

HACKNEY HOMES Ltd Board Meeting

Monday 17th September 2007 at 6.30pm to 8.30pm

The Chief Executive's Conference Room, 1st Floor, Christopher
Addison
House, 72 Wilton Way, Hackney E8 1BJ

Part A Meeting (Open to the Public)

Distributed to:

Hackney Homes Board Members:

David Curley (Chair)
Audrey Villas (Vice Chair)
Samantha Lloyd (Vice Chair)
Asim Bhattacharyya
Rupert Tyson
Linda Kelly
Karen Alcock
Sharon Patrick
Andrew Potter
Alice Burke
Sandra Hall
Brian Marsh
Marie Photiou
Afolasade Bright
David Larkin

Hackney Homes Executive Directors:

Susmita Noonan (Interim Chief Executive)
Neil Isaac (Director of Finance and Resources)
Gary Penticost (Director of Property Services)

Hackney Homes Officers:

Sue Poulter

Sunil Desai

John Newton

Trish Hail

Daniel O'Connell

HACKNEY HOMES Ltd Board Meeting 29

Monday 17th September 2007 at 6.30pm to 8.30pm.

Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ

A AGENDA Part A (Open to the public)

Item	Presenter	Subject	Status	Page Number	Duration
		Open Items			
1.	Chair	Welcome/Apologies/Introductions	Information		2 mins
2.	Chair	Declarations of Interests	Information		1 mins
3.	Chair	Questions received from the public	Information (Verbal)		2 mins
4.	Chair	(a) Minutes of 25 th June 2007 (Part A) and matters arising (b) Rolling Decision Register (Live Issues Only)	Decision Information		5 mins
5.	S Noonan	Chief Executive's Report	Information & Decision (Report)		10 mins
6.	S Noonan	Hackney Homes Performance At A Glance – July 2007	Information		5 mins
7.	G Penticost	Repairs Policy Review (Revised Report) • Vulnerable Persons Repairs Policy;	For Approval (Report) For Approval		10 mins

		<ul style="list-style-type: none"> Rechargeable Repairs Policy 	For Approval		
8.	N Isaac	Hackney Homes Final Accounts 2006/07 (Final Accounts Are To Follow)	For Approval (Report)		5 mins
9.	N Isaac	Service Level Agreement Reviews	For Decision (Report)		5 mins
10.	Chair	Any Other Business	Information		2 mins
11.	Chair	Date of Next Board Meeting: 22 nd October 2007 at 6.30 pm (Christopher Addison House)	Information		1 min

AGENDA B – Part B (Not Open to the Public)

The following items form part of the Hackney Homes Ltd Board Agenda B and are not open to the Public:

Hackney Homes Board Meeting Agenda B – Part B on 17th September 2007:

- 1) Election of Hackney Homes Board Chair & Vice Chairs (Secret Ballot Vote –confidential information about Board Members);
- 2) Minutes of the 25th June 2007 – Part B and matters arising (this Minutes Document cannot be disclosed as it contains confidential and commercially sensitive information);
- 3) Performance Update Presentations (the presentation materials cannot be disclosed as it contains commercially sensitive information);
- 4) Estate Cleaning and Grounds Maintenance Options Appraisal Report (this report cannot be disclosed as it contains commercially sensitive information);
- 5) Hackney Homes / LBH Relationship (Discussion Item).



Hackney Homes Ltd

ITEM 4a

Part A Minutes of Board of Directors, held at Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ.

On 25th June 2007 at 6.30pm to 8.30pm

Present	Board Members	Officers	Observers
	David Curley (Chair) Audrey Villas Samantha Lloyd Alice Burke Rupert Tyson Asim Bhattacharyya Brian Marsh Marie Photiou Sharon Patrick Karen Alcock Linda Kelly	Steve Tucker Susmita Noonan Neil Isaac Gary Penticost Kweku Quagraine – Governance Team Cheryl Ramsay – Governance Team (Minutes)	Rodrigo Correa (Council Representative) Terry Edwards (Chair of MESH)

	Part A – Open to the Public	Action	Date
1. Welcome / Apologies / Introductions	Apologies from Andrew Potter, Afolasade Bright, David Larkin. Sandra Hall did not attend.		
2. Declarations of Interests	None.		
3. Questions from the Public	None.		
4. (a) Minutes of the last meeting 30th April 2007 and matters arising	Agreed.		
(b) Rolling Register	Noted.		



Hackney Homes Ltd

Part A Minutes of Board of Directors, held at Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ.

On 25th June 2007 at 6.30pm to 8.30pm

ITEM 4a

<p>5. Chief Executive's Report</p>	<p>Steve Tucker referred to the following paragraphs from his Chief Executive's Report:</p> <ul style="list-style-type: none"> (a) Overview of 06/07 Performance - paragraph 4.1; (b) Delivering Effective Customer Services – paragraph 4.2; (c) Performance Improvements – paragraph 4.3.; (d) Value For Money – paragraph 4.4; (e) Current Performance – paragraph 5.2 (f) Review of Community Halls – paragraph 7.0; (g) Replacement of Integrated Housing Management System (IHMS) – paragraph 11.0. <p>The Board required an update at the next Board Meeting on progress on telephone answering; a Telephone Performance Project Strategy is to be developed; this strategy is to be incorporated into the Hackney Homes Customer Access Strategy; and an update on the telephone answering project for all 70 telephone numbers identified is to be prepared for the next Board Meeting.</p> <p>The Board made the following nominations:</p> <ul style="list-style-type: none"> • Audrey Villas to the role of Hackney Homes Board Member Community Halls Review Representative; • Samantha Lloyd, Rupert Tyson and Brian Marsh to the roles of Hackney Homes Board Member IHMS Steering Group Representatives. 	<p>SN / NI</p>	<p>17th Sept 07</p>
<p>6. Resident Involvement Review</p>	<p>The Board considered the report and decided that the further work was required on the current review report.</p> <p>The Board requested the project be completed by September 2007 and that the report should:</p> <ul style="list-style-type: none"> • outline the “cost of change” of the project; • detail the annual costs after implementation; • contain a project plan with timelines; • illustrate how many people took part in the project; 	<p>SN</p>	<p>By 30th Sept 07</p>



Hackney Homes Ltd

ITEM 4a

Part A Minutes of Board of Directors, held at Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ.

On 25th June 2007 at 6.30pm to 8.30pm

	<ul style="list-style-type: none"> • explain the “quality” of interaction; • explain the “risk implications” associated with this project; • outline a contingency plan associated with this project; • detail the service standards (i.e. TRAs should have the power to get officers to do what they are suppose to do); • revise the tenants’ compact; • provide a comprehensive breakdown of staff changes associated with the project; • outline the expectations / powers of the TPOs / TRAs; • contain a costs V savings analysis; • contain, at every stage, a lead named officer (who should be aware of his/her responsibilities). 		
<p>7. Repairs Policy - Review</p>	<p>Gary Penticost explained that his department had received 1,500 responses to the review process and tenants’ views illustrated that they wanted revision of the Repairs Policy.</p> <p>Gary Penticost stated that the proposed draft Repairs Policy would bring Hackney Homes in line with other 2* ALMOs and that the proposed repairs, as in accordance with The Audit Commission recommendations, would be free of charge to tenants.</p> <p>The Board requested that:</p> <ul style="list-style-type: none"> • the policy be based upon what Hackney tenants require (requests from customers); • the report illustrate the consultation methods used and outline the groups who were consulted; • the report show a detailed financial analysis of the proposed policy; • the report consider all/any safety issues associated with the proposed policy; • the report address value for money issues; • the report outline the proposed “options” that will be submitted to Hackney Homes customers; • the report detail how often the services will be offered to Hackney Homes customers and what limitations there will be. 	<p>GP</p>	<p>By 17th Sept 2007</p>



Hackney Homes Ltd

ITEM 4a

Part A Minutes of Board of Directors, held at Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ.

On 25th June 2007 at 6.30pm to 8.30pm

	The Board advised that the Repairs Policy Review would be considered again at the next Board Meeting.	GP	17 th Sept 2007
8. Decent Homes Programme Report and appendices	The Board noted the report. Gary Penticost confirmed that Hackney Council had agreed a budget of £38.3m for the Decent Homes Programme 2007/08.		
9. Provision of Services to Travellers	Susmita Noonan withdrew this item from the agenda.		
10. Succession Arrangements: Resident and Independent Board Members	The Board noted the report and agreed that the Chair would consider "next steps" with the Director of Finance & Resources.	NI / DC	
11. Any Other Business	None.		
12. Date of Next Board Meeting	17 th September 2007 at 6.30pm in The Director's Conference Room, 1 st Floor, Christopher Addison House. Agreed.		

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



Hackney Homes.

Rolling Register of Decisions and Actions

Hackney Homes Board to June 2007.

Item 4b

Agenda Item (Number & Title)	Date of Meeting	Details of decisions taken	Lead Officer	Deadline	Action Taken	Date Completed
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1. Chief Executive's Report	18 th Dec 06	1.12 The Board requested that information about the restructuring process and timeframes be circulated for the information of Board members.	ST / GP / SN	Ongoing	Information Circulated Presentation emailed: 17.4.07 (also included in the CEO Report dated 30 th April 2007- Appendix A)	Dec 06
	26 th March 07	1.13 The Board asked Steve Tucker to email them his Review of Customer Services briefing note.	ST			
	30 th April 07	1.14 Steve Tucker confirmed that the following performance concerns were being addressed and would be reviewed by senior management: <ul style="list-style-type: none"> • Complaints – the aim is to achieve 95% of responses within target; • Undisputed invoice payments – target is 95%; 	ST / SN / GP / NI			



Hackney Homes.

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Rolling Register of Decisions and Actions

Hackney Homes Board to June 2007.

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	25 th June 07	<ul style="list-style-type: none"> • Sickness – aim is to resolve long term sickness cases and reduce short term sick through managerial intervention; • Telephone Performance – at the next Board Meeting Members will receive a progress report on the Telephone Improvement Project. <p>1.15 The Board requested the following:</p> <ul style="list-style-type: none"> • An update on the progress of the Telephone Answering Project; • A Telephone Performance Project Strategy (to be incorporated into the Hackney Homes Access Strategy); • An update on the Telephone 	SN	Report to Board 17 th Sept 07		
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Hackney Homes.

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Hackney Homes Board to June 2007.

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		<p>Answering Project for all 70 telephone numbers identified.</p> <p>1.16 <u>Review of Community Halls</u></p> <p>The Board nominated Mrs Audrey Villas to the role of Hackney Homes Board Member Community Halls Review Representative.</p> <p>1.17 <u>Replacement of Integrated Housing Management System (IHMS)</u></p> <p>The Board nominated Samantha Lloyd, Rupert Tyson and Brian Marsh to the roles of Hackney Homes Board Member IHMS Steering Group Representatives.</p>				
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Hackney Homes.

Rolling Register of Decisions and Actions

Hackney Homes Board to June 2007.

Item 4b

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		<ul style="list-style-type: none"> • Invoice Payments; • Telephone Answering; • Resident Satisfaction (with repairs quality); 			Completed and circulated to Board Members	13 th March 07
	26 th Feb 07	3.7 The Board asked for Voids performance to be included in the weekly email updates on rents performance.	SN / ST	W/C 5 th March 07		
	26 th Feb 07	3.8 The Board asked for Tenant Participation to be included on the agenda for the next Improvement Committee.	SN	March 07		
	25 th June 07	3.9 Resident Involvement Review The Board decided that further work was required. The Board requested the project be completed by September 2007 and that the report should:	SN	By 30 th Sept 07		



Hackney Homes.

Rolling Register of Decisions and Actions

Hackney Homes Board to June 2007.

Item 4b

Agenda Item (Number & Title)	Date of Meeting	Details of decisions taken	Lead Officer	Deadline	Action Taken	Date Completed
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		<ul style="list-style-type: none"> • outline the “cost of change” of the project; • detail the annual costs after implementation; • contain a project plan with timelines; • illustrate how many people took part in the project; • explain the “quality” of interaction; • explain the “risk implications” associated with this project; • outline a contingency plan associated with this project; • detail the service standards (i.e. TRAs should have the power to get officers to do what they are suppose to do); • revise the tenants’ compact; • provide a comprehensive breakdown of staff changes 				
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Hackney Homes Board to June 2007.

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	25 th June 07	<p>associated with the project;</p> <ul style="list-style-type: none"> outline the expectations / powers of the TPOs / TRAs; contain a costs V savings analysis; contain, at every stage, a lead named officer (who should be aware of his/her responsibilities). <p>3.10 Repairs Policy Review The Board decided that the draft policy required further work.</p> <p>The Board Requested that:</p> <ul style="list-style-type: none"> the policy be based upon what Hackney tenants require (requests from customers); the report illustrate the consultation methods used and outline the groups who were consulted; 	GP	Report to Board on 17 th Sept 07		
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Hackney Homes.

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Rolling Register of Decisions and Actions

Hackney Homes Board to June 2007.

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		<ul style="list-style-type: none"> • the report show a detailed financial analysis of the proposed policy; • the report consider all/any safety issues associated with the proposed policy; • the report address value for money issues; • the report outline the proposed “options” that will be submitted to Hackney Homes customers; • the report detail how often the services will be offered to Hackney Homes customers and what limitations there will be. <p>The Board advised that the Repairs Policy Review would be considered again at the next Board Meeting.</p>	GP	17 th Sept 07		
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Rolling Register of Decisions and Actions

Hackney Homes Board to June 2007.

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4. Partner Scrutiny Meetings						
5. Business Plan and VFM	26 th March 07	5.1 The Board approved the Value For Money Programme 2007/08.	NI			
	26 th March 07	5.2 The Value For Money Programme is to be linked into the Delivery Plan and all policies submitted to the Board.	NI	1 st May 07 A&F Committee		
	26 th March 07	5.3 Business Re – engineering (VFM011) will be submitted to Board Members for their consideration / comment.	NI	1 st May 07 A&F Committee		
	26 th March 07	5.4 Board Members are to receive information detailing value for money issues controlling sub contractors and the supply chain	NI	e		



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Rolling Register of Decisions and Actions

Hackney Homes Board to June 2007.

Item 4b

Agenda Item (Number & Title)	Date of Meeting	Details of decisions taken	Lead Officer	Deadline	Action Taken	Date Completed
6. Procurement	26 th March 07	6.1 The Board approved the ICT Strategy.	NI			
	26 th March 07	6.2 The Board asked Neil Isaac to explore the use of on-line training programmes for example: <ul style="list-style-type: none"> • ICT Training; • Health & Safety Training; • Manual Handling; • Visual Display Screen. 	NI	Ongoing		
7. Staff Incentive Scheme	18 Dec 06	7.3 The Board highlighted the ongoing discussions concerning the Staff Incentive scheme. The Chair requested the Board be kept in the loop.	NI	Ongoing	CE Report included update	Jan 07
	26 th Feb 07	7.4 The Board asked Steve Tucker to communicate the staff incentive scheme to employees.	ST		Included in Staff Newsletter	March 07



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Rolling Register of Decisions and Actions

Hackney Homes Board to June 2007.

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Agenda Item (Number & Title)	Date of Meeting	Details of decisions taken	Lead Officer	Deadline	Action Taken	Date Completed
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8. Decent Homes	29 th Jan 07	8.5 Decent Homes Regeneration The Board instructed Neil Isaac to maintain a watching brief concerning regeneration underspend.	NI	Ongoing	Implemented and regular updating at Audit & Finance Committee	Feb 07
	26 th Feb 07	8.6 The Board requested: <ul style="list-style-type: none"> A brief summary of the Decent Homes Programme (including all internal / external works completed thus far) and how 1,500 units were going to be brought to the Decent Homes standard. 	GP	March 07 and April 07	Sent to Board Members 11 April 2007 Included in draft report.	April 07



Hackney Homes.

