Tyson Alice Burke Audrey Villas Pam Lockley Tom Tyson David Larkin Joseph Oshikoya Alex Russell Linda Kelly	<b>Hackney Homes Officers</b> Charlotte Graves Neil Isaac Martin Long Jim Paterson (Part) Olaide Oyekanmi	<b>Stakeholder (Hackney Council)</b> Ian Marriott	<b>Representatives</b>
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	<b>Part A – Open to the Public</b>	<b>Action</b>	<b>Date</b>
<b>1. Welcome/ Introductions</b>  <b>Apologies</b>	The Chair welcomed everyone to the meeting. As one Board Member had sent apologies for lateness ahead of the start of the meeting, the information items were taken first.  Karen Dodds, Samantha Lloyd, Saleem Siddiqui, Mervyn Jones		
<b>2. Declarations of Interests</b>	None		
<b>3. Questions received from the public</b>	None		



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### **5. Chief Executive's Report, Strategic Overview**

Charlotte Graves introduced her report and highlighted the following.

There were lots of summer activities planned for residents with a big focus on the 2012 Olympics and Paralympics Games. The Board asked whether it would be possible to obtain tickets for Residents. Charlotte Graves said that enquiries would be made.

Project Excellence & the Call Centre Charlotte Graves said that all the “show stoppers” had now been fixed and many of the other problems had either been resolved or were well on the way to being resolved. Jim Paterson updated the Board on the position with the Call Centre. Call queuing time had improved significantly dropping from on average 17 minutes to just 2 minutes. A working party had been established with the aim of finding ways to improve the service. The top 5 Call Centre priorities had been given to the Project Excellence Team and staff were also working closely with Civica. The Board asked if the system now enabled Cautionary Contact details to be displayed. Jim Paterson said that this had not yet been put in place but officers were reviewing our Customer Profiling and working to improve the interface between systems. Officers were looking to trial other options such as a menu facility and a presentation would be brought back to the Board in the Autumn. The Board asked where the Customer Profiling information came from. Jim Paterson said that Tom Hogan had

**J Paterson**

**20.9.11**



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done a lot of work on this before he left Hackney Homes and information was collated as and when Residents were contacted. More work needed to be done in this area for Leaseholders however.

Charlotte Graves said that as Project Excellence was a phased programme, once the current phase had been implemented a review would be undertaken to see where lessons could be learned.

Officers also needed to review how Champion Workstream Leaders were identified.

The Tenants Service Authority had identified Hackney Homes' and the Council's Annual Report to Tenants as one of the top rated reports.

Use of Magistrates Court Warrants for Access to carry out Inspections to Gas Installations Charlotte Graves gave the background to this, namely that the Courts had decided that the use of Magistrates Court Warrants to gain access to properties to ensure that gas safety checks could be carried out was not an option Local Authorities could continue to use. The Courts considered that an overdue inspection was not in itself a statutory nuisance. This was a significant issue for not only Hackney Homes

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but other Local Authorities which meant that Hackney Homes could not access between 200-300 properties. Officers were taking further Counsel's advice but it seemed likely that the only route available would be to take Injunctions out. However, Injunctions did not necessarily result in access to the property. In the event of an explosion, it was vital that Hackney Homes could demonstrate that it had taken every possible step to gain access. As a result of this judgement, gas safety check performance was likely to drop. The Board asked if something could be added to the tenancy agreement to assist with getting access. Charlotte Graves said that the tenancy agreements were currently under review.

Metal Gates Charlotte Graves said that the removal of metal gates as a result of fire risk assessments was a major issue for Hackney Homes. The position from the fire brigade was very clear in that all metal gates over doors should be removed. However, different brigades gave slightly different advice. Hackney Homes had taken the view that where a gate was flush against a door and it didn't obstruct an access route in or out of the building, a letter advising the Resident to remove the gate would be sent. Where a gate obstructed access or safety points such as dry risers, the Resident would be asked to remove it and if it was not removed, Hackney Homes would remove it. If a metal gate covered more than one door, this would also have to be removed. There was a procedure now in place regarding doormats and plants and staff in the

