



Hackney Homes Ltd

ITEM 6

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

On 17 March 2008 at 6.30PM

Present	Board Members Audrey Villas Alice Burke Asim Bhattacharyya Brian Marsh Jonathan McShane Marie Photiou Danny Sutcliffe Afolasade Bright David Larkin Karen Dodds Natalie Pace Linda Kelly Feryat Demirci	Hackney Homes Executive Officers Charlotte Graves – Chief Executive Neil Isaac – Director of Finance Hackney Homes Officers Sunil Desai John Newton Trish Hall Daniel O’Connell Peter O’Kane Tom Hogan Clive Taber	Stakeholder Representative Jamie Carswell
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	Part A – Open to the Public	Action	Date
1. Welcome/Apologies/ Introductions	Apologies were received from the following: <ul style="list-style-type: none"> • Samantha Lloyd • Rupert Tyson • Daniel O’Connell • Sue Poulter Introductions – Jamie Carswell will take over liaison between Hackney Homes and Hackney Council		
2. Declarations of	None.		

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Interests.			
3. Questions received from the public	<p>Terry Reynolds – Access to 106 money</p> <ul style="list-style-type: none"> • A complaint was made on lack of progress made by officers • Request was made for procedure for forwarding questions with a response expected in May 	Chair	19/05/08
4. Hackney Homes' Chair Report	The Board noted the report.		
5. Minutes of 21st January 2008 (Part A) and Matters Arising	<p>The Board agreed the following:</p> <p><u>Matters arising from the Hackney Homes Board Meeting Minutes of 21st January 2008</u></p> <ul style="list-style-type: none"> • Homerton Board Election to be concluded by 26th March. <ul style="list-style-type: none"> - David Larkin suggested a wider remit to make young people eligible - Board accepted that proof of residence is principal to avoid breaching the regulations • Planning Committee <ul style="list-style-type: none"> - The Board was informed that once approval is obtained 106 money will be distributed. - Planning approval has been granted but to avoid legal challenge there must be a waiting period of 3 months 		

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<p>6. Chief Executive's Report</p>	<p>The Chief Executive emphasised the following points from this report:</p> <ul style="list-style-type: none"> • <u>3.0- Budgets</u> The Board was informed that a 7% rent increase is to ensure that HRA budget is kept in check and to avoid a deficit. • <u>7.0- Woodberry Down</u> The Board was informed that the detailed planning application is to be considered. Work on site is anticipated to start in July 		
<p>7. Hackney Homes Performance January 2008 (snapshot)</p>	<p>The Board was informed of the following:</p> <ul style="list-style-type: none"> • Arrears reduction has led to a change from red to green. It was reported to the Board that voids were well within target. • There was a steady improvement in call answering. • TRA enquiries- Neil Isaac will report back after further investigation. • Hackney Homes is learning from complaints and more training in this area will enhance the improvement of service. 	<p>NI</p>	<p>TBC</p>
<p>8. Asset Management Strategy Revised</p>	<p>The Board approved the report and noted the following:</p> <ul style="list-style-type: none"> • The working group needs to provide more information. • A plain English version of the report must be prepared to ensure better understanding. • There was a suggestion to change the title to Asset Management Plan • A link must be made with the business plan • Specific dates for the accomplishment of the Key Actions referred to in the Appendix to the report must be provided. • Report was agreed by the Board as a working document. 	<p>GP</p>	<p>September</p>

9. Resident Liaison Group Meetings: Terms of Reference Document	The Board unanimously approved this report.		
10. Service Standards Summary Report	The Board approved the report. The following points were noted: <ul style="list-style-type: none"> • Team Hackney Customer Performance was adopted • There was a general agreement that improvements have been made • Service Managers will look further into some proposals on Service Promises and Service Standards and undertake further resident consultation. 		
11. Stock Control Policy	The Board approved the report and noted that improvements have been made because of the introduction of the Stock Control Policy. <ul style="list-style-type: none"> • Request was made for reports to be substantiated • TMO's must be given full support • Board requested formal training in contract management to enhance understanding 	GP	TBC
12. Residents' participation Compact	The Board approved the report and noted the following: <ul style="list-style-type: none"> • New Compact has been set up using Best Practice • The consultation process set out in the document was approved by the Resident Liaison Group 	LK	April/May
13. Hackney Homes Business Plan	The Board agreed to hold a special meeting to discuss this.	NI	TBC

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2008/09 (Report to Follow)	<ul style="list-style-type: none"> The date of this meeting will be decided at the next meeting of the Board on 19th May 08. 		
14. Vehicle Tracking Devices Protocol	Agreed		
15. Decent Homes Progress Report	The Board noted the report		
16. Service Improvement Programme	The Board noted the report <ul style="list-style-type: none"> Neil Isaac needs to produce evidence to show tangible service improvement has resulted from the Service Improvement Group. 	NI	TBC
17. Debt Advice Progress Report	The Board noted the report and highlighted the following: <ul style="list-style-type: none"> Debt advice has been successful. Increase income £256k. W/off debts £47k. Need for promotion of improvement. 	NI	
18. Progress Report Resident Participation	The Board noted the report and confirmed that: <ul style="list-style-type: none"> There was need for quicker implementation of strategy to ensure maximum resident engagement Mailings to residents to update them of changes Better use must be made of TRA 		
19. Any other Business	None		
Date of Next Board Meeting	19th May 2008 at 6:30 p.m.		



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Signed as a true record of this meeting _____Chair Dated _____