



Hackney Homes Ltd

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

On 13 December 2011 at 6.30 PM

Present	Board members Rupert Tyson Alice Burke Tom Tyson Mervyn Jones Saleem Sidiqqi David Larkin Alex Russell Audrey Villas	Hackney Homes Officers Charlotte Graves Neehara Wijeyesekera Neil Isaac Alex Jarosy (Part) Sunil Desai Chrys Edwards (Part)	Stakeholder Council) Ian Marriott Cllr Philip Glanville	Representatives (Hackney
		Part A – Open to the Public	Action	Date
1. Election of Chair and Vice Chair		Neil Isaac, Company Secretary, introduced the item. As there had only been one expression of interest for the position of Chair and one expression of interest for the position of Vice Chair, the Board appointed Rupert Tyson as Chair of Hackney Homes and Alice Burke as Vice Chair. Rupert Tyson and Alice Burke thanked the Board for its continued support.		
2. Welcome/ Introductions Apologies		The Chair welcomed everyone to the meeting. Samantha Lloyd, Susan Fajana Thomas		
3. Declarations of Interests		Saleem Sidiqqi declared that he was on the Board of Clapton Park TMO		

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<p>4. Minutes of the meeting held on 31 October 2011 and matters arising</p>	<p>There was one correction to the minutes. <u>7 Annual Tenants' Report</u> It was noted that Audrey Villas had provided Chrys Edwards with feedback on the Annual Tenants' Report.</p> <p>With the above correction, the minutes of the meeting held on 31 October 2011 were agreed as a true record and signed accordingly.</p> <p>There were no matters arising.</p>		
<p>5. Chief Executive's Report - Strategic Overview</p>	<p>Charlotte Graves introduced the report and highlighted the following</p> <ul style="list-style-type: none"> • The position generally was good and Hackney Homes was maintaining a good relationship with the Council. • Following a joint review with the Council of the in-house repairs service, it had been decided to retain the current in-house service • Services had been maintained during the recent nationwide industrial action • The garden swap scheme which was linked to the Council's manifesto had been launched. Charlotte Graves asked Board Members to help publicise this initiative around the borough. • Jim Paterson was the Executive Team Member Champion for the Olympics and a significant stream of work was on-going in respect of planning for the Games. The Board asked that Jim Paterson liaise with Charlie Forman, the lead officer for the Olympics in the Council, to ensure a co-ordinated approach. • Right to Buy. Apart from the initial announcement by the Government, no further detail had been released. Information relating to any financial cap was still awaited. • Housing Management restructure was progressing. The restructure was 		

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	<p>fundamental to achieving the savings requirement for this year and these savings would be achieved.</p> <p>The Board asked for clarification on the UH project. Charlotte Graves said that the repairs module had been implemented although there were still areas which needed resolving. The rest of the modules were still to be implemented with Tenancy Services due to go live in April 2012. The IT directorate at the Council had been asked to ensure delivery of the remaining modules. The difficulties outstanding with repairs were not just IT related but included business systems and training. Trish Hail was leading on resolving these outstanding matters. Discussions around IT support for Trish Hail in final delivery of the repairs module were currently underway.</p> <p>The Chair of the Board explained that Cllr Alcock had resumed her duties as Lead Cabinet Member for Housing following her maternity leave. Cllr Glanville was working through a transitional handover period and would remain as Cabinet Advisor for Housing. The Chair thanked Cllr Glanville for his support.</p> <p>Clarification was sought on why property traditionally let to the elderly and the elderly disabled, was now being let as general needs as this appeared to be causing problems across the borough with, for example, ASB. Furthermore, many of these properties had been specially adapted for disabled use and therefore needed further adaptations to be let as general needs. Charlotte Graves asked Neehara Wijeyesekera to research this matter.</p> <p>The Board noted the report.</p>	<p>N Wijeyesekera</p>	<p>13.3.12</p>
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<p>6. Board actions yet to be implemented and not elsewhere on the agenda</p>	<p>The Board noted the report.</p>		
<p>7. Delivery Plan</p>	<p>Chrys Edwards introduced the Delivery Plan which had been streamlined this year. Although this was a Council document, it was important that Hackney Homes' Board was satisfied with it as it had responsibility for overseeing the delivery of the Plan. The Board was asked to provide any feedback or suggestions for content to Chrys Edwards. Consultation was underway and the Plan was due to go before Cabinet in March.</p> <p>The Board noted the report and Plan.</p>		
<p>8. Q2 Performance Report and Business Critical Indicators.</p>	<p>Alex Jarosy introduced the report and indicators. The Board asked for further clarification on staff sickness levels. Neil Isaac said that Officers had met with the doctor at Occupational Health Services and this had been a very productive meeting. The indicators appeared to show that levels had peaked but once the December figures were available, further analysis on this could be undertaken. Charlotte Graves met with all service heads every 4-6 weeks to go through each case individually. There were some long term sickness cases which had necessitated consulting lawyers as there were other issues around these. The Board asked if a further piece of work could be undertaken which involved extracting the extreme cases from the statistics which should then give a clearer picture.</p> <p>The Board asked what was being done about rent arrears. Neehara Wijeyesekera said that there had been an increase in collection rates and a decrease in arrears since September and some trend analysis had been</p>	<p>A Jarosy</p>	<p>24.1.12</p>