Rolling Register of Decisions and Actions

Hackney Homes Board to June 2007.

Item 4b

Agenda Item (Number & Title)	Date of Meeting	Details of decisions taken	Lead Officer	Deadline	Action Taken	Date Completed
10. Audit and Finance Committee						
11. Invoicing						
12. Neighbourhood Visits by Members						
13. Succession arrangements for Board Members	31 July 06 25 th June 07	13.4 A best value approach to selecting a balloting organisation to implement a system for resident elections, with proviso that the second placed candidate could be called upon if a vacancy arises 13.5 The Board agreed that the Chair would consider “next steps” with the Director of Finance & Resources	Gov Team DC / NI	April 2007- Complete d	Competitive quotes are being obtained from three organisations for conducting ballots for resident Board Member elections. residents to elect	April 2007 (please refer to the Board report of Neil Isaac dated 25 th June 2007)



Hackney Homes.

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Rolling Register of Decisions and Actions

Hackney Homes Board to June 2007.

Agenda Item (Number & Title)	Date of Meeting	Details of decisions taken	Lead Officer	Deadline	Action Taken	Date Completed
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14. Cabinet Forward Plan issues						
15. Questions received from the public						
16. Report back from Committees						
17. Senior Management Structure						
18. Asset Management Strategy	26 th March 07	18.1 Gary Penticost is to provide the Board with an update on kitchens and bathrooms.	GP / SN	Mid April 07 & 30 th April 07	Reports to be presented to 8 th May 07 Improvement Committee.	Completed
19. Health & Safety	26 th March 07	19.1 The Board approved the Health & Safety Statement and Policy documents. 19.1 The Board confirmed that Members would sign the acknowledgement slip contained in the Health & Safety Policy.	NI All Board Members / ST / NI		Submitted to Board Members via post w/e 18 th May 2007	Completed June 07



Hackney Homes.

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Hackney Homes Board to June 2007.

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		<p>21.2 The proposed Delivery Plan targets would be built into the Diversity & Equalities Action Plan.</p> <p>21.3 Street properties would be part of the Tenant Participation Programme.</p>	<p>SN</p> <p>SN</p>	<p>May 07</p> <p>May 07</p>		
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REPORT OF CHIEF EXECUTIVE
Chief Executive's Report to the Board

Meeting:	Hackney Homes Board	Agenda Item:	Item 5
Date:	Monday 17th September 2007	Status:	For Information & Decision
Title:	Chief Executive's Monthly Report	Previous Forums:	N/A
Presenting Officer:	Susmita Noonan	Appendices:	Appendix : N/A

Chief Executive's Report to the Board comprising:

- Summary
- Delivery Plan
- Audit Commission Report Communication
- Staff Conference
- CharterMark
- Leaseholder Conference
- Tenant Participation
- Risk Management Register
- National Confederation of ALMO's Ballot
- Correspondence from the CLG
- Performance Snapshot

1.0 **SUMMARY**

- 1.1 This Report provides Board Members with an update on recent activities and issues arising since June 2007.

2.0 **DELIVERY PLAN**

- 2.1 Hackney Homes and the London Borough of Hackney have jointly commissioned HQN to produce a Hackney Homes Delivery Plan. Concerns were expressed in June 2007 by LBH about its quality and direction. These concerns were similar to those highlighted in the Audit Commission's final report. The Delivery Plan is a key strategic document for Hackney Homes, setting out the vision and priorities for both Hackney Homes and its main stakeholder, the Council.
- 2.2 Meetings have been scheduled with key Board Members and officers, to develop these priorities.
- 2.3. It has been mutually agreed between Hackney Homes and the Council that an 18-month Delivery Plan will be produced for 07/08 and 08/09. This will be a single Service Plan covering all key areas and priorities in the short and medium term.

3.0 **AUDIT COMMISSION REPORT COMMUNICATION**

- 3.1 All staff have been briefed on the outcome and findings of the Audit Commission Report. Clearly, the result has been a major disappointment for staff and it is critical that the executive and non-executive acknowledge the impact on staff morale and motivation. All staff are being engaged in developing the Delivery Plan and Service Plan emanating from the Report.
- 3.2 Residents and key resident representatives have also been notified of the findings by the Chair and the former Chief Executive. Many expressions of support have been received from key residents, who have expressed a desire to work more closely with the Chief Executive in preparation for the Re-Inspection. The Resident Liaison Group will be a key means of communication between key representatives, Hackney Homes and the Council.

4.0 **STAFF CONFERENCE**

- 4.1 A Staff Conference will be held in October 2007. Two Board nominations are requested to formally launch this Conference.

5.0 **CHARTERMARK**

- 5.1 CharterMark assessors are scheduled to re-inspect services provided by Neighbourhood Offices, Housing Call Centre and Leasehold Services on 20th September 2007.

6.0 **LEASEHOLDER CONFERENCE**

- 6.1 The Leaseholder Conference is scheduled for 3rd November 2007. This is the Borough's first Leaseholder Conference, which aims to provide information and support to the Borough's leaseholders and freeholders, continuing with the programme of communication. NELA and the Borough-wide Forum are extensively involved in its implementation.

7.0 **TENANT PARTICIPATION**

- 7.1 Since the June 2007 Board, Cabinet has approved the Tenant Participation Review.
- 7.2 The key aspects of the Review have been implemented. All Estate Committee Chairs and enhanced TRA's have been notified by both Hackney Homes of the changes. Briefing meetings have been conducted on 20th and 23rd August and 3rd and 6th September 2007 for TRA Chairs and staff, introducing the new arrangements which separate day-to-day service delivery issues from tenant participation. Separate sessions have been held with LBH Councillors on 4th September 2007.
- 7.3 Of the seventy TRA's with current Estate Committees, sixty have confirmed future dates of TRA meetings, seven have not agreed and three could not be contacted despite numerous attempts.
- 7.4 From the start of the new TRA Meetings in September 2007, Estate Managers will be returning to the Housing Complaints Team details of issues raised at the TRA Meetings. These will, as with Complaints, be loaded into Respond and allocated to various Officers for response within fifteen days at the latest. It is intended however that initial queries of a routine nature will be resolved by Estate Managers. Where initial queries remain unresolved after fifteen days, the TRA will be able to progress issues to a Stage 2 TRA Enquiry where the Housing Complaints Team will allocate the query to the specific department and progress the full response to the TRA.
- 7.5 From December 2007 and every quarter thereafter, Board Members will be able to receive Reports (as they do for Complaints and Councillors' Enquiries) regarding the number of TRA queries which have been answered within the required time. Additionally, the information from TRA Meetings will be used for future service improvement projects, as queries will be classified according to issue type.
- 7.6 A Residents' Conference has been scheduled for the beginning of December 2007. An Officer Working Group has also been established. A separate group involving residents is being set up. The key objective of this year's conference will be effective and successful engagement of our residents.

8.0 **RISK MANAGEMENT REGISTER**

- 8.1 At the time of writing, the Register is being reviewed by the Audit and Finance Committee and is subject to scrutiny by the Council. Any issues arising for consideration will be verbally reported to the Board.

9.0 **NATIONAL FEDERATION OF ALMO'S BALLOT**

- 9.1 The election of the three NFA Board places for the London and South East Region closes on 21st September 2007. Six of the ALMO's have been nominated. We can vote for up to three of them. Nominations are:

- Colchester Borough Homes
- Kensington & Chelsea Tenant Management Organisation
- Newham Homes
- People First, Slough
- South Essex Homes
- St George's Community Homes, Basildon

We recommend supporting Colchester Borough Homes, Kensington & Chelsea Tenant Management Organisation and Newham Homes as they are Two Star or better.

10.0 **CORRESPONDENCE FROM THE CLG**

10.1 It was reported in *Inside Housing* that the CLG have not issued ALMO credits to Haringey despite their ALMO receiving a two-star score from the Audit Commission. The CLG have written to Councils with ALMO's in generic terms including Hackney with a copy to Hackney Homes.

10.2 The Green Paper has confirmed allocation of £2 billion for Decent Homes over the next spending review period 2008-2011 and removed uncertainty over funding at a national level. CLG are keen to move quickly to a position where ALMO's and Councils are clear about where they stand, and the CLG is clear about the position of each ALMO. The CLG has asked for the following information: -

- Dates and results of mock or pre-inspection activity;
- Booked date of Audit Commission Inspection;
- Confirmation that there is no intention to defer this date. (The CLG were concerned at a number of recent very late deferrals).
- A summary of our Investment Plan and how it is funded.

10.3 The CLG have requested a meeting to discuss current plans, issues and risks in delivering Decent Homes. This has not yet been fixed but is likely to take place towards the end of September. The results of that meeting will be reported to the Board.

10.4 CLG funding is a risk identified on the Strategic Risk Register discussed at Audit and Finance Committee on 3rd September, and will be kept under review.

11.00 **PERFORMANCE SNAPSHOT**

The new Business Critical Performance Snapshot appears as Item 6 of the Hackney Homes Part A Agenda. The full Performance Report will be discussed under Part B as this includes exempt items relating to contracts.

Susmita Noonan
Chief Executive (Interim)

HACKNEY HOMES PERFORMANCE SUMMARY - Business Critical PI's																						
KEY	PERFORMANCE AGAINST LAST MONTH	PERFORMANCE AGAINST ANNUAL TARGET 2007/08															FORECAST					
	BETTER THAN LAST PERIOD	ON COURSE TO ACHIEVE OR EXCEED TARGET			QTR 1	DATA MONTH			QTR 2			QTR 3			QTR 4			Perf Against Last Month (PALM)	TARGET	Perf Against Annual Target (PAAT)	Method & Period used for forecast	EOY 06/07
	SAME AS LAST PERIOD	BELOW TARGET BUT LIKELY TO RECOVER	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	YTD							
	WORSE THAN LAST PERIOD	BELOW TARGET AND UNLIKELY TO RECOVER TO ACHIEVE TARGET																				
RENT COLLECTION & ARREARS		LKPI 48 Total Value of Rent Arrears (YTD - £M)	£8.85 M	£8.64 M	£8.67 M	£8.50 M									£8.50 M		£5.27 M		Linear Financial Year	£8.80 M		
		LKPI 47c YTD Total Collection as % of Rent Debit	96.5%	100.0%	99.5%	99.9%										99.9%		101.2%		Linear Last 12 Months	100.1%	
TENANCY MANAGEMENT & AUDITS		LKPI 34 YTD Relettable Voids as % of Stock	0.7%	0.5%	0.5%	0.7%									0.7%		0.78%		Linear Financial Year	0.7%		
EMPTY PROPERTY MANAGEMENT		BVPI 212 Average re-let time	22	24	19	19									21		25		Average Financial Year	28		
REPAIRS		APPOINTMENTS	LKPI 06 % of Responsive Repairs Appointments Kept	98.2%	98.0%	97.6%	98.3%								98.2%		98.0%		Average Financial Year	98.2%		
		URGENT REPAIRS	LKPI 03 % Completed within government time limits	99.7%	99.2%	99.6%	99.4%									99.5%		98.0%		Average Financial Year	98.5%	
		SATISFACTION	LKPI 12 Resident Satisfaction with the Repairs Call Centre	97.3%	97.8%	99.3%	99.4%										98.7%		97.5%		Average Financial Year	97.0%
			LKPI 11 Resident Satisfaction with quality of work	98.0%	98.5%	98.5%	98.0%										98.3%		98.5%		Average Financial Year	98.0%
CLEANING		LKPI 7 A Total % of Inspections (% Pass)	92.3%	89.8%	88.4%	92.2%									N/A		90%		Average Financial Year	-		
GROUNDS MAINTENANCE		LKPI 8 A Total % of Inspections (% Pass)	98.8%	95.0%	94.1%	93.3%									N/A		90%		Average Financial Year	-		
LEASEHOLD & RTB SERVICES		LKPI 14 Service Charge Collection Cumulative YTD (£)	0.53 M	1.37 M	2.08 M	2.69 M									2.69 M		8.50 M		Linear Financial Year	7.30 M		
REPAIRS CALL CENTRE		LKPI 9 % Calls answered	95.6%	96.6%	97.8%	96.1%									96.5%		94.0%		Average Financial Year	92.3%		
TELEPHONE ANSWERING & CORRESPONDENCE		LKPI 18 Monthly % of Calls Answered	72.8%	73.8%	75.2%	76.0%									74.5%		87.0%		Average Financial Year	76.3%		
COMPLAINTS		LKPI 25a Stage One Complaints	92.8%	94.6%	98.8%	99.0%									96.2%		95.0%		Average Financial Year	81.5%		
		LKPI 23 Members Enquiries	84.1%	100.0%	100.0%	100.0%									93.3%		92.0%		Average Financial Year	75.1%		
		LKPI 25b Stage Two Complaints	86.4%	88.2%	84.6%	95.2%									86.2%		85.0%		Average Financial Year	55.3%		
		LKPI 22 Board Members Enquiries	100.0%	100.0%	50.0%	N/A										71.4%		98.0%		Average Financial Year	51.0%	
HUMAN RESOURCES		BVPI 12 Annualised YTD Avg No. of days lost to sickness	9.28	9.73	9.80	9.93									9.93		8.00		Linear Last 12 Months	9.54		
INVOICE PAYMENTS		BVPI 8 Monthly % of undisputed Invoices paid on time (30 days)	N/A	80.8%	80.5%	88.7%									85.0%		85.0%		Linear Last 12 Months	80.7%		

Title of Report: REPAIRS POLICY REVIEW	
Decision Making Body: Hackney Homes Board	Date: Monday 17th September 2007
Classification: FOR APPROVAL	Report of: Director Property Services – Gary Penticost
Item Previously considered at: Hackney Homes Board	On Which Date: 25th June 2007
Report Author: - Bob Philips Head of Responsive Repairs 0208 356 7360	Appendix 1: Draft Hackney Homes Repairs Policy Statement Appendix 2: Comparison with other London ALMO's – Repair Responsibilities Appendix 3 Resident Repairs Survey Results Appendix 4: Vulnerable Tenants Repairs Policy Appendix 5: Rechargeable Repairs Policy

Report Outline:

Bullet Point List of all headline topics discussed in the report.

- **Paragraph: 1.0 - Summary of Report**
- **Paragraph: 2.0 - Recommendations to the Board**
- **Paragraph: 3.0 - Background**
- **Paragraph: 4.0 – Vulnerable Tenants**
- **Paragraph: 5.0 – Rechargeable Repair Policy**
- **Paragraph: 6.0 - Summary of Feedback**
- **Paragraph: 7.0 - Financial Implications**
- **Paragraph: 8.0 - Value For Money**
- **Paragraph: 9.0 - Comments from Director of Finance & Resources**
- **Paragraph: 10.0 - Impact on Decent Homes**
- **Paragraph: 11.0 - Equalities and Diversity**
- **Paragraph: 12.0 - Next Steps**

1.0 **SUMMARY**

- 1.1 This report is an update to the Repairs Review report submitted in June 2007 which described the proposed changes to Hackney Homes Repairs Policy in light of the Audit Commission inspection.
- 1.2 This report will recommend changes to the repairs policy based on consultation and feedback from residents, as well as analysis of other ALMO repairs policies, to bring Hackney Homes' provision in line with best practice providers.

