



## Hackney Homes Ltd

ITEM: 5

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

On 22<sup>nd</sup> October 2007 at 6.30PM

Present	<p><b>Board Members</b></p> <p>Rupert Tyson (Chair)          Afolasade Bright          Alice Burke          Samantha Lloyd          Audrey Villas          Marie Photiou          David Larkin          Brian Marsh          Linda Kelly          Asim Bhattacharyya          Danny Sutcliffe</p>	<p style="text-align: center;"><input type="checkbox"/></p> <p><b>Officers</b></p> <p>Susmita Noonan          Gary Penticost          Neil Isaac          Nilavra Mukerji          Kweku Quagraine (Governance Team)          Cheryl Ramsay (Governance Team – minutes)</p> <p><b>Stakeholder Representatives</b></p> <p>Nimisha Patel          Valerie Corrigan</p>	<p><b>Observers</b></p> <p>Joyce Brown          Brian Clubb          Terry Edwards          Lara Ashley</p>
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Item	Part A – Open to the Public	Action	Date
<b>1. Welcome / Apologies / Information Introductions</b>	Apologies were received from Sharon Patrick. The Board welcomed Danny Sutcliffe as a new Independent Hackney Homes Board Member.		
<b>2. Declarations of Interest</b>	None.		
<b>3. Questions received from the public</b>	None.		



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<p><b>4. Minutes of 17<sup>th</sup> September 2007 (Part A) and matters arising</b></p>	<p>Agreed.</p>		
<p><b>5. Chief Executive's Report</b></p>	<p>The Board noted Susmita Noonan's report and asked for the following:</p> <ul style="list-style-type: none"> <li>• <u>2.0 Tenant Participation Review</u> <ul style="list-style-type: none"> <li>- More support to the enhanced TRAs;</li> <li>- Detailed outline of funding associated with this project (by 19<sup>th</sup> Nov 07 – Audit &amp; Finance Committee Meeting);</li> <li>- The invitation to TRA meetings to be extended to Hackney Borough Council Councillors and residents;</li> </ul> </li> </ul> <p>The Board requested that Pat Ronayne be present at the next Hackney Homes Board Meeting to explain issues associated with Leaseholder Final / Estimated Invoices 2006/07.</p> <p>The Board requested "profiling" data concerning service charge collections from Leaseholders</p> <p>The Board approved the Hackney Homes Board Member Work Plan.</p>	<p>SN</p> <p>SN</p> <p>PR</p> <p>PR</p>	<p>By 19<sup>th</sup> Nov 07</p> <p>12<sup>th</sup> Nov 07</p> <p>3<sup>rd</sup> Dec 07</p>





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<p><b>6. Hackney Homes Performance At A Glance – August 2007</b></p>	<p>The Board noted the report.</p> <p>Susmita Noonan advised the Board that a Hackney Homes Service Improvement Group had been established and that staff were addressing all recommendations contained in the Audit Commission's Final Report and the Audit Commission KLOES.</p> <p>Susmita Noonan highlighted the following items as areas which require close scrutiny:</p> <ul style="list-style-type: none"> <li>• Rent Collection (SN / JB);</li> <li>• Tenancy Checks (SN / JB);</li> <li>• Empty Property Management (GP);</li> <li>• Repairs (GP);</li> <li>• Failed Appointments (GP);</li> <li>• Complainants (SN / JB).</li> </ul> <p>The Board requested that an additional column which indicates how many complaints have been "closed" and "resolved" be added to the Performance Report.</p> <p>The Board requested Gary Penticost to make enquiries into Community Pay Back Schemes and Age Concern Handyman Schemes to assist with garden fencing remedial works.</p>	<p><b>AJ / VP</b></p> <p><b>GP</b></p>	<p><b>By 3<sup>rd</sup> Dec 07</b></p> <p><b>Ongoing</b></p>
<p><b>7. – Hackney Homes Delivery Plan</b></p> <p><b>- Hackney Homes Business Plan</b></p>	<p>Nilavra Mukerji, Interim Head of Policy &amp; Planning, advised the Board that the draft Hackney Homes Delivery Plan would be completed by 31<sup>st</sup> October 2007.</p> <p>Nilavra Mukerji invited the Board to discuss the Hackney Homes Business Plan at a Board Members Away Day (to be arranged).</p>	<p><b>NM</b></p>	<p><b>Nov / Dec 07</b></p>

 <p><b>HackneyHomes</b> In partnership with  Hackney Council</p>	<p><b>Hackney Homes Ltd</b></p> <p><b>PART A</b> Minutes of Board of Directors, held at Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ</p> <p>On 22<sup>nd</sup> October 2007 at 6.30PM</p>	<p><b>ITEM: 5</b></p>
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	<p>Nilavra Mukerji advised that both the Hackney Homes Delivery Plan and Business Plan would be signed off by Hackney Council (31<sup>st</sup> October 2007).</p> <p>The Board requested the following from Nilavra Mukerji:</p> <ul style="list-style-type: none"> <li>• a monthly progress report concerning the Service Improvement Project;</li> <li>• void visits invitations;</li> <li>• mystery shopping invitations.</li> </ul>	<p><b>NM</b></p>	<p><b>To begin 12<sup>th</sup> Nov 07</b></p>
<p><b>8. Any Other Business</b></p>	<p>Rupert Tyson advised that he and the Vice Chairs had attended a Hackney Homes Partners Monitoring Meeting.</p> <p>Audrey Villas reminded Board Members of Health &amp; Safety Training that had been arranged on various dates in January 2008 – February 2008.</p>		
<p><b>9. Date of Next Board Meeting</b></p>	<p>12<sup>th</sup> November 2007 at 6.30pm Christopher Addison House. Agreed.</p>		

Signed as a true record of this meeting \_\_\_\_\_ Chair      Dated \_\_\_\_\_