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undertaken. Officers at Hackney Homes were working closely with Revenue and Benefits at the Council. Furthermore, an interim Head of Income Services had been appointed and work was being done to improve consistency in dealing with arrears across the neighbourhoods. Hackney Homes had recently joined the rent income excellence network and had been having conversations with neighbouring boroughs, Islington and Haringey which indicated that there were common issues within the boroughs.

The service charge arrears had shown an increase owing to the actuals which were sent out at the end of September being higher than the estimates. However, this had since decreased and the indicator was now showing amber.

The Board queried why stage two complaints were red. Alex Jarosy said that if a stage two complaint needed to be upheld then it was upheld. Work was being done on auditing stage one complaints to ascertain why they became stage two complaints. Once the handling of stage one complaints was improved, this should in turn see a decrease in the number of complaints moving through the different stages in the complaints process.

The Board queried the diversity profiling. The Chief Executive gave some background to this. Pre-inspection the profiling statistics were very low and as a result, a considerable amount of money had been spent in improving the collection of this data. Hackney Homes and the Council acknowledged that further work needed to be done on how we collect the information and where it should appear e.g. setting up a corporate library. It was stressed that the information collected was used in better targeting our services. It was suggested that a further report be brought back to Board on profiling which included some further information on the methodology of collecting this data set.

A Jarosy

24.4.12

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The Board asked whether any trend analysis was undertaken on Members' Enquiries as experience seemed to show that the same enquiries appeared over and over e.g. repairs. Alex Jarosy said that a learning from complaints exercise was undertaken and RESPOND recorded some common threads in Members' Enquiries.

The Board queried the ASB indicator and given that there were many external influences to take into account e.g. police involvement, were we setting ourselves up to fail as resolving some of these matters was not solely the responsibility of Hackney Homes. Neehara Wijeyesekera acknowledged this could be an issue but equally, it was very important to demonstrate to our residents that Hackney Homes acted upon complaints of ASB. Recently, noise nuisance equipment had been purchased and this had been very successful in closing down quickly cases of noise nuisance. Alice Burke, the Board ASB Champion said that considerable work had been undertaken with ASB staff and residents and Officers had taken on board residents' suggestions. Hackney Homes was one of only six organisations which had achieved the ASB accreditation from Housemark.

Neehara Wijeyesekera would contact Alex Russell with further information on ASB and Alice Burke would ask Wayne Hylton to invite Alex Russell to one of the ASB Forums.

The Board queried the low satisfaction rate for new tenancies. Alex Jarosy said that the question asked had been amended but still needed to be looked at again as the question was asking about satisfaction with the property not for example, the neighbourhood or schools which may influence some of the answers given.

**N Wijeyesekera/
A Burke**

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	<p>The Board asked what help was offered to new disabled tenants. Neehara Wijeyesekera said that aids and adaptations were undertaken well in advance of any disabled tenant moving in and casework identified a tenant's needs appropriately.</p> <p>The Board noted the report.</p>		
9. Financial Overview Report	<p>Neil Isaac introduced the report. Mervyn Jones said that the Audit & Finance Committee had been through the financial information in detail and were keeping matters under close review. Neil Isaac said that the final figures for the HRA reform should be received in January/February however, the budget for next year would have to be prepared using assumptions only. The business plan should be submitted to Cabinet for approval in July</p> <p>The Board noted the report.</p>		
10. AOB	<p><u>Garages</u> The Audit & Finance Committee had discussed a scoping paper for the future management of garages and this would be presented to the A&F Committee in the spring.</p> <p><u>Lights</u> Tess Merrett to contact Saleem Siddiqui regarding the issues about lights.</p> <p><u>Tenancy Conditions Consultation</u> 1620 responses to the consultation had so far been received and of those 75-85% were in agreement with the proposals</p> <p>The meeting closed at 8.00 pm</p>		

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