1.3 The revised Repairs Policy also includes HH policy regarding repairs for Vulnerable Tenants and the Recharge Policy.

2.0 **RECOMMENDATIONS**

- 2.1 That the Board adopt the recommended Hackney Homes Repairs Policy effective from 1st October 2007 (Appendix 1).
- 2.2 That the Board adopts the recommended amendments to the Repairs Policy listed below and notes the additional costs of £105k in 07/08 and £210k in 08/09 and subsequent years in relation the increased provision.
- 2.3 The additional repairs Hackney Homes intends to provide are detailed in Appendix 1 and are summarised below:
- Repair and replacement of internal doors, door frames, skirting boards and architraves;
 - Replacement of internal glazing;
 - Repairs to walls and plaster (apart from minor cracks and holes)
 - Repair and replacement of kitchen units; and
 - Repair and replacement of taps, including fixing dripping taps by replacing washers.

(Tenant support for these changes ranged between 62% and 71% - see paragraph 6.3 below).

- 2.4 That the Board approve the Vulnerable Tenants and Rechargeable Repairs Policy (Appendices 4 and 5).
- 2.5 That officers inform the London Borough of Hackney of the amendments to the repairs policy in accordance with the ALMO management agreement.
- 2.6 That officers with delegated responsibility monitor and review the implementation of the new policy changes; and provide the Board with an monthly exception report for the 1st five months of implementation.
- 2.7 That officers update the Board in April 2008 (six months after implementation) regarding the effectiveness of the policy, actual costs and levels of demand.
- 2.8 That the increased cost for the enhanced Repairs Policy be included in the 2008-09 budget setting process.

3.0 **BACKGROUND**

3.1 The Repairs Policy was reviewed with the Tenants' Convention and other resident representatives in 2004/2005. A further review was intended as part of a wider Repairs Business Improvement Review. The need for this further review was also identified during the Audit Commission Inspection.

3.2 The Audit Commission inspection report, dated July 2007 recommended that Hackney Homes:

"Implements a responsive repairs strategy by:

- reducing the types of repairs which are currently listed as the responsibility of tenants in the Tenants' Handbook such as glazing of internal doors and have these carried out by Hackney Homes;*
- making it easy for vulnerable residents to have repairs carried out which they need but are unable to do themselves;*
- re-charging residents for repairs that are their responsibility but which HH carry out for them or which are caused by their neglect or deliberate damage".*

3.3 Hackney Homes has now undertaken a full consultation programme with residents with a view to producing a revised Repairs Policy.

3.4 The review concentrated upon key areas of the current Repairs Policy:

- Those where the type of work we currently carry out are at variance with our peer ALMOs or Local Authorities.
- Where best practice has moved on and there are sound asset management reasons for carrying out previously excluded repairs.
- Where there is ambiguity in the existing policy.
- Where the impact of the current Repairs Policy on vulnerable tenants requires review
- Where aspects of current policy need to be strengthened and re-enforced such as the Rechargeable repairs process.

3.5 The current Hackney Homes Repairs Policy has been compared with six other similar organisations in London (Hammersmith & Fulham; Barnet; Kensington & Chelsea TMO; Hillingdon; City of West Westminster and Newham (Appendix 2)).

3.6 This review has indicated that the current range of repairs carried out by HH was not as broad as our peers in a number of instances and that a review of our repairing obligations, in consultation with residents, was required.

4.0 **VULNERABLE TENANTS**

4.1 The new Repairs Policy identifies residents who have come to the attention of Hackney Homes and may be regarded as vulnerable on account of disability, domestic violence or young children as set out in Appendix 4. In such circumstances the Contact Centre will make specific arrangements to meet the resident's needs.

5.0 **RECHARGEABLE REPAIR POLICY**

5.1 This Rechargeable Repairs policy is aimed at those tenants who through negligence or deliberate action, cause damage to their properties. Hackney Homes will recharge tenants who cause such damage. It is estimated £50-60k p.a. (net) will be collected through the Recharge Policy.

6.0 **SUMMARY OF FEEDBACK**

6.1 **Feedback from Panels:**

6.2 There were 5 meetings with panels, attended by approx. 80 residents in total. The meetings were productive and generated lively discussions. The outcomes of these meetings were generally in line with the results of the questionnaire response.

6.3 A wide range of potential repairs were discussed with the Neighbourhood Panels; generally they were supportive of the proposal to broaden the range of repairs undertaken. The proposal to Panels was to extend the landlord repair responsibilities as follows: -

- Repair and replacement of internal doors, door frames, skirting boards and architraves;
- Replacement of internal glazing;
- Repairs to walls and plaster (apart from minor cracks and holes)
- Repair and replacement of kitchen units; and
- Repair and replacement of taps, including fixing dripping taps by replacing washers.

6.4 However, concerns were raised by Panel members about the affordability of a relaxation of existing repair obligations as described above. There was general agreement from each panel that more repairs should be offered to vulnerable tenants.

6.5 **Feedback from Tenants survey:**

A survey of tenants was undertaken through Hackney Homes News, April edition, and via the website. Over 22,000 questionnaires were sent out and a total of 1,456 responses were received, a response rate of 6.6%. The range of repairs was grouped for this survey; the results are summarised in the table below:

Repair	Remain tenant responsibility	Offered by HH at a charge ₁	Vulnerable tenants ₂	All tenants
Internal doors	6%	8%	23%	62%
Internal Glazing	6%	7%	18%	68%
Walls and plaster	6%	6%	17%	70%
Kitchen and bathroom units	6%	6%	17%	71%
Taps	6%	6%	21%	66%

Notes:

1. Carried out upon request but at a cost to the resident.
2. Extended Repairs Policy for vulnerable tenants

6.6 It is clear that, of those who responded, most tenants would like to see a relaxation of the Repairs Policy so that all the repairs are undertaken at no charge to all tenants. However, a substantial minority suggested that extended repairs should be undertaken only for vulnerable tenants. Smaller numbers suggest that the policy should be unchanged or that extended repairs should be offered only at a charge. Full details are shown in appendix 3 (attached).

6.7 We anticipate that the introduction of a broadened range of repairs could improve tenant satisfaction with the repairs service. These changes will enable the Repairs Contact Centre to accept repair requests which were previously rejected as being outside the scope of the Repairs Policy. We expect this to have a positive impact in meeting the expectations that many residents now have of Social landlords.

7.0 **FINANCIAL IMPLICATIONS – Broadened Repairs Policy**

7.1 The total expenditure on responsive repairs (dwellings) in 2006/7 was £4.7m.

7.2 The Responsive Repairs budget for 2007/08 is £4.675m. It is anticipated that the full year impact of adopting the broadened Repairs Policy would be £530k.

7.3 However, when taking account of the estimated costs of £320k for repairs currently being carried out in response to demand, which are over and above the current Hackney Homes Repairs Policy, it is estimated that an additional £210K per year would be required on the reactive repairs budget allocations to enable the delivery of the enhanced Repairs Policy.

7.4 This represents an average increase per property of £8.99 per dwelling per year, raising the day to day internal responsive repairs budget allocation per property from £200.14 to £209.13 per year. This equates to a 4.5% increase in budget requirement on responsive repairs in a full year.

7.5 The estimated cost build up is as follows:

Proposed Repairs Policy Change	Anticipated full year cost (£k)	Estimated Additional Cost (£k)
Carpentry repair and replacement, e.g. internal doors, door frames, architraves, skirting etc	50	20
Internal Plastering	76	30
Replacement of broken glass	76	30
Repair and replacement of kitchen units;	257	102
Repair and replacement of taps	71	28
Total Cost	530	210

7.6 It is estimated that there will be an additional 1,350 of these repair carried out annually at an average cost of £156. Based on this analysis, the annual budget allocation for responsive repairs to dwellings will need to be increased by £210k to accommodate this revised policy.

7.7 Our assumptions on the number of each type of repair and their unit costs underpinning the additional budget requirements will be monitored and kept under review and any necessary action reported to Board.

7.8 We expect that these improvements in the range of repairs offered will positively influence opinion during the annual Tenants' Survey and that we will see a continuation of improving satisfaction levels in relation to the service.

8.0 **VALUE FOR MONEY**

- 8.1 The proposed changes will bring us in line with best practice service providers in regard to their repairs policies.
- 8.2 The average spend on all forms of reactive repairs was £343 per property (06/07). This compares with the upper quartile figure for all ALMOs of £314, medium quartile figure, £377 and lower quartile figure, £478 (*House Mark Benchmarking Club Report 2007*). The proposed changes will bring our new spend per property to £352, which will still place Hackney Homes between the upper and medium quartile performance of all ALMOs.
- 8.3 Some of these additional repairs by their very nature can if not addressed, lead to damage to the structure and fabric of blocks/ estates. By adding these to the list of repairs which HH is responsible for, will ensure savings in regard to the costs related to complex repairs in the long run. For example leaking taps can lead to water penetration which can result in damp, blown plaster, cracks in walls etc.
- 8.4 The costs of such works are difficult to quantify and make meaningful as they will depend upon many factors. What is certain however is that the impression of disrepair and lack of maintenance which will ensue will have very significant consequences for residents and HH.
- 8.5 Through the consultation process it is clear that these additional repairs are what residents want. A balance is being struck in relation to this proposed revision to the Repairs Policy between the need to maintain the stock in good condition, the need to align our services with those of our peers whilst maintaining the obligation of residents to be responsible for respecting their homes.
- 8.6 Through the call back process, we will continue to monitor tenant satisfaction and will target specifically those individuals in receipt of the repairs added to the Repairs Policy. In addition to monitoring satisfaction, the actual take up of these additional repairs will also be monitored.

9.0 **COMMENTS FROM DIRECTOR OF FINANCE AND RESOURCES**

- 9.1 The 2008-09 revenue budget process commences in September. Indications are that efficiency savings of at least 2% are required. The change in policy will add £210k to the responsive repairs budget and therefore rigorous scrutiny of all budgets will be needed to meet the HRA cash limits.
- 9.2 Where tenants are negligent and fail to look after their homes the re-charging policy will be applied. The potential recharge is estimated at between £50k to £60k per annum and will off-set some of the additional costs above.
- 9.3 A bid will be made as part of "Resourcing our Priorities" for 2008/9 to the Council.

10.0 **IMPACT ON DECENT HOMES**

- 10.1 The additional repairs provision identified within the revised Repairs Policy will contribute to the upkeep and maintenance of Hackney Council housing stock.
- 10.2 The provision of new kitchen units may result in properties previously failing decency in terms of repair or modernity of kitchens subsequently passing the minimum standard.

- 10.3 This may be helpful in terms of achieving our BVPI targets but it will not reduce the numbers of kitchens requiring renewal unless the complete kitchen is replaced. Some 7,500 homes do not meet the internal, minimum Decent homes standard currently and it is unlikely that extended kitchen repairs will have any impact upon that total.

11.0 **EQUALITIES AND DIVERSITY IMPLICATIONS**

- 11.1 Underpinning the revisions in this policy is HH commitment to ensure that all tenants are given equal access to the revised policy when required.

- 11.2 In regard to the vulnerable tenants' Repairs Policy, HH has endeavoured to clearly define the extra support individuals will receive who fall into this category.

- 11.3 In applying the Recharge Policy, Hackney Homes will work hard to ensure the equality of treatment for all persons.

- 11.4 No person or group of persons will be treated less favourably than another person or group of persons because of race, colour, ethnic or national origin or because of religion, sex, gender, physical disability, appearance, marital status or sexual preference.

- 11.5 The repairs policies will be monitored and reviewed in respect to the equalities and diversity impact. This information will be part of the Board update in April 2008.

12.0 **NEXT STEPS**

- 12.1 Ensure staff are fully briefed of the changes to the policy.

- 12.2 Publicise revised Repairs Policy and update Tenants Handbook.

- 12.3 Review the impact of the revised policy 6 months after implementation and report to Board in April 2008.

If you have any questions about this report, please contact Bob Philips on 020 8356 7360 or email bob.philips@hackneyhomes.org.uk

REPAIRS POLICY

1. POLICY STATEMENT

Hackney Homes prioritises the delivery of quality, responsive repairs first time, every time. Our aim is to meet the diverse needs of residents in a customer focussed and sensitive manner.

We listen carefully to the views of our residents and plan our service in line with their priorities and expectations, subject to available budgets.

We acknowledge that there are tenants whose needs go beyond the delivery of repairs described in our policy as Hackney Homes' responsibility and our Vulnerable Tenants Repairs Policy ensures that their specific needs are met.

Hackney Homes promotes a culture in which all tenants take a responsible attitude towards the maintenance and care of their properties. The Rechargeable Repairs Policy supports the Pride of Place initiative in encouraging responsible behaviour and ensuring that those who behave irresponsibly will be held accountable for damage caused through their negligent or wilful action.

2. Responsibilities

The Repairs Policy Matrix below identifies the relevant responsibilities of tenants and leaseholders, with additions for vulnerable tenants, and clarity on rechargeable repairs.

Hackney Homes' responsibilities and target response times are shown here also.

The Hackney Homes Repairs Process, at the end of this policy, gives more comprehensive information and general guidance about the repairs responsibilities with details on how to contact the repairs service.

3. Monitoring and Review

The effectiveness of the Policy will be monitored continually through feedback from residents.

Hackney Homes Management Team will consider and act on the monthly budget and performance monitoring reports, including benchmarking, to ensure that value for money is being achieved.

The impact of the Policy will be assessed with residents at least once each year.

The Policy will be reviewed annually by Hackney Homes Board.

HACKNEY HOMES (HH) – REPAIRS POLICY MATRIX

TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
In General	This has been amended based on feed back from resident consultation and the resident survey undertaken in April and May 2007.	Repair costs for any damage caused by the tenant or their family or visitors will be recharged to them. (this excludes repairs resulting from normal wear and tear)	Repairs HH are responsible for varies according to the leases. This list covers the majority of the HH leases. Leaseholders should not request repairs that are listed here as a tenant responsibility	If it is discovered that a tenant has incorrectly claimed vulnerability, to obtain additional repairs, HH will charge them with the cost of any repairs undertaken as a result of the incorrect claim.	The Out of Hours service is primarily a make safe facility and requests for repairs are initially filtered by a specialist Call Centre. Operatives will only be sent out if there is a real danger to life or limb, major damage, flooding or a dwelling is insecure	
Ceilings Ceilings collapsed or bulging & fear they might collapse	Hackney Homes	-	No unless external to dwelling	-	Make safe only by pulling down anything dangerous	Make safe 1 day Repair 20 days
Re-plastering or patch repairs to ceilings	Hackney Homes	-	No	-	No	20 days
Chimneys Repairs to chimney pot, cowl or stack	Hackney Homes	-	Yes	-	Cordon off below to make safe if dangerous	20 days

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Appendix 1

TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
Cookers Connection of cookers	Tenant	-	-	-	-	-
Decoration Internal decorations	Tenant	-	-	As part of planned programme i.e. Decoration for Elderly Tenants	-	As part of planned Works programme
Doors Additional keys / fobs for communal entrance doors	Tenant	Keys are obtained from Housing N/hood Office at a charge	Keys are obtained from Housing N/hood Office at a charge	-	No	Arrange with Housing N/Hood Office
Gain access if keys lost – i.e. force entry & repair or replace lock	Tenant	If requested to assist but must prove residency	-	Free for elderly, domestic violence or hate crime victims or if a child under school age locked in side and parent is outside	If tenant agrees to pay and can prove residency	-
Person locked in	Hackney Homes	If lock is in working order but tenant lost key	No		Yes if lock is faulty or tenant is vulnerable	2 hrs
Re-secure front or back door to dwelling	Hackney Homes	-	No	2hr priority	Yes but only usually a make safe repair	1 day
Repair or replace defective locks to external doors	Hackney Homes	If needed as a result of keys being lost or stolen	Communal doors only	Free for domestic violence cases	Only if there is no other lock or security to dwelling	7 days
Replacement of internal doors, locks, handles and architrave	Hackney Homes	-	No	-	No	20 days

