



Hackney Homes Ltd

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

On 20 September 2011 at 6.30 PM

Present	Board members Rupert Tyson Alice Burke Audrey Villas Tom Tyson David Larkin Mervyn Jones Alex Russell	Hackney Homes Officers Charlotte Graves Jim Paterson Neehara Wijeyesekera Sunil Desai Neil Isaac Judith Morrison (part) Alex Jarosy (part) Ruth Clapham (part) Sarah Chapman (part) Chrys Edwards (part) Faisal Pirbhai (part)	Stakeholder Representatives (Hackney Council) Cllr Philip Glanville Ian Marriott
---------	---	--	---

Part A – Open to the Public		Action	Date
1. Welcome/ Introductions	The Chair welcomed everyone to the meeting. .		
Apologies	Karen Dodds, Saleem Siddiqui, Samantha Lloyd, Susan Fajana-Thomas		
2. Declarations of Interests	David Larkin declared an interest in Item 9 – Criteria for Neighbourhood Panel Grants as he was Chair of the Stoke Newington Neighbourhood Panel		
3. Minutes of the meeting held on 26 July 2011 and matters arising	The minutes of the meeting held on 26 July 2011 were agreed as a true record and signed accordingly. There were no matters arising.		



Hackney Homes Ltd

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

On 20 September 2011 at 6.30 PM

4. Chief Executive's Report – Strategic Overview

Charlotte Graves introduced the report

Recent Developments in Housing Tenant Scrutiny Panels and a Tenant Cashback Scheme were to be introduced in 2012. Once the Housing and Communities Agency had appointed a new CEO, it was likely that there would be more activity on the regulation side of housing.

Budget Monitoring The budgets were on track to deliver the promised savings for this year and officers were working on finalising the savings to be found for 2012./13.

HRA Reform Officers were awaiting some final information from the Department of Communities and Local Government before the position could be finalised.

Performance Officers were working with LBH on the complaints handling process which showed low satisfaction rates from tenants. Officers were working up procedures for putting a Tenants Complaints Panel in place. The Government had proposed changes to the Housing Ombudsman process which would be introduced next year and the Chief Executive said that she would invite an external professional to speak to the board about these changes.

Communications This board meeting was the first meeting since the recent disturbances across London and in Hackney. Charlotte Graves gave the background to the events which led to all the buildings in the council complex being evacuated and staff sent home. She commended the council staff and Jim Paterson and his team for the incredible job they did in cleaning up. Fortunately, very little damage occurred to our estates. On the night of the

**CEO/
Governance
Team**

31.10.11



Hackney Homes Ltd

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

On 20 September 2011 at 6.30 PM

major disturbance, Dave Mordey reviewed each and every emergency out of hours service call to ensure only the real emergencies were dealt with to make sure no staff member was endangered.

The board asked what officers were doing in the aftermath of the disturbances. Charlotte Graves said that the council had set up a team to review this as it was important to avoid “knee-jerk” decisions. It had transpired that the majority of the perpetrators were young men and many of these would be partners or sons of Hackney Homes’ residents but not actually tenants themselves. Any possible sanctions were largely dictated to by what was written down in the tenancy agreement and the whole area was extremely complex.

The board asked that should Hackney have the misfortune to suffer such disturbances again, TRAs were contacted so that they could advise their residents as to what was happening and what they should do. Charlotte Graves said that Hackney Homes’ officers were working with the council on what lessons could be learned.

The board agreed that it was now important to look at ways, alongside the council, of building communities to help and support each other.

The Chair of the board asked that the board’s thanks and appreciation for all the work undertaken during the disturbances be passed on officially to Jim Paterson, Dave Mordey and his team.

Proposal for the future delivery of support services The staff consultation had concluded and the proposal was being taken forward and the board would receive regular updates on its progression.



Hackney Homes Ltd

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

On 20 September 2011 at 6.30 PM

	<p><u>Tenancy and Leasehold Services</u> Neehara Wijeyesekera said that the Housing Management restructure was progressing and first tier assessments and interviews would take place shortly.</p> <p><u>Fire and Fire Risk</u> Charlotte Graves said that there had been a major fire at the Trelawney Estate last week which had affected the communal landing. However, the fire doors had been effective. The reality of a fire emphasised how important the work on metal gates and clearing balconies and walkways was. The definitive cause of the fire was not yet known but it appeared to have started in some rubbish. The Fire Brigade said that there had been a disproportionately high number of fires in the area recently so the fire at Trelawney may have been started deliberately. Charlotte Graves said that Hackney Homes had a very good relationship with the Fire Brigade.</p> <p><u>Universal Housing</u> Charlotte Graves said that this had not yet gone live and as set out at the last board meeting if go live had not yet happened, Hackney Homes, in conjunction with the council were taking a different view on the management of the project. The project would be implemented on a phased basis rather than implementing all the modules in one go.</p> <p>The board noted the report.</p>		
<p>5. Board actions yet to be implemented and not elsewhere on the agenda</p>	<p>The board noted the report.</p>		



Hackney Homes Ltd

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

On 20 September 2011 at 6.30 PM

6. Business Critical Performance Summary Quarter 1 – 2011/12

Alex Jarosy introduced the report. The board noted that the latest performance report on Hackney Homes' website was for June and asked why this was. Alex Jarosy said that there had been some issues with the move from Saffron to UH and some issues with data but officers had been working hard to rectify this and the August report should be posted shortly. The board asked for clarification on the choice based lettings KPI as it appeared not to reflect the true position as five potential tenants were invited to each viewing Alex Jarosy said he would review this and speak with Housing Needs as it was a jointly managed KPI.