	<p>neighbourhoods had been trained on this. Residents in the Shoreditch neighbourhood were particularly annoyed about this matter and Officers were returning with the Borough Commander to re-iterate the advice and the requirements. There was, however, no easy answer to the problem and Hackney Homes have a degree of liability if there was an incident as a result of a metal gate. The Board suggested that the programme of replacing doors with Gerda Doors should dovetail in with the removal of the metal gates. Jim Paterson said that his team was working closely with the Housing Teams as they knew the Residents' circumstances. Charlotte Graves said that Hackney Homes had a good relationship with the Fire Brigade.</p> <p>David Larkin said that Poplar HARCA had set up a team to identify vulnerable residents and he would feedback to Neehara Wijeyesekera on this.</p> <p>The Board noted the report.</p>		
<p><b>4. Minutes of the meeting held on 1 March 2011.</b></p> <p><b>Matters arising</b></p>	<p>The minutes of the meeting held on 1 March 2011 were agreed as a true record and signed accordingly.</p> <p>There were no matters arising.</p>		

<b>6. Board actions yet to be implemented</b>	Jim Paterson would provide an update report to Board on the Out of Hours Service.	<b>J Paterson</b>	<b>26.7.11</b>
<b>7. Financial Overview Report</b>	<p>Neil Isaac introduced the report. He highlighted the fact that Hackney Homes had separate directors' and officers' liability insurance from the Council.</p> <p>The Board asked what the position was for Hackney with the HRA reform. Neil Isaac said that the position was better than it would have been without the reform but was still not good enough for HRA sustainability over a 30 year business plan.</p> <p>The Board noted the report.</p>		
<b>8. Board Member Elections &amp; Appointments 2011.</b>	<p>The Board asked for clarification on whether Leaseholders could stand for election alongside Tenants. Tess Merrett confirmed that they could. There was some debate about the Leaseholder position but given that Leaseholders could stand in all the neighbourhood elections and that Officers would keep the Board composition under review to ensure an appropriate mix of tenants and leaseholders was maintained, all the Board members apart from David Larkin agreed to the proposal to discontinue with a specific Board member position for a Leaseholder.</p> <p>David Larkin asked for it to be minuted that he did not agree with the proposal to discontinue with a specific Board Member position</p>		

	<p>for Leaseholders.</p> <p>The Board approved</p> <ul style="list-style-type: none"> <li>• The proposals to amend the numbers and composition of the Board going forward and to delegate authority to the Chief Executive and Company Secretary to approach the Council as sole Member of the ALMO to endorse these proposals</li> <li>• the new quorum for meetings, namely, six board members to be present in person, with one member from each constituency, i.e. one resident, one independent, and one councillor forming part of that number</li> <li>• the proposal to delegate authority to the Chief Executive and Company Secretary to approach the Council as sole Member of the ALMO to pass a written resolution to allow the articles of association to be amended to reflect the above changes.</li> </ul>	<p><b>N Isaac/C Graves</b></p> <p><b>N Isaac/C Graves</b></p>	
<p><b>9. Schedule of Dates for 2011-2012</b></p>	<p>Tess Merrett highlighted the fact that the Council dates for the Municipal Year would not be ratified until the AGM next month.</p> <p>The Board noted the report.</p>		
<p><b>10. Asbestos Update</b></p>	<p>Martin Long gave a verbal update on the incident which had occurred in November 2009 relating to Mansells, its subcontractor and Asbestos. He stressed that no fault had been found with Hackney Homes nor its procedures but following the incident,</p>		





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being undertaken by all three constructors on Decent Homes Kitchens and Bathrooms. Both Board Members were very impressed with Mullaley not only with they way work in progress was handled as it was apparent that the tenants were treated considerately throughout the process but also with the completed project which neither Board Member could find fault with. Likewise, both Alice Burke and Audrey Villas were impressed with Mansells. However, both Board Members considered the units being used by Lakehouse were not of a comparable standard as the units used by Mullaley and Mansells. Martin Long said he would look into this.

**M Long**

Joseph Oshikoya said that there was a problem with the new digital aerials at Bannister House. Charlotte Graves said that unfortunately, rogue signals were prevelant in Hackney but she would get someone to investigate the problem at Bannister House.

**M Brewer**

The meeting closed at 8.00 pm

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