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Appendix 1

TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
Adjustment needed after floor covering laid or removed by tenant	Tenant	If asked to attend but must be paid for in advance	-	-	No	-
Tightening any loose handles, locks or catches on internal doors	Tenant	-	-	Will adjust for vulnerable tenants	No	-
Repairs to letter plates, spy holes, door numbers, door knockers	Hackney Homes	-	No	Priority for Domestic Violence	No	20 days
Drains Blocked drains (outside)	Hackney Homes	If evidence of misuse from a specific resident	Yes	-	If it is foul sewerage we will attend OOH but rainwater drains will be referred to day time service	Foul 2 hrs – rainwater 7 days
Inspection chamber cover / gulley grid missing /damaged	Hackney Homes	-	Yes	-	Cordon off or board over to make safe if it is a serious hazard	20 days
Electricity No electricity at all	Hackney Homes	If called out incorrectly i.e. if key / card for meter only needs re-charging	Only if other local properties are affected or if their electricity supplier has checked first	High priority	Once tenant has checked internal fuses and key / card & confirmed their credit with their supplier	2 hrs
No lights at all in dwelling (but power)	Hackney Homes	-	No	Yes including Out of Hours but not usually between 11pm and 8am	Not normally as usually talk through the “fuse check” procedure and refer to following day	1 day
Lights and / or power to only a part	Hackney Homes	If repeat call due to tenant’s faulty	No	1 day Priority	No, advice about fridge / freezer and referred	7 days

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Appendix 1

TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
of the dwelling		appliance			to daytime service	
Check electrics after flood / water penetration	Hackney Homes	If by deliberate flooding	If requested but rechargeable	High priority	If requested by plumber on site	With repair
Dangerous or exposed wires, power, lighting socket or fitting	Hackney Homes	If caused by tenant's action i.e. after DIY work	Only those in communal locations	2hr priority	Make safe only	1 day
Repairs to immersion heater	Hackney Homes	-	No	-	No – but will make safe if dangerous	7 days
Extract fan to internal kitchen or bathroom not working	Hackney Homes	-	No	-	No	20 days
Light bulbs or tubes within dwelling	Tenant	If fault reported was only due to bulb blown	-	Yes but only usually those in concealed fittings i.e. in bathroom	No	20 days
Replace fuse to plug top or in fuse board	Tenant	If repair was only due to blown fuse	-	Allowed one visit a year without charge	No - Talk through "fuse check procedure"	-
Re-set trip switches	Tenant	If repair was only due to un-set trip	-	Allowed one visit a year without charge	No - Talk through reset procedure	-
Batteries in smoke alarm	Tenant	If called out incorrectly	-	Allowed one visit a year without charge	No but will talk through how to stop alarm	-
Smoke alarms that are permanently wired into electrics (not battery alarms)	Hackney Homes	If called out and it is a battery alarm	No – unless linked to a central system	1 day priority	No	7 days
No lights to external communal areas (including hall,	Hackney Homes	-	Yes	-	Only if large area of block affected and considered dangerous.	1 day

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Appendix 1

TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
stairs & landing)						
Lamps and tubes in communal areas	Hackney Homes	-	Yes – usually to Estate Cleaner	-	No – advised to refer to estate cleaners	7 days
Door entry system / phone not working	Hackney Homes	-	Yes	1 day priority for Domestic Violence	No	7 days
Fences/Gates Repairs to fences that divide residents individual gardens	Tenant	-	Not usually. Will consider if very dangerous but will depend on lease	Make safe if considered dangerous	Not normally but will make safe if very dangerous	-
Boundary fences and gates	Hackney Homes	-	Will consider if dangerous but will depend on lease	-	Make safe only if very dangerous	As part of planned works
Floors Communal area floor covering	Hackney Homes	-	Yes	Priority make safe	Not normally but will make safe if very dangerous	As part of planned works
Rotten timber floor boards or stair tread	Hackney Homes	-	Communal only	1 day Priority	As above	7 days
Floor tiles, carpets and floor covering within dwelling	Tenant	-	-	Will make safe any trip hazards but will not the replace carpets	-	-
Lift and replace floor covering to allow a repair	Tenant		-	Will help by lifting the carpet etc but not the relaying or replacement	Will assist with lifting carpet etc if essential but not the relaying or replacement	When operative is on site
Repair /replace	Hackney Homes	-	Communal only	-	-	20 days

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Appendix 1

TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
skirting						
Garages Lost keys to garage	Tenant	If asked to force an entry	Yes rechargeable as a tenant	Allowed one replacement lock without charge	No	-
Garage door locks	Hackney Homes	If keys were lost	Yes	-	-	20 days
Repair to garage – on planned basis once identified	Hackney Homes		Yes	-	-	As plan
Gas Gas escapes	Tenant should report to National Grid Gas on 0800 111 999	-	Report to National Grid Gas on 0800 111 999	-	Resident should report to National Grid Gas on 0800 111 999	-
Gas cookers and flexible connection pipes	Tenant	-	-	-	-	-
Glazing Inside dwellings Glass broken or badly cracked	Hackney Homes	If vandalism is within dwelling	No	1 day Priority	Board up or protective film over to make safe in very dangerous cases	Priority depends on risk
Communal Glass in communal areas	Hackney Homes	If vandal is identified	Yes	7 day priority if broken glass outside vulnerable resident's dwelling	Board up or protective film over to make safe in very dangerous locations	20 days
Heating No Heating in dwelling	Hackney Homes	-	Only boiler house fed communal heating systems NOT individual heating systems	An Out of Hours Service is available for Heating repairs to individual dwellings for Vulnerable Tenants in cold	For communal boilers serving more than 4 units. Only attend if reported by 2 or more residents.	1 day from Nov to April incl. 3 days rest of year

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Appendix 1

TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
<p>Paths</p> <p>Repairs to paths or other paved areas provided by Hackney</p>	<p>Hackney Homes (but paths within private gardens, that are not main entrance paths to the door, are the tenant's responsibility)</p>	<p>-</p>	<p>Yes – communal paths</p>	<p>Priority if preventing access to vulnerable resident's dwelling</p>	<p>No - but will cordon off to make safe in extreme cases</p>	<p>As part of planned Works programme</p>
<p>Plastering</p> <p>Re-plastering or patch repairs larger than can be filled with decorators filler</p>	<p>Hackney Homes</p>	<p>If called to re-plaster holes less than 15cm wide or to repair plaster damaged by DIY, tenant action, etc</p>	<p>No</p>	<p>Priority</p>	<p>No</p>	<p>20 days</p>
<p>Small cracks or holes in plaster</p>	<p>Tenant</p>	<p>-</p>	<p>No</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>Plumbing</p> <p>Leaks / Burst pipes or tanks within dwellings which would fill a bucket or bowl if left unattended overnight</p>	<p>Hackney Homes</p>	<p>If caused by tenant actions i.e. nail through pipe</p>	<p>No -External repairs only unless otherwise indicated in lease</p>	<p>-</p>	<p>Yes to turn off / make safe or complete if less than 20 minutes to repair</p>	<p>1 day</p>

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Appendix 1

TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
Other leaks internally that can be controlled using a bucket or bowl	Hackney Homes	If caused by tenant as above	External repairs only as above	Priority 1 day	No - advised how to turn off / make safe and referred to day time service	7 days
Leaks / Burst pipes outside property	Hackney Homes	-	Yes	-	Will be referred to day time service unless very severe and causing H & S hazard	1 day
Leaking soil stack pipe	Hackney Homes	-	Yes but usually rechargeable	-	No unless very severe. Advised to limit use.	1 day
No water at all	Hackney Homes	-	If other dwellings affected in block are affected	Priority and provide assistance to carry water from temporary supply where appropriate	Investigate and if unable to reinstate the service arrange a temporary alternative supply	1 day
Partial loss of water supply	Hackney Homes	-	As above	-	No	7 days
Continuous overflow	Hackney Homes	-	Yes - but if it is from a leasehold property they will be charged.	1 day Priority in icy conditions to prevent a slip hazard	Referred to daytime unless it is very severe & causing damage	7 days
Toilet not flushing	Hackney Homes	-	No	1 day priority if disabled tenant unable to flush using bucket or bowl	No - Advise on how to flush with buckets & refer to day time	3 days
	Tenant	If caused by	No, unless the	No requirement for	Advise on how to clear	

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TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
Blocked WC pan	but Hackney Homes will assist if tenant has attempted to clear but has failed	tenant misuse i.e. foreign objects deposited in pan including clip on air fresheners	blockage is located external to the dwelling i.e. it also affects other dwellings	disabled tenant to have tried to unblock it before requesting a plumber	& refer to daytime. But will attend OOH for a disabled tenant if reported before 11pm.	1 day
Re-fix loose WC pan, bath or basin	Hackney Homes	-	No	3 day Priority for disabled	No	7 days
Clearing blocked sink, bath, wash hand basin or Hackney provided shower	Tenant but Hackney Homes will assist if tenant has attempted to clear but has failed	If caused by tenant misuse & particularly for regular blockages	No	There is no requirement for a disabled tenant to have tried to unblock before requesting job	Not normally – but bad up-surfing of waste spilling onto floor will be attended	3 days
Replace cracked or broken WC pan, toilet seat, sink, bath or wash hand basin	Hackney Homes	If damage was caused by tenant actions i.e. heavy items dropping	No	7 day Priority	No advise not to use & refer to daytime unless waste or water is spilling out unchecked	20 days
Bath panel	Hackney Homes	-	No	-	No	20 days
Sink, basin and bath plugs and chains	Tenant	-	No	Will replace plugs & chains for disabled tenants	No	-
Taps will not turn off	Hackney Homes	-	External taps only - internal taps are the responsibility of the leaseholder	1 day priority	Make safe but only if it is uncontrollable and in danger of causing flooding	3 days
Repair, re-washer or replace dripping taps	Hackney Homes	-	As above	7 day priority	No	20 days

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TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
Refuse chutes Clear blocked chute or hopper	Hackney Homes	-	Yes - report to Estate Cleaner	-	No	7 days
Roofs Make safe after storm damage i.e. if tiles falling off etc	Hackney Homes	-	Yes	-	Cordon off below if necessary. Note - For safety reasons staff will not access roofs in inclement weather or during poor visibility	7 days
Rain penetration from roof or guttering into property	Hackney Homes	-	Yes	-	Will make safe if water ingress is very severe and it is safe to do so	7 days
Re-fix or replace tiles or slates or ridge tiles, flashings	Hackney Homes	-	Yes	-	Cordon off below if necessary	20 days
Clear, repair or replace blocked gutter or rainwater down pipes	Hackney Homes	-	Yes	-	No - but if dangerous will cordon off	20 days
Stairs and Lifts Lifts not working	Hackney Homes	If identified vandalising	Yes	-	If only lift in block If there are other lifts available it is referred to daytime	2hrs 1 day
Repairs to banister	Hackney Homes	-	Yes -external rails	Make safe 1 day	Make safe in	

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TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
rail				priority	dangerous cases	7 days
Emergency repairs to public staircase	Hackney Homes	-	Yes		Make safe any trip hazards etc	2 hrs
Non urgent Repairs to staircase	Hackney Homes	-	Yes for repairs external to their dwelling	-	No	20 days
Television Communal TV aerials and cables	Hackney Homes	-	Yes	-	No	20 days
Individual TV aerials, dishes, cables	Tenant	For removal If erected externally without approval	No	-	No	-
Walls Dangerous walls, make safe	Hackney Homes	-	Yes	-	Cordon off to make safe	1 day
Repairs to external brickwork including pointing or rendering	Hackney Homes	-	Yes	-	No	As part of planned programme
Internal plastering repairs	Hackney Homes -see "plastering" above	-	No	-	No	20 days
Small cracks or holes in plaster i.e. less than 15cm wide	Tenant	-	No	-	-	-
Wall tiles and splash backs	Hackney Homes	-	No	-	No	20 days

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TYPE OF REPAIR	Who is Responsible in tenanted property	Rechargeable to tenant	Reportable by Leaseholders	Additional for Vulnerable Tenants	Repairs undertaken Out of Normal Hours	Target Priority
including mastic seal around fittings						
Windows Internal or external re-glazing to dwellings	Hackney Homes	If caused by vandalism or accidental damage	No	-	Board up or protective film over to make safe in severe cases	1 day
Glass broken in communal areas	Hackney Homes	If culprit is identified	Yes	-	As above	20 days
Secure window frame	Hackney Homes	-	Yes	Make safe 1 day priority	Only if very dangerous	20 days
Tightening loose handles, catches, etc to windows	Tenant	-	Not usually unless it is under a warranty	Will secure if tenant's vulnerability prevents them doing the repair	No	20 days
Ease & adjust if window cannot be opened or closed	Hackney Homes	-	Not usually unless it is under a warranty	-	No but will secure if it is a severe H & S risk	1 day if it is stuck open 20 days if shut
Repair / replace window catches, mechanisms, handles & stays etc (Note: Window Locks with keys are not usually fitted)	Hackney Homes	-	Not usually unless it is still under warranty i.e. after window replacement by a "Decent Homes" contractor	-	No	7 days

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Hackney Homes Repairs Process

1. How to report a repair

By Phone

You can contact Hackney Homes repairs service at **any time** using the following number:

020 8356 3691

However please note, outside normal working hours (Monday-Friday, 8.00am-7pm and on Saturday from 9.00am -1pm) only emergency repairs will be taken. See section 2 – Out of Hours.

As an alternative to using your phone, you can use one of the following methods to access the repairs service:

Neighbourhood Office

At your local neighbourhood office you can contact the repairs service direct on a internal freephone. Staff will be on hand to help you.

By E-mail

For repairs that are not urgent, please use our e-mail facility. We will confirm the job ticket for the repair has been arranged and provide you with a job number and appointment date, within 2 working days of your e-mail.

Our e-mail address is: Repairs.RCC@hackneyhomes.org.uk

Online Reporting

You can report urgent repairs on the Hackney Homes Website. All you need to do is access the website at: www.hackneyhomes.org.uk and follow the links and information on the screen. In order to make the reporting of a repair easier we have incorporated pictures of key areas within your home so that you are able to identify and describe the nature of the repair needed.

We will respond to your request within 2 working days.

Caught on Camera

If you see rubbish or graffiti on your estate, or would like to report a communal repair take a picture using your mobile phone and text it to us on, 0773 854 4872 stating 'GRAFFITI' or 'REPAIR' or 'RUBBISH'.

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You will receive an automated response which will confirm that we have received your text.

You can view your photos and get an update on your reported repair on www.hackneyhomes.org.uk.

By Letter

You can write to the Contact Centre to request a repair at:

Hackney Homes Contact Centre, Robert House, 6-15 Florfield Road, Hackney E8 1DT

Please note that this method is only appropriate for non urgent repairs. Please provide the following information so that we can arrange the repairs efficiently:

Your name, address and telephone number, what repair is needed the days and times that would be convenient to you for us to deliver the repair and enable access to your property.

When making an appointment please ensure that an adult will be at your premises to allow us access. Please do not leave children at home to let the operatives in, as our staff will not enter your property unless an adult is present.

If you choose to leave keys with a neighbour, don't forget to tell us their address and contact number and remember that neighbour should remain at your premises whilst the work is carried out.

2. Out of Hours Emergency Repairs

Contact: 020 8356 3691 between 7.00pm-8.00am, Monday – Friday, Weekends, and Bank Holidays

Hackney Homes operates an emergency repair service to deal with essential repairs outside of normal working hours where there may be a risk to tenants, the public or the environment if the repairs are not carried out immediately or where the property may not be secured.