The board asked if the re-let flats met all the required standards. Charlotte Graves said that they met the agreed lettings standards. However, officers were reviewing the questions asked on tenant satisfaction with new lets as the right questions were not being asked.

The board queried the KPIs for stage two complaints. Alex Jarosy said that there was potentially an issue with the quality of stage one responses which may be impacting on the number of stage two complaints being upheld. This was being reviewed. The Chair said that if David Larkin needed further clarification, he should progress this with Alex Jarosy direct. Alex Jarosy further clarified that the performance indicator for Stage 1 complaints related to response times whereas the indicator for Stage 2 complaints to which board members referred related to numbers upheld and the two indicators were not comparable as they measured entirely different areas of performance.

The board noted that sickness levels were extremely high and asked for clarification. Charlotte Graves said that the levels in Estate Services had been very poor which had then affected the overall position. Jim Paterson said that

**A Jarosy/D
Larkin**

Hackney Homes Ltd

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

On 20 September 2011 at 6.30 PM

	<p>a considerable amount of work had been done in this area. Of the 12 long term sickness cases, 5 members of staff had now left the organisation, 5 were now fit and had returned to work and the remaining 2 were on a phased return to work programme. A review of trends and patterns was now taking place for the 30-90 day sickness levels and also at the ad hoc patterns. Managers were meeting weekly to review these cases which should result in a much improved set of indicators by Christmas. The Chair of the HR Committee confirmed that the indicators were moving in the right direction.</p> <p>The board noted the report.</p>		
<p>7. Tenants' Annual Report 2011</p>	<p>Chrys Edwards introduced the report. Hackney Homes' was responsible for this year's Tenants' Annual Report which did not need to be submitted to the regulator. The Report had to be published by 1 October. This would be published on the website with a summary included in the tenants' newsletter. The Report would be promoting the introduction of tenant scrutiny panels next year and would also focus on performance around the local offer and service improvements. Alex Jarosy's team was working on the tenants' complaints panel requirements. The draft Report would be circulated to the board members electronically on Wednesday and Chrys Edwards asked for comments back by Friday 23 September.</p> <p>The board noted the report.</p>	<p>Board members</p>	<p>23.9.11</p>
<p>8. Installation of Communal Aerial Digital Reception Systems</p>	<p>Sarah Chapman introduced the report. She was working very closely with Roy Coenye and Denise Hill on the project. All properties which currently had a communal aerial were in the replacement programme. If board members had evidence of blocks where this was not the case, Sarah Chapman asked that details could be passed on to her to investigate. A comprehensive communications campaign would take place to keep tenants and residents</p>		

Hackney Homes Ltd

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

On 20 September 2011 at 6.30 PM

<p>9. Criteria for Neighbourhood Panel Grants</p>	<p>informed of what was happening. Charlotte Graves said that it had been agreed at the outset that not all properties would be included and the communications campaign would give advice to those residents who were not included as to what they could do.</p> <p>The board queried the position with satellite dishes as not all appeared to have been taken down. Sarah Chapman said that all dishes attached to Hackney Homes' properties were to be taken down. However, the situation was more difficult if residents had dishes on poles in their back gardens as access to these gardens had to be gained. Officers were taking legal advice on this but it was acknowledged that there would be some resistance to the removal of these dishes. The board noted that in some cases, the new equipment dwarfed the building and therefore consideration needed to be given to where to place the equipment.</p> <p>It was reported that Avonline had in some instances been asking for higher payment to install the points than had been agreed. Sarah Chapman asked for specific details on this so that the matter could be investigated. It was noted that there appeared to be a contradiction between paragraphs 3.4 of the report and 3.10. Sarah Chapman said that she had been assured that the overall costs would decrease owing to the modifications of the programme.</p> <p>The board agreed that the introduction of more robust criteria for Neighbourhood Panel Grants was most welcome.</p> <p>The original report had been scheduled to go to the September Audit & Finance Committee which had not happened. As this was the case, Charlotte Graves asked if the board was content to approve the recommendations. The</p>	<p>O Oyekanmi</p>	
--	--	--------------------------	--

Hackney Homes Ltd

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

On 20 September 2011 at 6.30 PM

10. AOB

board agreed that it was. Neehara Wijeyesekera said that the criteria would come back to the A&F Committee once the consultation had been completed.

The board approved the proposal to

- Consult with a resident working group comprising treasurers from Neighbourhood Panels on specific matters which would benefit residents in providing this volunteering function to the community.
- Implement the financial controls as outlined to ensure guidance is available to residents and officers.

Customer Services Review

Audrey Villas said that she and Alice Burke had attended the first customer service review meeting which had been very good. They were due to attend the second meeting on Wednesday 21 September.

New Tenancy Agreement


David Larkin asked whether the revised tenancy conditions would have a read across effect for leaseholders. Neehara Wijeyesekera said that officers were working with legal services on this and would come to board with a detailed response however there was limited scope for variation of the leases.

Organisational Change Policy

Charlotte Graves said that given the complexity of bringing three different housing management structures back in house, it was necessary to amend Hackney Homes' Organisational Change Policy. The board was therefore asked to delegate authority to the Human Resources Committee which was scheduled to meet on 27 September 2011, to approve these changes. An



HackneyHomes

In partnership with  **Hackney** Council

ERROR: stackunderflow
OFFENDING COMMAND: ~
STACK: