



Hackney Homes Ltd

ITEM: 5

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

On 21st January 2008 at 6.30PM

Present	<p>Board Members</p> <p>Rupert Tyson (Chair) Afolasade Bright Alice Burke Jonathan McShane Feryat Demirci Marie Photiou Danny Sutcliffe Brian Marsh Linda Kelly Asim Bhattacharyya</p>	<p style="text-align: center;"><input type="checkbox"/></p> <p>Officers</p> <p>Susmita Noonan Gary Penticost Neil Isaac Nilavra Mukerji Robin Smith Alan Turner Trish Hail</p> <p>Stakeholder Representative Stephen Tate Cllr Jamie Carswell Fiona Fletcher – Smith Nimisha Patel Selina Bansal</p>	<p>Observer</p> <p>Eric Cato</p>
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Item	Part A – Open to the Public	Action	Date
1. Welcome / Apologies / Information Introductions	Apologies were received from Audrey Villas, David Larkin and Samantha Lloyd.		
2. Declarations of Interest	Brian Marsh declared that he was a trustee of UXL.		

<p>The Chairman's Report</p>	<p>The Chairman updated Members about the following:</p> <ul style="list-style-type: none"> • The Resident Awards Dinner (December 2007); • The appointment of the new Hackney Homes Chief Executive – Charlotte Graves; • Susmita Noonan's (Interim Chief Executive) new post as Ealing Homes' Chief Executive; • National Federation of ALMO Conference – 13th – 15th May 2008 (Board Member attendees will be: Rupert Tyson, Marie Photiou & Danny Sutcliffe); • National Institute of Housing Conference – 16th – 19th June 2008 (Board Member attendees will be: Rupert Tyson, Alice Burke & David Larkin. Danny Sutcliffe will also be attending this event); • Hackney Homes' Resident Board Member Nomination – Homerton; • Crackdown Conference – 24th January 2008; • Leaseholder / Freeholder Conference – 26th January 2008; • Hackney Homes' new Independent Board Members – Natalie Pace and Karen Dodds; • Hackney Homes' Board Member Away Day – 27th February 2008 (venue TBC). 		
<p>3. Questions received from the public</p>	<p>None.</p>		
<p>4. Minutes of 3rd December 2007 – Part A and matters arising</p>	<p>Agreed.</p> <p><u>Matters Arising from the Hackney Homes Board Meeting Minutes 3rd December 2007</u></p> <p>Susmita Noonan requested Board Member volunteers for Hackney Homes Star Chamber meetings.</p>		



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<p>5. Chief Executive's Report</p>	<p>The Chief Executive (Interim) highlighted the following paragraphs from her report:</p> <ul style="list-style-type: none"> • <u>2.0 – Delivery Plan</u> Susmita Noonan confirmed that the Hackney Homes Delivery Plan would be submitted to Hackney Council by Friday 25th January 2008 and would be submitted to Board Members in due course. • <u>7.0 – Out of Hours Service</u> Susmita Noonan confirmed the following: <ul style="list-style-type: none"> - that up to April 2007 the out of hours repairs service and call handling provision was provided by three separate providers; Hackney Homes (Repairs – contract with Pinnacle Homecare), PCHA and Pinnacle; - From the 1st April 2007 all repairs have been reported to the Hackney Homes contact centre with out of hours call handled by an external contractor (Pinnacle Homecare); - From August 2007 a new external contract commenced for the “out of hours call handling service”. This service is provided by Pinnacle Homecare. 	<p>HHMT</p>	<p>25th Jan 08</p>
<p>6. Hackney Homes Performance – November 2007</p>	<p>The Board noted this report.</p> <p>Susmita Noonan confirmed:</p> <ul style="list-style-type: none"> • 4 project were on target; • Scrutiny Panels were being set up to monitor performance of project; • Stage 2 complaints were on target. 		



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<p>7. Service Level Agreements – Sign Off Reports</p> <p>(a) Parking SLA (b) Aids & Adaptation SLA</p>	<p>The Board noted the reports.</p> <p>Nilavra Mukerji confirmed:</p> <p><u>Parking SLA</u></p> <ul style="list-style-type: none"> • That Hackney Homes had consulted on the Parking SLA; • The Parking SLA was subject to the ROPE bids system; • That the fee only related to the areas contained within the report's schedule; • That Hackney Council had agreed the cost structure; • A review project would begin in May 2008. <p>The Board advised that the following must be completed:</p> <ul style="list-style-type: none"> • Officers must check if the parking for the elderly and visitor books contain “reduced rates”; • Officers must monitor estates for the next couple of months and report resident responses back to the Board. <p>The Board approved the Parking SLA.</p>	<p>NM / HHMT</p> <p>HHMT</p>	<p>TBC</p>



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	<p><u>Aids & Adaptation SLA</u></p> <p>Gary Penticost confirmed that Hackney Homes would be looking to standardise costs.</p> <p>Gary Penticost confirmed that the ongoing maintenance costs would be place in the Hackney Homes Budget process of 2008/09.</p> <p>The Board approved the Aids & Adaptation SLA.</p>		
<p>8. Revised Asset Management Strategy</p>	<p>Alan Turner confirmed the following:</p> <ul style="list-style-type: none"> • A comprehensive sustainability review had been conducted; • That the Revised Management Strategy reflected the current Hackney Homes Repairs Policy; • The Revised Management Strategy contained a “critical friend” system; • Estates would be colour coded and graded. <p>Alan Turner highlighted paragraphs 3.1 – 3.6 as areas of interest for Board Members.</p> <p>The Board deferred this report to the next Board Meeting (17th March 2008) and requested that the report address the following:</p> <ul style="list-style-type: none"> • Economic sustainability (identifying the current residents, the requirements of families i.e. size of properties including larger properties e.g. 5 / 6 bedroom properties and 1 bedroom flats); • “Red Estates” – consider what is happening in the areas people do not wish to live; • Voids analysis; • Street Properties analysis; 	<p>GP / AT</p>	<p>17th March 08</p>



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	<ul style="list-style-type: none"> • Leaseholder income analysis; • An annual review scheme must be built into the project; • Analysis of wider sustainability for “mixed developments”; • Turnaround time for voids; • Void Quality; • Value For Money issues. 		
9. Rent Setting Presentation	Neil Isaac advised that this item would be dealt with in the Part B Agenda as it contained confidential and commercially sensitive information.		
10. Consultation Policy	<p>Neil Isaac confirmed that Hackney Homes had consulted upon the proposed Consultation Policy.</p> <p>The Board noted the report and approved the policy.</p> <p>The Board requested officers to complete the following:</p> <ul style="list-style-type: none"> • Sally Raphael must be named in the documents as the Hackney Homes Communications Department contact; • Tenant’ Participation Team – contact details of important officers must be contained within the document; • Cross referencing must be completed in this project e.g. residents must be involved in each process; • The Kurdish section of the Consultation Policy must refer only to “Kurdish” (as a nationality); • The Board requested a “session” where they are taken through an example 	SN	TBC

	<p>consultation session;</p> <ul style="list-style-type: none"> An Equality Impact Assessment must be completed for every consultation exercise. 		
11. Decent Homes Quarterly Review Report	<p>The Board noted the report.</p> <p>Alan Turner confirmed the following:</p> <ul style="list-style-type: none"> The Decent Homes spend was on target; There were weekly monitoring sessions concerning Hackney Homes Decent Homes spending. 		
12. Any Other Business	None.		
13. Date of Next Board Meeting	Hackney Homes Board Meeting – 17 th March 2008. Agreed.		

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