



# 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<sup>th</sup> November 2007 at 6.30PM

Present	<p><b>Board Members</b></p> <p>Rupert Tyson (Chair)          Afolasade Bright          Alice Burke          Jonathan McShane          Feryat Demirci          Audrey Villas          Marie Photiou          David Larkin          Danny Sutcliffe          Brian Marsh          Linda Kelly          Asim Bhattacharyya</p>	<p><b>Officers</b></p> <p>Susmita Noonan          Gary Penticost          Neil Isaac          Nilavra Mukerji          Pat Ronayne</p> <p><b>Stakeholder Representatives</b>          Nimisha Patel</p>	<p><b>Observers</b></p> <p>Mr &amp; Mrs Callaghan</p>
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Item	Part A – Open to the Public	Action	Date
<p><b>1. Welcome / Apologies / Information Introductions</b></p>	<p>Apologies were received from Samantha Lloyd and John Broomfield (Interim Director of Housing). The Board welcomed new Board Members:</p> <ul style="list-style-type: none"> <li>• Jonathan McShane;</li> <li>• Feryat Demirci.</li> </ul> <p>Rupert Tyson thanked the following Board Members for their hard work throughout their tenure as Hackney Homes Board Members:</p> <ul style="list-style-type: none"> <li>• Karen Alcock;</li> <li>• Sharon Patrick.</li> </ul>		

<b>2. Declarations of Interest</b>	<p>The following Board Members declared that they were leaseholders:</p> <ul style="list-style-type: none"> <li>• David Larkin;</li> <li>• Brian Marsh;</li> <li>• Afolasade Bright.</li> </ul> <p>Feryat Demirci informed the Board that a one of her relatives works for Hackney Council.</p>		
<b>3. Questions received from the public</b>	None.		
<b>4. Minutes of the Hackney Homes Annual General Meeting – 8<sup>th</sup> October 2007 and matters arising</b>	Agreed.		
<b>5. Minutes of 22<sup>nd</sup> October 2007 – Part A and matters arising</b>	Agreed.		

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<p><b>6. Chief Executive's Report</b></p>	<p>Susmita Noonan highlighted the following items as key issues:</p> <ul style="list-style-type: none"> <li>• Delivery Plan (paragraph 2.0);</li> <li>• Contingency Plan (paragraph 3.0). Susmita Noonan advised that letters had been sent to TRA and residents concerning the Hackney Homes Decent Homes Contingency Plan;</li> <li>• Resident Participation (paragraph 4.0). Susmita Noonan confirmed that focus groups has been arranged with residents concerning Responsive Repairs and The Tenant Compact during November 2007;</li> <li>• London &amp; Southern ALMO Chief Officer Group Feedback.</li> </ul> <p>The Board requested that minutes be taken of all TRA Meetings and that Hackney Homes feed all / any action tasks (including agreed deadlines) from these meetings into the Hackney Homes task list system.</p> <p>Susmita Noonan confirmed that one of the duties of a Hackney Homes Estate Manager was to agree action points with the TRA Chairs.</p> <p>The Board requested a TRA Review Report at the January 2008 Board Meeting. The report must outline the system and comment upon how the system is operating to date.</p>	<p>SN / JB</p> <p>JB / PR</p>	<p>14<sup>th</sup> Jan 08</p>
<p><b>7. Hackney Homes Performance – September 2007</b></p>	<p>Presentation noted.</p> <p>The Board requested:</p> <ul style="list-style-type: none"> <li>• A detailed analysis breakdown of Responsive Repairs (including dripping taps, overflows etc);</li> <li>• A detailed report on a “sickness sanction system” for officers;</li> </ul>	<p>GP / JS</p> <p>NI / DOC</p>	<p>14<sup>th</sup> Jan 08</p> <p>5<sup>th</sup> Dec 07</p>



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	<ul style="list-style-type: none"> <li>• Commentary in the CEO Report about complaints and better responses to Board Member Enquiries. The paragraph must outline officer training that has been outlined;</li> <li>• That the next Hackney Homes Newsletter (November 2007 / December 2007) must provide tenants with details of all / any rent payment methods in addition to all / any locations at which rent payments can be made;</li> <li>• A report (to be tabled at the Board Meeting) about the 46 stage 2 complaints cases and all / any resolved complaints cases;</li> <li>• Details of all / any scheduled Hackney Homes Breakfast Partner Performance Meetings.</li> </ul>	<p>SN</p> <p>SR</p> <p>JB / PR / AJ</p> <p>SN</p>	<p>3<sup>rd</sup> Dec 07</p> <p>By Dec 07</p> <p>3<sup>rd</sup> Dec 07</p> <p>TBC</p>
<p><b>8. Board Member Issues</b></p>	<p>The Board requested that Neil Isaac amend the following documents in light of Board Members' comments:</p> <ul style="list-style-type: none"> <li>(a) Conduct of Conduct – Review (document contained within the Governance Resource Pack);</li> <li>(b) Board Member Attendance Procedure;</li> <li>(c) Investigations Procedure.</li> </ul> <p>The Board deferred its decision until to the next Board Meeting.</p>	<p>NI</p>	<p>3<sup>rd</sup> Dec 07</p>
<p><b>9. Leaseholder Charges (including variants between estimated and actual charges)</b></p>	<p>The Board noted the report.</p> <p>Pat Ronayne confirmed the following:</p> <ul style="list-style-type: none"> <li>• That Hackney Homes would hold Leaseholder Conferences every year (as of 2008);</li> <li>• There were 8 Leaseholder Focus Group sessions which had been arranged;</li> </ul>		



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	<ul style="list-style-type: none"> <li>• That Hackney Homes was working closely with the Association of Local Government (ALG) &amp; ODPM to address the national problem of large Leaseholder bills;</li> <li>• Hackney Homes offers leaseholders very good repayment options;</li> <li>• Hackney Homes has a Leasehold Service Invoice Investigative Process in which leaseholders can challenge items they believe do not exist;</li> <li>• The existence of a Leaseholder Dispute Panel.</li> </ul> <p>The Board requested a progress report for a future Board Meeting to include:</p> <ul style="list-style-type: none"> <li>• A report on how well dedicated leasehold officers' roles work in conjunction with the extension of the Estate Managers' roles;</li> <li>• A report on Leaseholder "major works".</li> </ul>	<p><b>JB / PR</b></p> <p><b>JB / PR</b></p>	<p><b>17<sup>th</sup> Mar 08</b></p> <p><b>17<sup>th</sup> Mar 08</b></p>
<p><b>10. Date of Next Meeting</b></p>	<p>3<sup>rd</sup> December 2007 - Agreed.</p>		

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