These repairs may include:

- Dangerous electrical faults
- Fire damage
- Heating failures involving vulnerable people
- Major plumbing faults (resulting in large scale loss of water)

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Our team of operatives and contractors will either effect a repair or 'make safe' and refer to daytime service for follow up.

The Out of Hours Call Centre staff are trained in dealing with emergency situations and work in accordance with the requirements of the Tenant and Landlord Act under duty of care.

Please avoid reporting non urgent repairs out of hours

3. Appointments and Access

If you telephone us for a repair we will offer you an appointment for a visit usually between 2 and 8 days from your initial phone call at a date that is convenient to you. We generally offer morning (8.00am-1.00pm) and afternoon (12.00noon – 4.00pm) appointments.

We also offer first call appointments, 4pm to 6pm weekdays and Saturday morning appointments. These are in high demand, therefore you may have to wait longer than 8 days for these appointments.

If we are unable to gain access the job will be cancelled and we will leave you a card informing you that we had visited. If the job is cancelled and you still want work done, you will have to contract us again and arrange another appointment. Please quote the original job number (from the cancellation card left by the operative) when you are arranging a new job ticket.

We will contact you on the number you provided to inform if we are delayed or unable to undertake the repair at the appointed time.

All officers and operatives working for Hackney Homes carry identification cards which they must present to you before gaining entry to your home.

We also operate a 'password scheme' which we have introduced to provide you with further peace of mind in regard to bogus callers. Please ask our repairs operator for information about the scheme.

4. Response Times

Hackney Homes has standards for dealing with your repairs.

IMMEDIATE REPAIRS:

Make safe within 2 hours

- Major damage
- Flooding
- Home is insecure
- Real danger to life or limb

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EMERGENCY REPAIRS:

Make safe within 24 hours (usually same day if reported before 12 noon)

- Bad Water leaks (ie where uncontrollable by using a bucket of bowl)
- Blocked toilet (if you only have the one)
- No drinking water
- No electricity supply to home

NORMAL REPAIRS:

Completed within 20 working days (Usually within 2-8 days by appointment)

- When the repair does not pose any danger to occupants or members of the public.

5. Planned Maintenance

Some repair jobs are carried out by our operatives and contractors on a planned or cyclical basis without you needing to report them to us.

We provide cyclical maintenance and annual gas servicing, boiler replacements and updating of domestic and non domestic heating systems.

We also carry out lift maintenance, door entry system maintenance, water quality testing, water tank maintenance and renewals.

Many of these repairs are in the communal areas but, those that require a visit into your property, will be arranged in advance by letter. All operatives carrying out planned and cyclical repairs carry ID and wear either Hackney Homes uniforms or the uniform of our partner contractors.

If you are unsure of the identity of any operative or inspector please do not let them in but ask them to wait while you check with the Contact Centre.

One of the highest profile planned maintenance functions is the annual gas service.

Gas Servicing

Faulty appliances can give off poisonous carbon monoxide. This gas cannot be seen or smelt, but it can kill. Faulty appliances can also cause explosions.

We have a legal duty to make sure that properly qualified gas engineers check all our appliances every year. As a tenant, it is a condition of your tenancy that you allow Council staff and our contractors into your home to carry out the safety check.

The Process

Hackney Homes will write to you four weeks before your appliances are due for there annual safety check suggesting an appointment time. If this time is

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not convenient, you must let us know so that a more suitable time, before the anniversary of the previous visit, can be arranged.

If you are out when the engineers call to carry out the check, they will leave a card, asking you to contact us to arrange another time. If we do not hear from you, we then send a letter by recorded delivery, reminding you of your annual safety check also explaining why we have to get in to check the gas appliances and asking you to get in touch urgently.

If we still hear nothing from you, we will issue a formal 'Final Notice' informing you that we are starting legal proceedings to gain entry to the property. If we are forced to break in to carry out the safety check, you will be charged for the cost of gaining entry.

6. Our Repair Responsibility

Hackney Homes we are responsible for repairing and maintaining the structure of the property you live in. This includes all the external parts and any internal fixtures and fittings originally provided by us, unless they are identified as your responsibility.

7. Your Responsibilities – General

You have certain general responsibilities:

- to keep your property clean and in good decorative order inside, including repairing minor cracks or holes in walls or ceilings
- to take action to prevent waste pipes (from sinks, baths or toilets) or drains becoming blocked.
- to allow us access to your property to carry out repairs, annual safety checks and any inspections that are necessary
- to repair and maintain any fixture, fitting or appliance you have put in including wastes, supply pipework and vents for washing machines, dishwashers and tumble driers
- to take action to prevent and control condensation.
- to take action to prevent pipes from freezing or bursting, mainly by using the heating system provided and lagging pipes
- to make sure that no-one who lives in or visits your home causes any damage.

7a. Examples of Repairs that are a tenant's responsibility

You are responsible for keeping your home clean and properly decorated, and for some repairs:

- replacing lost or stolen keys, and changing locks if you get locked out
- replacing light bulbs
- tightening any loose handles, locks, catches on internal doors, windows and cupboards

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- repairing privacy panels and fences between neighbouring gardens, and any paths which are not main paths to your door
- trying to clear blockages in wastepipes or toilets
- replacing plugs or chains to baths, basins and sinks
- putting up TV aerials or satellite dishes (you need our permission before you do this)
- replacing batteries in battery operated smoke detectors
- repairing or replacing floor coverings such as tiles, carpets or laminate.

There is more detailed information about your responsibilities in the Tenants' Handbook

7b Additional Repairs for Vulnerable Tenants

If you are vulnerable, and have no-one who can help you, we may do some additional tasks for you such as:

- replacing lost or stolen keys, and changing locks if you get locked out
- replacing light bulbs
- tightening any loose handles, locks, catches on internal doors, windows and cupboards
- clearing blockages in wastepipes or toilets
- replacing plugs or chains to baths, basins and sinks
- replacing batteries in battery operated smoke detectors

Vulnerable Tenants Groups includes:

- **Elderly** – everyone living at the address is 65yrs or over
- **Disabled** – mentally and physically. All adults have difficulty walking or with their eyesight or have mental and learning difficulties which make it difficult to arrange repairs and there is no one else to do it. These individuals may also have received aids and adaptation modifications to their homes.
- **Drug / Alcohol Addiction** – where tenants are being supported by a drugs agency and the nature of the addiction prevents them undertaking their repairs responsibilities.
- **Families with Young Children** – where babies and children under school age are in residence
- **Domestic Violence and Abuse** – where the individual's requirements are communicated via a recognised agency (see end of report)
- **Hate Crime** – individuals who are victims of hate crime as defined by those agencies on the list (see end of report)

This is by no means a comprehensive list and can be added to where individual and community needs change. If you feel that you are entitled to the vulnerable tenants repairs service then please give your details to your neighbourhood office which will help us update our database.

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8. Rechargeable Repairs

If you, or anyone in your home (including visitors and children), cause damage to your home, we expect you to arrange and pay for it to be repaired. You can get a good local contractor in or ask us to do the work. If you want us to do it you will have to pay the full cost before we start. If, for reasons of safety and security, we have to do repairs you are responsible for, we will charge you for the work.

If the damage is caused by a break-in or vandalism, we will arrange to have it repaired but you will have to pay for it. However, you may be able to claim back the repair cost on your home contents insurance.

For example, the following list, are repairs which will attract a recharge.

- **Wilful damage** - e.g. replace smashed door, DIY which has damaged the fabric/ structure of the property
- **Neglect** - e.g. clear blocked sink, drain, bath and toilet of nappies, toilet fresheners, removal of fire doors, frozen/burst pipes, etc
- **Misuse** - e.g. – replace tiling, repair damage to walls (graffiti)
- **Abuse** - replace smashed glass, rubbish removal, residents who contact the repairs service on the premise they fall into the vulnerable residents' repairs policy category when on delivery of the repair it is found to be untrue.
- **Moving Home** – any work that may be required when moving out of their home in order to bring it up to an acceptable standard for it to be re-let, including the removal of rubbish, unwanted furniture, appliances and fixture & fittings.

Please note, this list is not exhaustive and serves to indicate to tenants the most likely reasons for there being a recharge to them for repairs undertaken at their former or current property.

9. Communal Repairs

Hackney Homes deals with repairs to communal areas within council owned accommodation such as on Estates, in Blocks, shared houses.

We repair a variety of things including :

- lighting on the communal stairways and outside the block on the walls or main lights that are on Estates
- glazing on the communal stairways and walkways
- roofing
- gutters
- rain water pipes
- drains outside on the communal parts of the Estate
- communal boilers
- doors

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- intercoms
- fire exit doors
- lifts and communal aerials
- communal paths
- roads
- main gates.

10. Repairs for Leaseholders

Leaseholders can report repairs that are communal by calling the Hackney Homes Contact Centre. If the repair is the responsibility of Hackney Homes the Contact Centre will raise a job ticket to ensure that the work is carried out.

When reporting communal repairs you should give details of the repair and it's exact location and also give your name, address and telephone number in case our operative or contractor needs further clarification.

You can book a communal repair as described in section 1 and 2 above.

The repairs for leaseholders that Hackney Homes will carry out, and the cost to leaseholders, is dependant upon the terms of the individual lease.

As a general rule leaseholders are responsible for everything inside their flat that is not structural. As a guide leaseholders are usually responsible for the following:

- Decorating the inside of their property
- Plaster and finishes to internal walls, ceilings and floors
- Heating and hot water systems (except for communal)
- Window glazing and the inside frames of external windows.
- Doors inside the home
- The entrance door but not the frame to the dwelling
- Individual fences
- Penetrating damp caused by leakage or overflow from the dwelling

Hackney Homes is responsible for the following and will pass the shared cost of such works to leaseholders through the annual service charges or through Major work charges:

- The structure and outside of the block
- The shared areas and services – such as staircases, lifts, external security doors, door entry system, shared TV Ariel, and so on.
- Boilers for shared heating and hot water.
- Outside areas of the estate, estate walls and shared fences
- Shared water tanks, plumbing and electricity supplies
- Gutters, rainwater and soil pipes
- Penetrating damp caused by structural problems

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More details of the Leaseholder Repairs Policy, along with details of resident responsibility repairs Hackney Homes can carry out at a charge, can be obtained from the Leasehold Income Services Section.

11. Right to Repair

Items covered by your Right to Repair

Repair	Time Limit
• Total or partial loss of electric power	1 day total loss or 3 days partial
• Unsafe power or lighting socket or electrical fitting	1 day
• Total or partial loss of water supply	1 day total loss or 3 days partial
• Total or partial loss of gas supply	1 day
• Blocked flue to open fire or boiler	1 day
• Total or partial loss of space or water heating	1 day from November to April 3 days from May to October
• Blocked or leaking foul drain, soil stack or toilet pan (where there is no working toilet in the dwelling)	1 day
• Toilet not flushing (where there is no working toilet in the dwelling)	1 day
• Blocked sink, bath or hand basin waste pipes	3 days
• Tap which cannot be turned	3 days
• Leaking from water or heating pipe, tank or cistern	1 day
• Leaking roof	7 days
• Insecure external window, door or lock	1 day
• Loose or detached banister or hand-rail	3 days
• Rotten timber flooring or stair tread	3 days
• Door entry-phone not working	7 days
• Mechanical extractor fan in internal kitchen or bathroom not working	7 days

11a. Right to Repair Procedure

The procedure is as follows.

If the Hackney Homes fails to carry out a repair listed within the time limit, given on the table above, you should write to the Contact Centre Manager at the address given in section 1. In your letter explain what has happened, giving the details of when the repair was reported and when it was due to be carried out.

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The Contact Centre Manager will arrange for another instruction to be given for the work to be carried out. You will be informed of the date and new time limit to complete the repair

If the work is still not carried out within the time limit given in the second instance, you should write to the Contact Centre Manager again. Explain the situation and claim the compensation that is due to you. If a compensation payment is agreed, it will then be credited to your rent account.

The amount of compensation will be £10 plus £2 a day for each day the repairs remain outstanding, up to a maximum of £50. Compensation will only be paid if you have allowed access to your home at the appointed times.

12. Quality

At Hackney Homes we know that quality repairs are important to you. With this in mind our contractors and supervisors are required to carry out regular post inspections of their completed work and to take remedial action as necessary. In addition we have a Technical Audit Section inspecting the quality of works.

When working in your home our operatives and contractors will:

- Maintain appointments which you have made
- Wear & Present their ID card to you
- Be smartly presented.
- Explain to you how the work will be done
- Complete the work to the standard that meets your satisfaction
- Be courteous and helpful and work in a reasonable time
- Carry out the work safely and securely in and around your home
- Carry out work having due regard to your property and tidy up on completion of work
- Clear up after they have undertaken a repair
- Leave a free post customer service card for you to provide feedback

As part of the process of ensuring your satisfaction with repairs has been met, we may also telephone you to ask you about the service you have just received. Feedback from our residents is important in ensuring that we continuously improve these services and are meeting the needs of residence.

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13. What to do if repairs are not carried out satisfactorily

If you are not happy with the service we have provided you should, in the first instance get in touch with our Contact Centre and give us the opportunity to make good the repair.

If you are still dissatisfied with our response to your complaint you have the right to formalise your complaint.

To do so please either phone, e-mail or write to the complaints team, as follows:

Address: Hackney Homes Complaints Team
136-142 Lower Clapton Road
London, E5, 0DG

Telephone: 020 8356 5022

E-mail: housing.complaints@hackneyhomes.org.uk

All complaints are logged and strictly monitored with regular reports to senior management and the Hackney Homes Board. Your complaint is very important to us and we will do all we can to ensure an appropriate resolution to the issues you raise. We will endeavour to carry out investigations, instigate any remedial works and give a full reply to all complaints within 15 working days.

14. About home improvements and alterations

Our improvement programme

We have an on-going plan for major repairs and improvements to our properties. This is part of central government's Decent Homes Programme. We will consult with you, well ahead of time, about any work we expect to do in your home such as new windows and roofs. You can also ask us for details of what we may be planning for your area.

Improvements you can make

You may carry out improvements to your home. You should discuss your plans with us first and then write to your Neighbourhood Office giving full details of what you plan to do. We will write back to you with an answer within one month. You must not start work before getting permission. If we don't give permission we will tell you our reasons (you should also find about planning permissions). If you want guidance on what you can do without permission, you can ask for a leaflet at your Neighbourhood Office.

Compensation for improvements

At the end of your tenancy, you may get compensation for certain improvements you have done. We can give you a list of what kinds of improvements these are. Compensation can only be paid when you leave your

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home. The amount paid will be based on the original cost of the improvement and how long it has been in use. No compensation will be paid if:

- you did not get our written permission to do the work
- we have had to evict you because you broke the tenancy conditions
- the compensation to be paid is less than £50
- the improvement was done before 1st April 1994.

Planning permission

You should check with the Council's Planning Department whether you also need to get official planning permission and building regulations approval. You are responsible for applying for these.

15. Adaptations for Disabled Tenants

If you are disabled you may need adaptations to your home—ramps, level access, hand rails, raised power points, lower surfaces in the kitchen, a stair lift or a hoist for the bath. If you need adaptations you should contact Social Services on 020 8356 6262 and ask for an Occupational Therapy referral.

The following conditions apply:

- You will be responsible for the maintenance and repair of any addition or alteration to your home, and for making good any damage.
- Any permanent alteration or addition becomes the property of the Council and cannot be removed when you leave the property.
- Any alteration you carry out without the permission of Hackney Homes may be removed by to restore the property to its original design. You would then have to pay for the cost of this extra work.

