



Hackney Homes Ltd

ITEM 5

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

On 20 September 2010 at 6.30 PM

Present	Board Members Rupert Tyson (Chair) Feryal Demirci Jonathan McShane Linda Kelly Tom Tyson David Larkin Audrey Villas Marie Photiou	Hackney Homes Officers Charlotte Graves Neil Isaac Trish Hail (part) Christophe Tabi Jonathan Oxlade Sunil Desai Balavant Barber (Part) Martin Weaver (Part) Jim Paterson Neehara Wijeyesekera Alex Jarosy Olaide Oyekanmi	Stakeholder Representatives (Hackney Council) Carol Hinvest Tom Price Partners David Saxon (Mouchel) LB Hackney Barry Scales New Board Member Observers Doreen Bullock Mervyn Jones Members of the Public Eric Cato Savio		
	Part A – Open to the Public			Action	Date
1. Welcome and Introductions	The Chair welcomed everyone to the meeting and introduced the two new Board Members, Mervyn Jones and Doreen Bullock who were attending this meeting as observers				
Apologies	Andrew McMillan, Pam Lockley, Karen Dodds, Alice Burke, Samantha Lloyd				
2. Declarations of Interests	None.				



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<p>3. Questions received from the public</p>	<p>The questions received from the Stamford Hill Sub-Panel and the responses were noted.</p>		
<p>4. Minutes of the meeting held on Monday, July 27 2010</p> <p>Matters arising</p>	<p>The minutes of the meeting held on Tuesday 27 July 2010 were agreed as a true record and signed accordingly.</p> <p>The Board asked how complaints and Members' enquiries and enquiries from TRAs would be dealt with under Universal Housing. Alex Jarosy said that RESPOND would be running alongside Universal Housing to deal with these matters.</p> <p>Neil Isaac said that once the outcome of the Comprehensive Spending Review was known, the Board would receive an update on welfare reforms.</p>	<p>N. Isaac</p>	<p>TBC</p>
<p>5. Grow Your Own Food</p>	<p>Balavant Barber gave a presentation on Hackney Homes' Grow Your Own Food Project.</p> <p>Charlotte Graves highlighted the fact that there were fewer incidences of vandalism and low level ASB in those areas where the project was up and running. However, there were maintenance issues around the project such as ensuring access to water and H&S issues but officers were addressing these.</p> <p>The Board asked if the project had been established in response to requests from Residents or whether it was solely a Hackney Homes' initiative. Balavant Barber said that the project was entirely community driven and was funded via the TRAs. Hackney Homes could not impose the project on Communities. The Board asked what happened to the plots in the event that the Community lost</p>		

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	<p>interest in their upkeep. Balavant Barber said that there were service level agreements in place which clearly stated that the plots would be returned to their former use by Hackney Homes in the event that they were not maintained.</p> <p>The Board thanked Balavant Barber for his presentation</p>		
<p>6. Update on Project Excellence</p>	<p>Trish Hail gave an update presentation on Project Excellence.</p> <p>The Board asked which staff had received training. Trish Hail said that any member of staff who was required to use a system within Project Excellence had to have received training before they could use it.</p> <p>The Board asked whether residents could email or text repairs in. Trish Hail said yes, as soon as a resident called the Call Centre this was one of the options given. Operatives also texted residents when they were on their way to a job and texted residents after completion of a job to check they were satisfied. The Board congratulated staff on this initiative. David Larkin said that the Stoke Newington Panel were impressed with the new system.</p> <p>The Board thanked Trish Hail for her presentation.</p>		
<p>7. Chief Executive's Report -Strategic Overview</p>	<p>Charlotte Graves introduced the report and highlighted the following:</p> <ul style="list-style-type: none"> • The Summer had been relatively quiet in terms of incidents • There had been various fun days and events around the borough during the summer which had been well attended particularly by young people • Recent gas safety checks had resulted in some appliances such as 		

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cookers needing to be disconnected. As these were the residents' responsibility, officers were investigating if there were grants available for residents on low incomes to replace these faulty items.

- The feedback from the Investor in People's (IIP) Assessor had been very positive and he was recommending to the IIP panel that Hackney Homes be IIP accredited.
- Congratulations to Jim Paterson's team for retaining the ISO 9001 :2008
- As the result of a request from Residents, a small office had now opened on Woodberry Down
- Hackney Homes' relationship with the Council was good as was Hackney Homes' general external reputation.

