



Hackney Homes Ltd

ITEM 4

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

On 16 March 2010 at 6.30 PM

Present	Board Members Rupert Tyson (Chair) Alice Burke (Vice-Chair) Joel Gordon Terry Edwards David Larkin Marie Photiou Pam Lockley Feryal Demirci	Hackney Homes Officers Charlotte Graves Neil Isaac Neehara Wijeyesekera Sunil Desai Tom Hogan Jim Paterson	Stakeholder Representatives (Hackney Council) James Probett Partners David Saxon (Mouchel) (Part) Members of the Public Lauren Cockbill Feedback (Part of the National Housing Federation) Euan Ramsey
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	Part A – Open to the Public	Action	Date
1. Welcome and Introductions Apologies	<p>The Chair welcomed everyone to the meeting.</p> <p>Karen Dodds, Linda Kelly, Jonathan McShane, Audrey Villas, Andrew McMillan, Tom Tyson, Samantha Lloyd, Afolassade Bright, Elliot Brooks, John Ferman</p> <p>As only one Council Board member was present, the meeting was not quorate but it was agreed by those present to continue with the meeting and any</p>		



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	decision items would be dealt with electronically.		
2. Declarations of Interests	None.		
3. Questions received from the public	The Board noted the response to Jon Sheldon. Tess Merrett said she would visit some more Community Halls in the borough to assess them for suitability to hold Board meetings.		
4. Minutes of the meeting held on Monday, 26 January 2010 Matters arising	The minutes of the meeting held on 26 January 2010 were agreed as a true record and signed accordingly. There were no matters arising.		
5. Tenant Satisfaction Survey	Euan Ramsey from Feedback, part of the National Housing Federation, presented the findings from the 2009 Tenant Satisfaction Survey. The Board asked whether it would be possible to take back in-house underperforming Tenant Management Organisations (TMOs). Charlotte Graves said it would be possible but that the Hackney Homes and the Council preferred to work with the TMOs to improve performance. The residents themselves decided on whether to maintain the TMO as they were required to vote on the matter periodically. The Board asked whether the negative TMO responses influenced the overall findings. Euan Ramsey confirmed that the TMO responses were included in the overall satisfaction results and these were useful in highlighting areas for		



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	<p>improvement. David Saxon said that the partners were working more closely with TMOs on complex matters such as ASB, rent collection and voids management which should then influence satisfaction levels.</p> <p>Neehara Wijeyesekera said that officers were proactively assessing the capabilities of TMOs to carry out certain services and then the TMO contracts could be re-negotiated appropriately. The Board asked that Hackney Homes provided any identified support to TMOs in a timely fashion as if TMOs were under performing it was the residents who suffered.</p> <p>The Board also noted that some TMOs were outperforming Hackney Homes in some areas and we should look to take some lessons from this.</p> <p>Charlotte Graves said that it was important to note that Hackney Homes had maintained the same level of satisfaction as achieved in 2008 but had done so whilst making £4.5 million worth of savings.</p> <p>Charlotte Graves thanked Euan Ramsey for the presentation.</p>		
<p>6. Chief Executive's Report – Strategic Overview</p>	<p>Charlotte Graves introduced the report and highlighted</p> <ul style="list-style-type: none"> • The success of the Gas Safety Team as being recognised by the Audit Commission as an area of strength. • The strategic relationship with the Council was good • Some west London ALMOs were being taken back in by their sponsoring Councils • A relatively strong financial position. <p>The Board asked how the questions for the leaseholder survey had been set and whether Hackney Homes had approached individual leaseholders such as</p>		

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	<p>Jon Sheldon for input. Tom Hogan said that for benchmarking purposes, the same questions were used this year as last year.</p> <p>The Board asked when the leaseholder service charge invoices would be sent out. Neehara Wijeyesekera said that the estimated service charge invoices would be sent out by the end of March.</p> <p>Charlotte Graves said a report from the Manor House Development Trust which was based at Woodberry Down would be brought to the next meeting.</p> <p>The Board asked if more attention could be paid to terminology in reports so that excessive hyperbole was avoided.</p> <p>The Board noted the report.</p>	<p>C Graves</p>	<p>26.4.10</p>
<p>9. Business Critical Performance Summary Quarter 3</p>	<p>The Board agreed to take Agenda item 9 next.</p> <p>Neil Isaac introduced the report and highlighted the key areas. The Board queried why residents were refusing to have new door entry systems fitted. Charlotte Graves said that this had recently become an issue. Many new systems had successfully been consulted upon and fitted but recently there had been issues with residents who were adamant that they did not want a new system and therefore where that was the case, installation had been put on hold until re-consultation had taken place.</p> <p>The Board queried the Decent Homes indicator. Neil Isaac said that the definition of Decent Homes had changed. Previously, any properties</p>		



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	<p>earmarked for demolition were taken out of the Decent Homes definition but now they were counted as non-Decent. The local area indicator had already been set which meant that this target would be missed. However, the matter had been widely communicated to ensure that all stakeholders and interested parties were aware of the issue. The matter affected all local authorities but as Hackney had a bigger demolition programme, the change in definition affected us more than most.</p> <p>Alice Burke said that as Chair of HR Committee she met monthly with the Head of HR and a considerable amount of work had been undertaken on managing the long term sickness levels. A marked improvement would be seen in the Indicators next year.</p> <p>The Board asked that officers ensured that the improvements in the stage one complaints remained consistent and that a further analysis of complaints be reported on in the Annual Complaints report.</p>	<p>N Isaac/A Jarosy</p>	
<p>10. Resident Board Member Elections 2010.</p>	<p>The Board noted that Audrey Villas had volunteered to step down under the rotation rules.</p> <p>The Board noted the timetable and process for the Resident Board Member elections for 2010.</p>		
<p>11. Independent Board Member Appointment 2010.</p>	<p>Marie Photiou formally indicated that she would resign from the Board in September 2010.</p>		

	<p>The Board noted the timetable and process for the Independent Board Member Appointment.</p>		
<p>7. Budget 2010/11</p>	<p>Neil Isaac introduced the report and said that the budget had delivered all the savings set by the Board. The Audit & Finance Committee had reviewed the budget and was commending it to the Board.</p> <p>The Board queried the use of the word maximum in paragraph 1.2 of the Report. Neil Isaac said that Hackney Homes was not able to make a profit from the management fee. i.e. if there was any underspend on the management fee, the management fee was reduced commensurately.</p> <p>The Board asked for assurances that the repairs monitoring would ensure that there would not be any significant unforeseen expenditure. Neil Isaac said that the repairs monitoring process was now more robust which ensured confidence in the process.</p> <p>In respect of Service Level Agreements, the Board asked if there was any bench marking information. Neil Isaac said that there was some benchmarking information through Housemark and officers were currently analysing this.</p> <p>The Board members present approved the Budget. Tess Merrett would circulate this minute to those Board members not present and seek electronic approval from them.</p>		
<p>8. Domestic Violence and Hate Crime Policies</p>	<p>Tom Hogan introduced the reports. The Board said that the policies were very thorough but asked if there was any simplified information available for residents. Tom Hogan said that a suite of leaflets was produced alongside policies which explained everything in a simplified form. Furthermore, the</p>		



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computer system now guided staff through the processes. The Board asked that Managers and staff be properly trained to ensure they understood the processes. David Saxon said that a considerable amount of training had been undertaken with staff and Hackney Homes staff worked closely with the Council to resolve issues. The Board asked if Hackney Homes had adequate resources to investigate all cases. David Saxon said that Officers ensured that there were sufficient staff resources available particularly at known stress times such as Monday mornings.

Tom Hogan said that there were many other related issues such as child abuse and neglect connected with Domestic Violence and Hate Crimes and Hackney Homes worked alongside Social Services to ensure that all the links were maintained.

The Board asked whether due regard had been given to the Safeguarding Policy and also asked if all staff were CRB checked.

Tom Hogan said that Hackney Homes was not required to carry out CRB checks on all staff but officers were seeking legal advice on the changing regulations. In respect of the safeguarding policy, staff had been trained on this. Officers would review CRB over the coming year.

The Board asked if publicity on these policies would be distributed to places such as doctors' surgeries. Tom Hogan said it would and there had been other publicity around these matters such as a white ribbon day held recently.

The Board asked how Hackney Homes controlled the provision of emergency accommodation. David Saxon said that Hackney Homes worked closely with



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	<p>the Council on this and emergency accommodation was often provided out of borough. Residents moved into temporary accommodation as a result of domestic violence or hate crime were classed as high priority on the housing list.</p> <p>The Board members present approved the policies and Tess Merrett would circulate this minute to those Board members not present at the meeting and ask for electronic approval.</p>		
<p>12. AOB</p>	<p>Alice Burke drew the Board's attention to the excellent service provided by the emergency team following the recent gas explosion on the Nightingale Estate. She also commended Charlotte Graves for her attendance at the incident.</p> <p>However, it was reported that since the gas explosion, tenants were concerned that as leaseholders were not required to undertake gas safety checks at their properties, this could pose a risk to safety on the estates. Would it be possible to make gas safety checks compulsory for leaseholders? Charlotte Graves said that she would seek some further legal advice on this and report back to Board in April. Charlotte Graves also said that following Hackney Homes' decision to fit carbon monoxide meters in all flats, unsafe appliances, such as cookers, were coming to light and contractors were having to disconnect these unsafe appliances on safety grounds. Charlotte Graves also commended Alice Burke and her luncheon club for all the hard work they put in on the day of the incident.</p> <p>Terry Edwards agreed that the emergency team had provided an excellent service.</p>	<p>C Graves</p>	<p>26.4.10</p>



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David Larkin asked officers to investigate why the post of Turkish Advice Worker was being cut in Stoke Newington. David Larkin also asked about the transition period for the housing management contracts being brought back in house. Charlotte Graves said that the Cabinet decision on the housing management contracts had been called in by the Overview and Scrutiny Board. This was due to meet on Thursday 18 March and until that Board had met, Hackney Homes could not begin discussions about the transition period. Rupert Tyson asked Tess Merrett to write to Gary Penticost on behalf of the Board to thank him for all his hard work for Hackney Council and Hackney Homes over the last 30 years.

The meeting closed at 8.30 pm.

Date of next meeting Monday 26 April 2010.

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