16. Surveying Your Home

What happens if Hackney Homes needs to survey my home?

From time to time Hackney Homes may need to gain access to your home to undertake surveys. This could be for a number of reasons including:

- prior to major repairs being undertaken
- to update Hackney Homes records on the condition of its stock
- to carry out specialist surveys, for example to identify the presence of asbestos containing materials etc.

If we need to gain access to your property to undertake survey work the surveyor will carry identification or should have a pre-arranged appointment.

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Table showing Tenant Repair Responsibilities in a sample of ALMOS in London - Hackney Homes Current Policy

Function	Hackney Homes	Hammersmith and Fulham	K&C TMO	Barnet	Hillingdon	Citywest	Newham
Replacing lost or stolen keys	T		T		T	T	
Fitting extra locks doorbells doorknockers and spy holes	T	T and replacement			T	T	T
Replacing light bulbs	T	T	T	T	T	T	T
Repairing or replacing inside doors, door frames curtain rails and bath panels	T	Repairs	Adjust doors	Adjust doors	Repair and adjust	T	T
Repairing or replacing skirting boards	T	Repairs			T		T + picture rails
Repairing or replacing shelves	T	T	T	T	T		
Repairing and replacing kitchen and bathroom cupboards	T	Only doors					Drawers
Replacing handles locks catches and glass on internal doors windows and cupboards	T	T	T		T	T	T
Repairing privacy panels and fences between neighbouring gardens and any paths that are not main paths to front door	T		T	T (Not on HB)			
Rewashing dripping taps	T		T				T
Replacing toilet seats and toilet roll holders	T	T	T		T	T	T
Trying to clear blockages in waste pipes or toilets	T		T	T	T (ex WC)		
Repairing wall plaster or plasterboard walls	T	Minor cracks	Minor cracks	Minor cracks	Small cracks or holes		Minor repairs
Replacing plugs or chains to baths basins and sinks	T	T	T			T	T
Putting up TV aerials or satellite dishes	T				T	T	
Replacing batteries in battery operated smoke alarms	T		T		T	T inc wired in	T
Replacing ceramic tiles on walls or fire surrounds	T	T		T	T	T	
Replacing floor coverings such as tiles carpets or laminate	T	T	T				T
Internal decorations	T	T	T	T	T	T	T
Garden sheds				T	T	T	
Draught excluders				T			T
Fuses and reset circuit breakers				T	T		
Chimney Sweeping					T		T
Gully Grids / Grating			T		T		T
Internal Timber and window cills							T

T indicates tenant responsibilities

Repairs survey results

Methodology:

A survey was drafted which asked residents ‘What repairs would you like from Hackney Homes?’ The survey asked residents about the types of services they would like from Hackney Homes and tested their opinions on rechargeable repairs.

The survey was printed and posted to approximately 22,000 tenants along with the April 2007 edition of Hackney Homes News. The newsletter featured an article further explaining the survey and that Hackney Homes planned to expand its current repairs service. A freepost envelope was also included for residents to post the survey back free of charge.

The survey information was also hosted on the website, receiving 123 visits to the page.

Response:

The printed survey proved to be the most popular form of completing the survey and 1450 surveys were returned by 20th May.

Only six responses were emailed to us as a result of the information on the website.

The total response of 1456 residents provided a response rate of 6.6% of tenants.

Results:

We provided residents with a list of repairs that are currently the responsibility of residents and asked them if these should remain the responsibility of residents, if Hackney Homes should offer them at a price, if they should only be available for elderly and vulnerable residents or if Hackney Homes should offer these for all residents.

The types of repairs in the survey were:

- Repairing internal doors, door frames, skirting boards and bath panels
- Replacement of internal glazing
- Repairs to walls and plaster (apart from minor cracks and holes)
- Repair and replacement of kitchen and bathroom units
- Repair and replacement of taps, including fixing dripping taps by replacing washers

Item 7 – Appendix 3

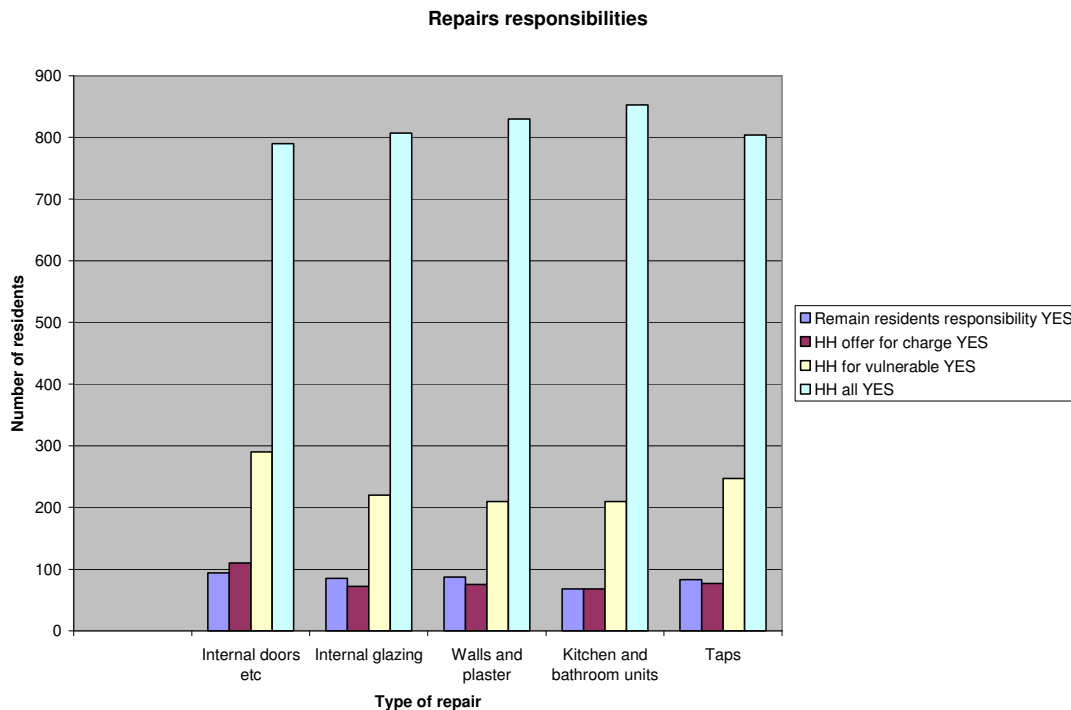
To summarise the findings:

Only 6-7% of residents thought these repairs should remain the responsibility of residents, with the results varying only one percentage between the 5 types of repairs offered.

6-8% of residents thought Hackney Homes should offer the service for a charge. Replacing internal doors came in at 8%, ahead of all other repairs, each at 6%.

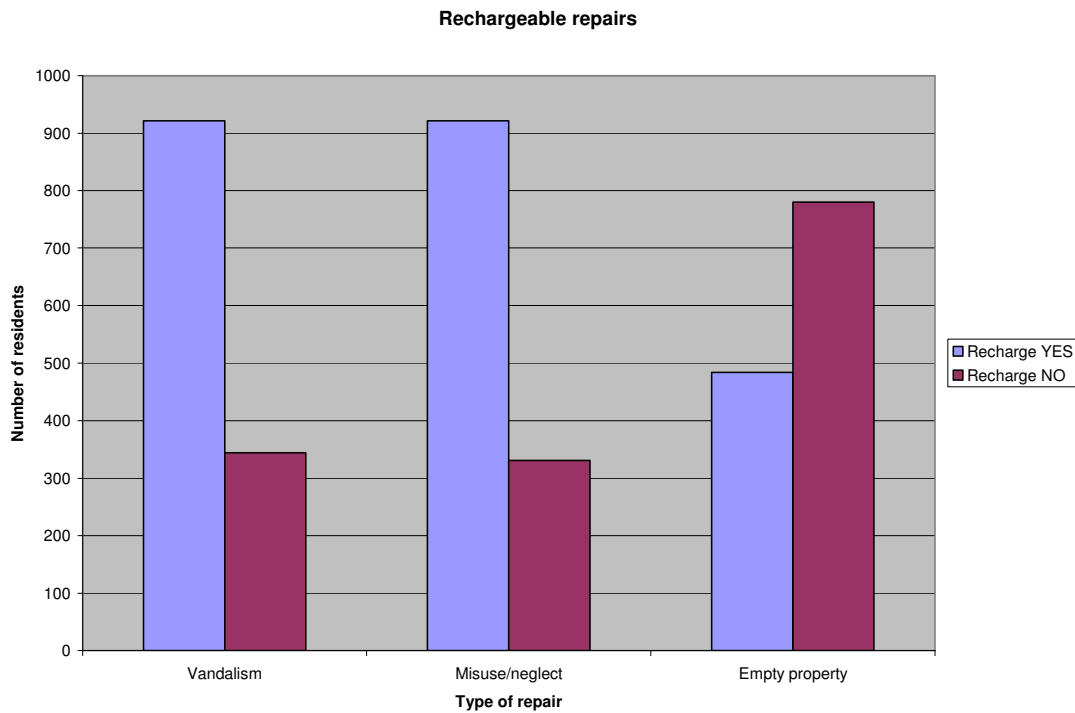
There was strong support for offering these services to the elderly and vulnerable, with 17-23% of residents agreeing to this. The strongest support was for replacing door (23%) and taps (21%) and the lowest support was for walls and plaster (17%) and replacing kitchens and bathrooms (17%).

The majority of residents favoured Hackney Homes providing repairs services for all residents. 71% of residents thought that all residents should get kitchen and bathroom repairs; 70% repairs to walls and plaster; 68% replacement of internal glazing; 66% repairs to taps; and 62% repairs of internal doors.

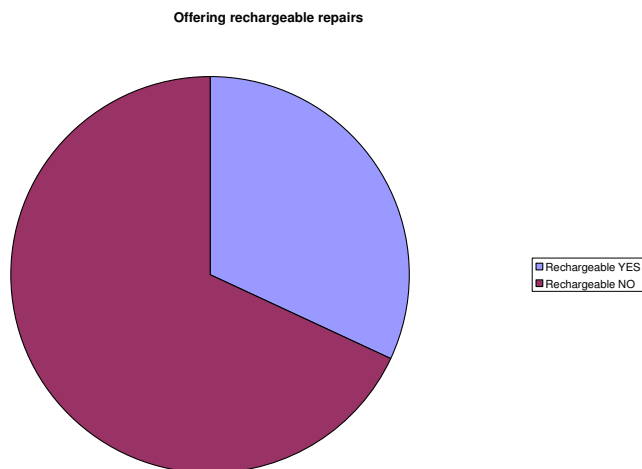


Item 7 – Appendix 3

- 74% of residents thought other residents should be recharged for deliberate misuse or neglect.
- 73% of residents thought other residents should be recharged for vandalism.
- 38% of residents thought other residents should be recharged leaving an empty property unclean or uncleared.



- Only 32% of residents wanted the opportunity to have repairs that are their responsibility to be undertaken by Hackney Homes and recharged.



Comments:

Many residents believed that elderly and vulnerable residents should be able to receive additional repairs services from Hackney Homes. Many of the respondents themselves identified themselves as being part of this category. Some other comments included:

- Disabled and elderly residents should not have to wait several weeks for repairs.
- Single and unemployed parents should get extra help.
- Many people don't have DIY skills and could cause damage rather than do any good.
- Elderly people often don't have family they can rely on and need help.
- I understand that there are limited resources to carry out repairs, but some homes are crumbling away and really need some work. I am a mum of three and I don't have the money or expertise to carry out work myself.
- People with severe illness, mental health problems, single parents, and elderly – all should get extra help.
- Anyone with a disability should get extra help. My neighbour is elderly and not mobile and all his wallpaper is falling off. It would be good if he had some help to fix this.
- I have noted that Hackney Homes is an improvement from the Council. If you offer more repairs that will be even better.
- Residents who are older who have looked after their home and paid their rent should get priority, as well as people of any age with a disability.

However, many residents felt that all residents should be given the same level of entitlements:

- All who pay their rent on time should be entitled to the same repairs service
- .
- Elderly people are not always poorer than anyone else. It should be about how much money you have, not how old you are.
- Everyone in social housing needs some help.
- I think anyone on a low income should get help.

Some residents felt strongly that Hackney Homes should do and pay for all the repairs:

- The properties belong to the Council so they should do all of the repairs.
- It is Hackney Homes' responsibility as a Landlord to pay for ALL repairs as the home are yours. You can't just cash the rent and forget the responsibility
- The rents paid are getting high, so the repairs offered should be high as well to increase our standard of living.

Item 7 – Appendix 3

- The only thing that ever changes is the rent. This is another scheme that won't change anything.
- I believe that all tenants should be treated equally and should get the same access to repairs.
- We already pay our rent so we have the right to expect to get repairs as part of this. Most people, whether they work or not, are poor and can't afford to make their homes nice. More help with interior work would be a good start.

On the whole there was strong support for residents to have to pay for vandalism and neglect. Some of the comments included:

- People on benefits who cause wilful damage should be made to pay as well as other tenants. People need to understand their responsibilities and this should be spelt out in their tenancy agreement.
- If my son or his friends damage something it should be my responsibility to fix it.
- Tenants who vandalise their own homes should be evicted to allow more deserving people on the waiting list to get a home.
- I don't think families of deceased residents should have to pay if the home needs some repairs or cleaning when they die.

Almost 40% of residents thought offering a rechargeable repairs service would be a good idea. Some of their feedback included:

- It would be a good idea for HH to charge for repairs, so long as you received a quote and it was reasonable.
- People who live in Council properties can get too dependent on the Council or government providing them with everything. I think residents should have to do some things for themselves.
- I think it is very hard to find a good plumber and electrician and if Hackney Homes could provide good people for a small fee this would be good.
- I think charging could be a good idea, but then you'll have to chase up all the non-payers.
- If all the repairs are free then people might take advantage.
- I am not, but if I was young and able-bodied, I think it would be good to get HH to do the repairs for a small cost.

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Some other comments included:

- It would be good if we had help with internal decoration and gardening to make sure properties don't get run down.
- As an elderly resident it would be good to have someone to call to do odd jobs. Hackney Homes should also make sure that flats for elderly people have the right flooring and are painted.
- When I moved in there was no furniture or anything. I think an officer should visit after you move in to check that you have furniture and have settled in.
- Islington Council cover a lot more repairs than Hackney. It would be good if Hackney did more.
- All flats should be inspected once a year to see their condition.
- Hackney Homes should offer a reduced price decorating service. This would help many residents but also improve the condition of their flats.
- My wife and I have lived here for 55 years and in that time you would expect some wear and tear. We have looked after our place so I don't feel that we should have to pay for all the repairs. We've also found that our tenancy rights have changed so many times that it can be hard to keep up.
- Elderly residents should get their homes redecorated every now and then to make the homes more attractive and nicer places to live.

Recommendations for next survey:

The survey has provided useful information about resident's opinions about Hackney Homes expanding its repairs service.

The methodology worked well and there was a reasonable response rate, with residents taking advantage of the freepost envelope to return the surveys.

However, a number (approximately 100) of the surveys contained invalid responses, with either nothing circled or contradictory answers circled. Greater effort could be made to ensure the survey is as easy to use as possible and next time we could perhaps test the survey with some residents first.

It would also be useful next time to include at least some additional information, including postcode, age, gender, ethnicity, to be able to compare results for these criteria.

REPAIRS POLICY

VULNERABLE TENANTS

1. POLICY STATEMENT

Hackney Homes prioritises the delivery of quality, responsive repairs first time, every time. Our aim is to meet the diverse needs of residents in a customer focussed and sensitive manner.