Linda Kelly said that the fun day at Springfield park had been a tremendous success and many Hackney Homes' staff had given freely of their time for the event. She commended the Communications Team and asked that all staff involved be thanked.

The Board asked for an update on the position with Connaught. Jonathan Oxlade said that as our contracts with Connaught contained a clause which allowed Hackney Homes to terminate them immediately should the Company go into administration, all the contracts had now been terminated. There was £1m of outstanding works and included in this sum were 13 kitchens and bathrooms only partially completed. The completion of these was Hackney Homes' immediate priority. Some blocks still had scaffold up and surveyors were attending these sites to value and assess all aspects of the work so that bills could be settled with the administrators. Hackney Homes was not taking on any of Connaught's debt and Officers were keeping detailed records.

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	<p>The Board asked how Residents were being kept informed of the situation. Jonathan Oxlade said that Officers were writing to Residents on a weekly basis to update them. As Hackney Homes would be settling the account with the administrators there would be some delay in producing final accounts for leaseholders.</p> <p>The Board asked if there was any scope in seeking a community development budget from the HRA. Charlotte Graves said that officers would explore this.</p> <p>The Board noted the report.</p> <p>The next part of the Chief Executive's report was confidential and all officers left the room.</p>	<p>N Isaac</p>	<p>29.11.10</p>
<p>8. Action Items for Future Meetings</p>	<p>The Board noted the action items for future meetings.</p>		
<p>9. Business Critical Performance Summary Quarter 1 2010/11</p>	<p>Alex Jarosy introduced the report.</p> <p>The Board asked if the back log of complaints and Members' enquiries built up as a result of the election, had now been cleared. Alex Jarosy said that most of the backlog had now been dealt with. The Board asked if there were any lessons to be learned from the nature of the complaints. Alex Jarosy said that a quarterly report was prepared which detailed the trends coming out from the complaints.</p> <p>The Board noted the report.</p>		

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<p>10. Draft Financial Audited Accounts 2009-2010</p>	<p>Neil Isaac introduced the accounts. These had been discussed in detail at the Audit and Finance committee which was commending them to the Board. Baker Tilly the external auditors were also satisfied with them.</p> <p>The Board approved the Letter of Representation and recommended that the draft accounts be presented to the Annual General Meeting for adoption.</p>		
<p>11. Revision of ASB Policy and Procedure</p>	<p>Neehara Wijeyesekera gave some background to the policy and procedure. David Saxon, highlighted the key areas. Barry Scales said that the Council's ASB team had been established 18 months ago with a view to ensuring a consistent approach to ASB across all the agencies.</p> <p>The Board commended the recognition being given to targeting some resources to dealing with low level ASB and asked whether consideration could be given to drawing up a separate process for low level ASB e.g. reminding tenants of their tenancy obligations. It was suggested that leaflets on various aspects of tenancy obligations could be printed and handed out at the start of a tenancy. It was also acknowledged that officers needed to be fully trained in all aspects of ASB procedure. The Board also noted that whilst the ASB policy was a statutory requirement, it was important that information in plain English was available to send to residents.</p> <p>The policy and procedure was a living document which would be kept under review.</p> <p>The Board approved the policy and procedure and agreed to review it again in 12 months' time.</p>	<p>N Wijeyesekera</p>	<p>Sept 2011</p>



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<p>12. AOB</p>	<p>Feryal Demirci asked that phase 1 of the fire door installation be revisited as many of the doors were not in good repair. Charlotte Graves asked Feryal Demirci to provide her with some examples outside of the meeting.</p> <p>Rupert Tyson thanked Marie Photiou and Audrey Villas for all their hard work as Board Members over the last 5 years and hoped that Board Members would be able to attend the dinner arranged for 7 October. Rupert Tyson then announced that owing to work pressures, Andrew McMillan had tendered his resignation and a note written by Andrew McMillan was circulated to all the Board Members.</p> <p>Governance arrangements would be discussed at the Standard & Ethics Committee.</p> <p>The meeting closed at 8.30 pm.</p>	<p>Governance</p>	<p>13.10.10</p>
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Signed as a true record of this meeting _____ Chair Dated _____