We acknowledge that there are tenants whose needs go beyond the delivery of repairs described in our policy as Hackney Homes' responsibility and as such require specific needs to be met.

This Repairs Policy for Vulnerable Tenants is an acknowledgement of the fact that within our community there are individuals who are vulnerable and need extra consideration and support in the delivery of our services.

It is imperative that we move away from a regulatory tone in the delivery of our services (asking tenants to prove they are in distress) and through improved customer profile information recognises that, when vulnerable tenants ask for help, we should be in a position to provide it.

2. OBJECTIVES

The objectives of this policy are to:

- Define vulnerability in relation to our repairs service and related groups
- Identify clearly the repairs services which vulnerable tenants can expect to receive, and how these can be accessed
- Make clear what sanctions will apply in the event of any abuse of the policy

3. VULNERABLE TENANTS – GROUPS DEFINED

The following list is based on groups which have been identified in existing policy statements and the Tenants' Handbook as well as some which, because of the changing demographics and issues within our communities have come to the fore, e.g. domestic violence & abuse, drug abuse, hate crime etc.

Vulnerable Tenants Groups

- **Elderly** – everyone living at the address is 65yrs or over
- **Disabled** – mentally and physically. All adults have difficulty walking or with their eyesight or have mental and learning difficulties which make it difficult to arrange repairs and there is no one else to do it. These individuals may also have received aids and adaptation modifications to their homes.
- **Drug / Alcohol Addiction** – where tenants are being supported by a drugs agency and the nature of the addiction prevents them undertaking their repairs responsibilities.
- **Families with Young Children** – where babies and children under school age are in residence
- **Domestic Violence and Abuse** – where the individual's requirements are communicated via a recognised agency (see end of report)
- **Hate Crime** – individuals who are victims of hate crime as defined by those agencies on the list (see end of report)

This is not intended to be an exhaustive list and can be added to where individual and community needs change.

It should also be noted that individuals may not consider themselves to be vulnerable, and so an element of this policy will be self selecting.

No elderly or disabled persons will be left without adequate heating at any time

4. DOMESTIC VIOLENCE, ABUSE AND HATE CRIME

Victims of such abuse need to be dealt with sensitively and with understanding.

At the point of contacting our services, it is highly likely that they will just want solutions and help in their situation, and not to have to face a barrage of questions.

We must:

- Ensure the safety of the victim
- Ensure that officers are sensitive to the specific needs of those experiencing domestic violence
- Deliver services in a customer focused way

To facilitate the 'more action less questions' approach to supporting victims of domestic violence, abuse and hate crime, Hackney Homes has an agreed list of agencies and organisations who deal with this crime and support victims of it.

When Hackney Homes Contact Centre receives a repair referral from these agencies on behalf of a tenant, the repair will be undertaken without question and as a priority.

The current agency and organisation list is listed at the end of this document.

5. DELIVERY AT SOURCE

Contact Centre staff will only be required to establish the nature of the support and repair needed, even if the tenant is not identified on the Hackney Homes data base as vulnerable. Where this is the case and the repair is not an emergency then a pre-inspection visit will be carried out which will also be an opportunity to complete the access form so we can update the Hackney Homes database. The repair and support needed will be communicated to the maintenance base, via the repairs job ticket.

The maintenance base will send an operative who is fully briefed on the requirements, and if necessary two operatives if heavy lifting/moving is necessary to effect the repair.

Tenants in receipt of this enhanced service should not feel that they have to prove their circumstances. We must convey and deliver a sensitive customer focused service. Given the importance and sensitivity of the service all repairs which are carried out for vulnerable tenants that fall outside the Repairs Policy will either be post inspected or have a satisfaction call back made to verify a satisfactory outcome.

6. TIMESCALES

Repairs for vulnerable tenants must be completed within the timescales agreed between the tenant (or designated person) and the repairs service.

In the majority of circumstances repairs will be carried out within shorter timescales than those received by non vulnerable tenants however this can vary according to the needs of the individual.

7. SANCTIONS FOR ABUSE OF VULNERABLE TENANTS POLICY

Although this is rare, there may be some tenants who try to abuse this policy to secure repairs services they are not entitled to.

Where a tenant is found not to fall into the categories identified above, they will be recharged the cost of the repair, using the mechanisms described in the repairs recharge policy.

SUPPORT AND REFERRAL AGENCIES/ ORGANISATIONS

DOMESTIC VIOLENCE, ABUSE AND HATE CRIME

1. Police
2. Safer Homes
3. DVHC Team
4. GALOP
5. East London Out Project
6. Hackney Victim Support
7. Nia Project

DRAFT

RECHARGEABLE REPAIRS POLICY

1. POLICY STATEMENT

Hackney Homes is aware that there are some day-to-day repairs identified within properties that become void that are the responsibility of the tenant and as such should be recharged to the current or former tenant. Hackney Homes is currently consulting on relaxing certain tenant repair obligations in line with good practice.

The aim of this policy which supports the Pride of Place initiative is to promote a culture in which all tenants take a responsible attitude towards the maintenance and care of their properties.

This policy will apply to those tenants who through negligence or wilful/deliberate action, cause damage to their properties. The cost of repairing such damage will be recharged to those tenants.

2. OBJECTIVES

The main aim of this policy is to enable Hackney Homes to deliver efficient and effective maintenance of the housing stock and to ensure that expenditure is committed to the right priorities and is managed effectively.

The Rechargeable Repairs Policy and related payment a procedure clearly defines rechargeable items and explains the process for recovery of debts relating to rechargeable repairs.

The specific objectives of the Rechargeable Repairs Policy are:-

- To give clear guidance on the circumstances in which repairs will be recharged
- To give clear guidance on those circumstances where discretion can be exercised over whether to recharge the repair
- To recover the cost of all rechargeable repairs from tenants
- To maximise income by recovery of any debts relating to rechargeable repairs.
- To promote an equitable service by ensuring that tenants who incur recharges are held responsible

3. DEFINITION OF RECHARGEABLE REPAIRS

Rechargeable repairs are defined as repairs that are caused by damage/negligence to fixtures and fittings internally or externally by a tenant, a member of the tenant's household or any visitor to the tenant's property that cannot be attributed to fair wear and tear through the duration of their tenancy.

5. EXAMPLES OF REPAIRS THAT WOULD BE RECHARGED

The following list, are repairs which would attract a recharge to the current or last tenant. Please note, this list is not exhaustive and serves to indicate to tenants the most likely reasons for there being a recharge to them for repairs undertaken at their former or current property.

- **Wilful damage** - e.g. replace smashed door; DIY which has damaged the fabric/structure of the property
- **Neglect** - e.g. clear blocked sink, drain, bath and toilet of nappies, toilet fresheners; removal of fire doors; frozen/burst internal pipes, etc
- **Misuse** - e.g. – repair damage to walls (graffiti)
- **Abuse** - rubbish clearance or residents who contact the repairs service on the premise they fall into the vulnerable residents' repairs policy category when following delivery of the repair this is found to be untrue.

Tenants will also be responsible for work other than fair wear and tear that may be required when moving out of their home in order to bring it up to an acceptable standard for it to be re-let.

6. IMPLEMENTATION

On page 51 of The Tenant's Handbook the basis of the recharge policy is stated that Hackney Homes will recharge tenants and former tenants for damage to the property arising from misuse or neglect by tenants or third party visitors to their property.

It may be possible in certain circumstances for a tenant to claim under their house contents insurance e.g. for accidental damage to sanitary ware, and therefore new tenants should be encouraged to take up such a policy.

Hackney Homes will seek reimbursement from all tenants and former tenants providing they can be traced and are considered to be responsible for the damage/neglect. This includes tenants who abandon their property.

Where the resident is still in the property then there will be a requirement to receive payment prior to works commencing. Once payment is received works will be undertaken.

In exceptional circumstances where there is a safety risk, or potential property damage, or where Hackney Homes has a statutory duty, the repair order should be issued prior to a payment arrangement being undertaken.

Failure to pay or maintain payments for the recharge may result in instigation of legal action for recovery of costs in compliance with Hackney Homes policy on debt recovery.

Tenants responsible for rechargeable repairs fall into three categories:-

- Current Tenants
- Former Tenants where a forwarding address has been identified
- Former Tenants where there are no details relating to a forwarding address.

There are a number of ways that rechargeable repairs can be identified by Hackney Homes:-

- Repairs requests received via Hackney Homes Contact Centre
- During a repair pre-inspection by a Maintenance Surveyor
- During void inspection
- During a visit to the property by an employee of Hackney Homes.

6. VOID PROPERTIES AND TRANSFERS

In the case of unacceptable, unauthorised alterations or tenant damage or neglect identified during the void inspection or transfer process, the tenant will be advised of the cost of reinstatement and charged accordingly.

Tenants who wish to transfer to another property or former tenants wishing to be re-housed that have outstanding recharge payments will be prevented from transferring to another property, or being allocated a property until they have cleared their debt to Hackney Homes. They will also be prevented from having further rechargeable works carried out if a previous agreement has been broken unless there is a risk of safety, there is potential damage to the property, or where we have a statutory duty.

7. TENANT ALTERATIONS

Where a tenant has carried out alterations without written authorisation they will be requested to remove and reinstate to the previous condition. Failure to reinstate will be regarded as a breach of tenancy and appropriate action will be taken under the tenancy agreement.

Retrospective authorisation will not be unreasonably withheld; however, providing the work complies with any regulatory requirements and is carried out by a competent tradesperson.

Where Hackney Homes has granted permission for alterations, it will reserve the right to make good the work, or reinstate the property to its previous condition and recharge the tenant accordingly.

8. POLICE ACTION

There may be instances where the Police undertake a forced entry. In such cases, Hackney Homes will liaise with the Police regarding the potential for recharging and recovery of the costs.

There may also be occasions where the damage to a property constitutes criminal damage. In such instances a crime number/report will be required to negate the possibility of a recharge to the tenant concerned (unless the damage was by the tenant).

9. VULNERABLE TENANTS

Fair and sensitive consideration will be given to vulnerable tenants regarding rechargeable repairs in line with our Vulnerable Tenants Repairs Policy.

If there is the likelihood that the repair will affect a tenant's medical condition or general wellbeing then, in liaison with the Neighbourhood a job order will be raised with either provision made for a payment to be made at a future date or a waiver of the charge where this qualifies under the Hackney Homes Vulnerable Tenants Repairs Policy.

This includes repairs for:

- Elderly tenants where there are concerns for their general health & safety
- Tenants with physical and mental disabilities where the repairs would contribute to quality of life
- Victims of Domestic Violence and Hate Crime where damage to the property requires the victim to have security repairs

10. ASSESSMENT OF RECHARGEABLE REPAIR

All requests for repairs that are considered to be rechargeable will be processed in the following way:

1. Contact Centre – will identify by asking a series of standard questions to establish whether the repair is rechargeable.
2. The contact centre may raise a pre-inspection appointment where confirmation as to the extent of the damage is still not clear.
3. Tenants will be asked to confirm that they will pay for the damage identified prior to the repair being undertaken (unless it is an emergency)
4. Once established, the Hackney Homes officer will raise a standard proforma invoice and send to the tenant. This invoice should then be sent to the Hackney Homes Finance team by the tenant with the payment required.
5. Once received, the Finance Team will confirm to the Contact Centre that payment has been received and that an appointment to undertake the repairs should be made. (Where payment in advance cannot be made, an invoice will be raised and a signed and witnessed agreement to pay in full or by instalments made).
6. Structural/DIY – repairs which suggest that due to the tenant's DIY efforts they are rechargeable may need to be inspected by a Maintenance Surveyor to confirm that the repair is rechargeable. Operatives or housing officers who suspect this should report this to the contact centre who in turn will raise an appointment for a Maintenance surveyor to inspect the repair

Repairs identified as rechargeable after the property has become vacant, are to be reported to the Rent Accounts Team, in order that former tenants can be traced (they should have forwarding addresses or information about where the tenant was re-housed).

11. PAYMENT PURSUAL

Payment will be pursued in accordance with Hackney Homes Financial Regulations and debt recovery policy.

12. APPEALS PROCESS

Current and former tenants have the right to an appeal in writing via the General Manager (Repairs). If the matter is not resolved at that stage, then the tenant should be informed of HH complaints procedure.

13 MONITORING INFORMATION

Hackney Homes will monitor the effects of the rechargeable repairs policy through tracking the following information:

- Number of rechargeable repairs carried out as part of void reservicing
- Number of rechargeable repairs carried out as responsive repairs
- Cost of rechargeable repairs
- Income received from rechargeable repairs
- Recovery rate by number of recharges and by values
- Number of disputes/ complaints/ outcomes
- Monitoring by age, disability, ethnicity and gender.

14. EQUALITY & DIVERSITY

In applying the Recharge Policy, Hackney Homes will work hard to ensure equality of treatment and outcome for all persons.

No person or group of persons will be treated less favourably than another person or group of persons because of race, colour, ethnic or national origin or because of religion, sex, gender, physical disability, appearance, marital status or sexual preference.

Where requested, information will be made available according to need in large type, Braille, on tape or in the principal community languages.

15. RESPONSIBILITY

The Head of Responsive Repairs and the Director of Finance and Resources are responsible for the effective implementation of this Policy.

The Head of Responsive Repairs is also responsible for ensuring that all staff involved in the maintenance of the property have the relevant training and expertise.

The Director of Finance and Resources is responsible for ensuring staff involved in invoicing tenants and collection of payments have the relevant training and expertise.

16. TARGETS, MONITORING AND REPORTING

Targets for recovery of payments for rechargeable repairs will be established through the annual Business Planning process based on the previous year's expenditure and debt recovery figures.

Monthly activity will be monitored and discussed within the service areas.

Quarterly reports will be produced and presented within the Quarterly Performance Report.

17. REVIEW

The policy will be reviewed quarterly during the first year of operation taking into account Hackney Homes' performance, good practice guidance or changes to statutory/regulatory requirements. The review will assess Value for Money, equalities impact and resident satisfaction.

Any changes to the Policy must be reported to, discussed and approved by Hackney Homes Management Team before implementation. Agencies and stakeholders involved in the implementation of this policy or tenant groups potentially affected by it will be consulted as part of the review process.

DRAFT

<u>Title of Report:</u> Hackney Homes Ltd Financial Accounts 2006/07	
Decision Making Body: Hackney Homes Board	Date: Monday 17th September 2007
Classification: For Approval	Report of: Director of Finance & Resources - Neil Isaac
Report Author: Sunil Desai, Ext 3429	Appendices: Hackney Homes Final Accounts 2006/07 – To Follow
Report Outline: <ul style="list-style-type: none"> • Paragraph: 1.0 - Summary of Report • Paragraph: 2.0 - Recommendation to the Board • Paragraph: 3.0 - Background • Paragraph: 4.0 - Hackney Homes Accounts 	

If you have any questions about this report, please contact Sunil Desai on telephone no. - 0208 356 3429 or email sunil.desai@hackneyhomes.org.uk

1.0 SUMMARY

1.1 This report highlights the financial performance of Hackney Homes Ltd (HH Ltd), for its first years trading to 31st March 2007.

1.2 HH Ltd has had a successful financial year in that it achieved its objective to break even prior to adjustments for pension cost adjustments.

1.3 Being a limited company there is a requirement to produce company accounts in accordance with the statute and recommended accounting practice.

1.4 The Auditors (Baker Tilly UK Audit) have conducted their audit of our accounts and are happy to clear them, although final sign off has not been carried out as yet, due to clarification required on a potential Corporation Tax liability.

2.0 RECOMMENDATION

2.1 That Committee approves the HH Ltd. Annual Report and Financial Statements for year ended 31st March 2007, subject to any adjustment for any Corporation Tax liability.

3.0 BACKGROUND

3.1 HH Ltd is a local authority controlled company whose sole member is the London Borough of Hackney. It was incorporated on the 29th December 2005 as a private company limited by guarantee under the Companies Act 1985 with no share capital. It remained dormant until 31st March 2006, receiving no income and incurring no expenses.

3.2 HH Ltd commenced trading on the 1st April 2006. The aim being –

“To deliver excellent, responsive housing services with decent homes and estates. To help residents lead healthy lives in safe and sustainable communities.”

3.3 This report provides the Annual Accounts and the Financial Statements for the year ended 31st March 2007.

4.0 Hackney Homes Accounts

4.1 For the year ended 31st March 2007, HH Ltd Accounts shows that it broke even making no loss or profit prior to adjustments for the cost of the pension scheme.

4.2 The overall net expenditure of the HH Ltd was entirely in line with expectations with no surplus due to the Council and no increase necessary to the Management Fee beyond agreed technical adjustments.

4.3 Accounting recommended practice says that all limited companies must show in their accounts the costs of their pension scheme.

4.4 These costs are known as the FRS 17 valuation. After making adjustments to the Accounts as a result of the FRS 17 valuation, HH Ltd made a loss of £744k.

4.5 This loss is caused by the different valuation bases used by the actuaries compared with the FRS17 valuation and is an accounting adjustment.

4.6 These Accounts have been reviewed by our Auditors (Baker Tilly UK Audit), who have indicated that they are broadly happy with them.

4.7 Once the Accounts have been signed off by the Auditors and agreed at the AGM scheduled on Monday 8th October this year, the accounts will be published on the Hackney Homes website and sent to Companies House.

Title of Report: Service Level Agreement (SLA) Review Progress Report	
Decision Making Body: Hackney Homes Board	Date: Monday 17th September 2007
Classification: For Decision	Report of: Director of Finance & Resources – Neil Isaac
Item Previously considered at: Audit and Finance Committee	
Report Author: - John Newton Ext 7870	Appendices: Appendix One: SLA Reviews Implementation Schedule Appendix Two: Proposed future monitoring process

Report Outline:

- **Paragraph: 1.0 - Summary of Report**
- **Paragraph: 2.0 - Recommendation(s) to the Board / Committee**
- **Paragraph: 3.0 - Background**
- **Appendices One and-Two provide supporting evidence and material that underpin the recommendations**

If you have any questions about this report, please contact (John Newton on 0208 356 7870*or email john.newton@hackneyhomes.org.uk)

1.0 SUMMARY

- 1.1 This report advises the Board on the progress that has been achieved in implementing the comprehensive VFM reviews of the Legal Services, CCTV, IT, Property, and Finance SLAs that were completed last financial year, and the measures that have been taken to ensure that vfm is achieved from the other SLAs.
- 1.2 It also identifies the key outstanding actions that need to occur for further progress to be made in ensuring SLAs demonstrate vfm and that they are robustly performance managed, with particular reference to the issues that the July 2007 Audit Commission report identified.
- 1.3 A monitoring process is proposed that provides for the strategic oversight and direction of the required processes and actions by senior HH and Council stakeholders at Chief Executive and Director level.

2.0 RECOMMENDATIONS

- 2.1 That Members note the information provided in Appendices One and Two, and in particular, the need to progress in partnership with the Council the key actions that Appendix One identifies, and agree to review bimonthly reports charting performance across each SLA area.
- 2.2 To commend a partnership working approach, as paragraph 3.7 outlines, across the areas covered by the SLAs that aligns the strategic service planning and performance monitoring processes of both organisations in order to secure mutual efficiency gains.
- 2.3 Members are asked to consider whether notice should be served to terminate the Asbestos SLA for the reasons outlined in paragraph 3.9.
- 2.4 That Members authorise the Director of Property Services to enter into a new 07-08 SLA for CCTV services with the CCTV and Emergency Planning Service of the Council

3.0 BACKGROUND

- 3.1 In-depth reports of the VFM reviews undertaken for Property, Legal, and CCTV Services were submitted to the October and November Audit and Finance Committees, as was a revised IT SLA for 2007-8. A review of fleet management services was undertaken in parallel with an OJEU-compliant procurement. This is now subject to a new 2007-8 SLA agreement. An external comprehensive review of the Finance SLA was completed in March. Desktop Reviews of the other SLAs have been undertaken by designated HH client officers in partnership with the Council.
- 3.2 Paragraph 3.2 of the general terms of the agreement entered into with the Council in December 2006 in relation to the provision of support services to HH through individual SLAs, specified that the ALMO Board would, on the basis of the value-for-money reviews, decide on the on-going provision of those services in consultation with the Council. Provision was made for the ALMO to terminate the provision of some or all of such services on the giving of six months notice to expire on the 31st March of each year, or by mutual agreement.
- 3.3 The Department of Communities and Local Government (DCLG) in February 2007 published a review of the experience of the first three ALMO rounds. This reported that SLAs between the parent Council and ALMO tended not to be sufficiently focused on reflecting and responding to outcomes, nor were unit costs and quality control adequately measured and monitored.
- 3.4 The Audit Commission in its July 2007 inspection report of Hackney Homes noted that not all the existing service level agreements (SLAs) had been reviewed and that 'none were in place for some key services', including, domestic violence support and race hate services (DV), and the provision of the aids and adaptations service.
- 3.5 It concluded that a lack of a robust review of all the SLAs meant that 'the ALMO may not be getting the most efficient services possible, and where they do not exist, the ALMO cannot effectively manage the service in question'. It specifically noted

that as part of historic funding arrangements, HH has continued to contribute £270,000 to LBH's hate crime section to deal with reports of hate crime and DV. It further noted that establishing an SLA with the unit with specific targets and measures incorporated is 'over-due' and that it should have been completed by the time of the inspection.

3.6 Further substantive steps therefore need to be taken to demonstrate vfm in terms of unit costs and quality of service generally, including more robust performance monitoring arrangements; the particular concerns in relation to the Domestic Violence and Aids and Adaptations area (as set out in paragraphs 3.4 and 3.5), also need to be addressed. The SLAs are shown in the table below:

SLA area	Action
Legal	Joint Council and HH Strategic Review
CCTV	Joint Council and HH Strategic Review
Property	Joint Council and HH Strategic Review
IT	Joint Council and HH Strategic Review
Human resources	Joint Council and HH Strategic Review
Domestic Violence and Race Hate	Develop new SLA
Facilities Management	Joint Council and HH Strategic Review
Finance	Operational Review and monitoring
Fleet Management	Operational Review and monitoring
Parking Enforcement	Monitor
Asbestos	Give notice
Hygiene	Monitor
Abandoned Vehicles	Monitor

3.7 In light of this, Appendix One also specifies the key outcomes that need to be achieved across all the SLA service areas. These will only be achieved by partnership working between the Council and Hackney Homes and this, in turn, requires commitment to, and ownership of the process by key senior stakeholders at Council and HH level. It will include aligning the strategic service planning and performance monitoring processes of both organisations in order to secure mutual efficiency gains. This method of working has been adopted in relation to the development of the Property SLA, involving the production of a Performance Improvement Action Plan that has underpinned service planning developments in the Council's Property Services Department.

3.8 Appendix Two proposes a monitoring framework process that is aligned with intended Council monitoring processes. It also defines clear reporting relationships that should underpin the development and agreement of the 08/09 SLAs that align costs with outcomes and are attached with measurable indicators of service performance improvement.

3.9 Programming of asbestos works under that SLA is not proceeding satisfactorily and that record keeping is inadequate and not fit for purpose. It is vital that HH maintains full and accurate records of asbestos in the properties that it manages and that it discharges fully its statutory and contractual responsibilities to remove or manage it when found, in accordance with best practice. For these reasons, asbestos work has been commissioned outside the SLA, and alternative arrangements have been put in place for this work area to be undertaken. AS the SLA is not being used Officers recommend that the Board should consider giving notice for this SLA.

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SLA Reviews: Implementation Schedule

SLA area	Actions taken	Overall status	Key actions required	Key lead(s)	Completion date
Legal	Client Contract Management framework established. Monthly Performance report received. Disrepair Solicitors are monitored closely by the Housing Disrepair Team	Joint Council and HH Strategic Review	Finance-led review of costs. Key deliverables: monthly itemised billing charges clearly cross-referenced to monthly activity sheets, transparent apportionment of an agreed overhead charge, and agreed charges linked to performance outputs	Neil Isaac supported by Alex Jarosy	December 2007
CCTV	New SLA drafted that meets HH business needs; effective monthly monitoring of repairs leading to 100% camera operation	Joint Council and HH Strategic Review	HH and LBH to develop and interlock their CCTV plans and Community Safety strategies, including joint agreement of infrastructural improvement programme	Wayne Hylton supported by John Newton	December 2007
Property	585K charge disaggregated. Overhead charge of 240K identified in line with market rates. Property Services Action Improvement Plan produced March 2007 and its implementation regularly monitored; some key milestones achieved	Joint Council and HH Strategic Review	Property Improvement Action Plan fully implemented 08-09 SLA agreed that meets HH business needs with charges fully transparent and linked to performance outcomes	Martin Weaver supported by John Newton Martin Weaver supported by John Newton	December 2007 December 2007
IT	New 07-08 SLA agreed. New IT provider procured through Council EC-compliant procurement	Joint Council and HH Strategic Review	Charges disaggregated and made fully transparent and linked to performance outcomes	Neil Isaac supported by Trish Hail	December 2007

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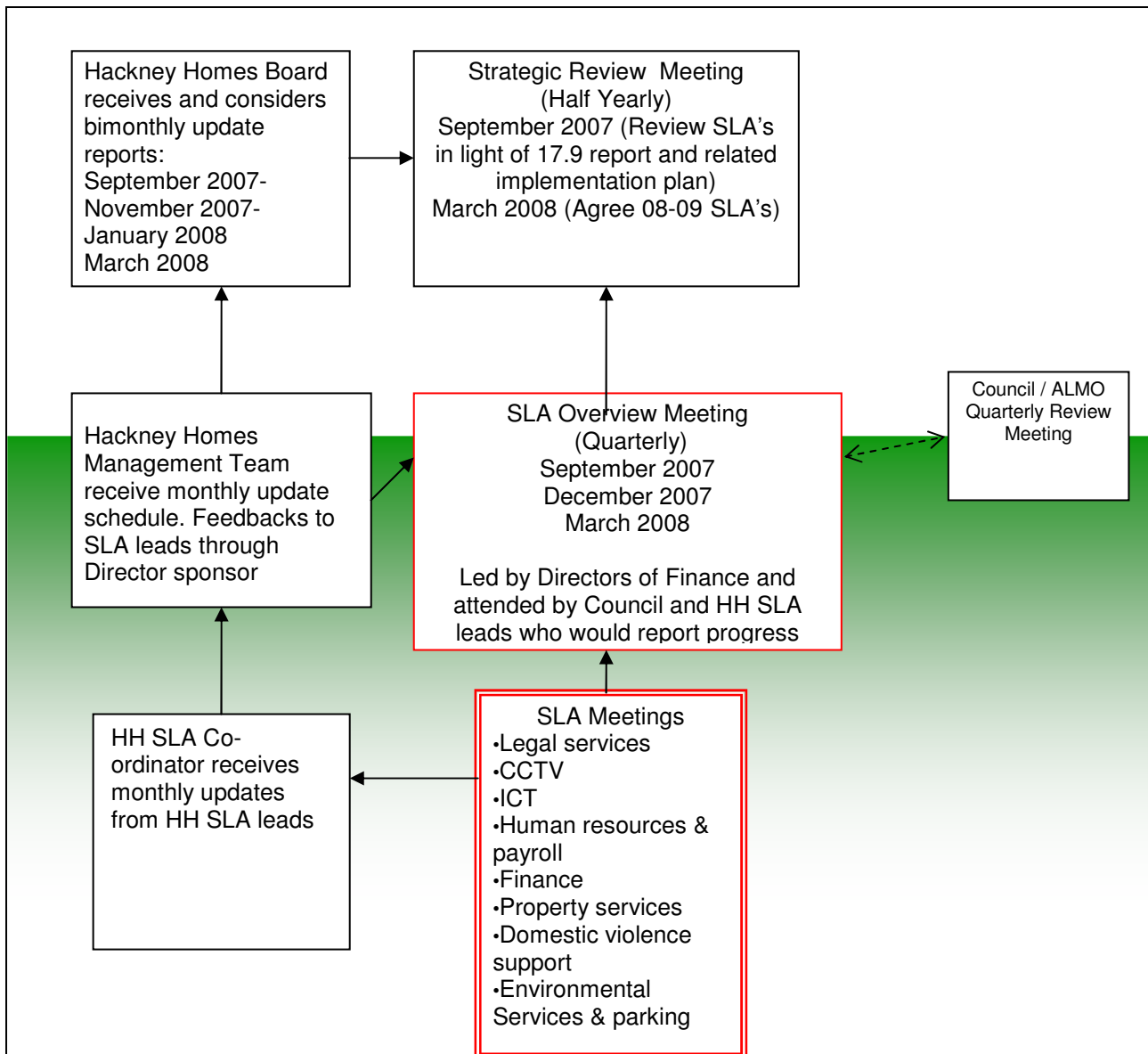
SLA area	Actions taken	Overall status	Key actions required	Key lead(s)	Completion date
	Effective performance management through high level quarterly review meetings				
Human resources	Quarterly review meetings held	Joint Council and HH Strategic Review	Charges disaggregated and s made fully transparent and linked to performance outcomes	Neil Isaac supported by Pat	December 2007
Domestic Violence and Race Hate	Quarterly review meetings held	Joint Council and HH Strategic Review	New SLA 08/09 SLA needs to be underpinned with clear performance indicators and performance managed on a monthly basis. Method of charging reviewed and apportioned appropriately between HRA and GFR	Susmita Noonan supported by Tom Hogan Neil Isaac supported by Tom Hogan	December 2007 December 2007
Facilities Management		Joint Council and HH Strategic Review	Charges disaggregated and made fully transparent and linked to performance outcomes	Neil Isaac supported by	
Finance	External review undertaken and completed by Robert Barr of Tribal Consulting March 2007	Operational Review and monitoring	Operational review of all sub-components of SLA to be undertaken	Sunil Desai supported by Sue Poulter	March 2008
Fleet Management	New four year framework agreement procured and centralised management made operational January through new SLA. Monthly monitoring meetings held.	Operational Review and monitoring	Realised savings from new arrangements to be demonstrated	Sue Poulter	March 2008

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SLA area	Actions taken	Overall status	Key actions required	Key lead(s)	Completion date
Parking Enforcement	Performance and charges reviewed.	Operational Review and monitoring	Review of SLA costs and revenue collection arrangements to be undertaken	Clive Taber	December 2007
Asbestos	Review of service put in hand due to concerns over Decent Homes service. Work is now being commissioned outside the SLA	SLA to be terminated subject to Board approval	Board decision on 17/9	Gary Putwain	September 2007
Hygiene	SLA working satisfactorily	Monitor	Monitor	Gary Putwain	December 2007
Abandoned Vehicles	SLA working satisfactorily	Monitor	Monitor	Gary Putwain	December 2007

Item 9 – Appendix Two

PROPOSED MONITORING STRUCTURE



The proposed SLA monitoring structure has been aligned with a Council proposed structure designed to monitor the ALMO. It is envisaged that the half-yearly strategic review meeting would be at Chief Executive/Lead Member level, while the Overview meetings would be at Corporate Director level.