



## Hackney Homes Ltd

ITEM 4

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

On 24 May 2011 at 6.30 PM

Present	<b>Board Members</b> Rupert Tyson Alice Burke Audrey Villas Tom Tyson David Larkin Samantha Lloyd Saleem Siddiqui	<b>Hackney Homes Officers</b> Charlotte Graves Neil Isaac Jim Paterson Jonathan Oxlade Faisal Pirbhai (Part) Neehara Wijeyesekera Alex Jarosy	<b>Stakeholder Representatives (Hackney Council)</b> Cllr Philip Glanville
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	<b>Part A – Open to the Public</b>	<b>Action</b>	<b>Date</b>
<b>1. Welcome/ Introductions</b>	The Chair welcomed everyone to the meeting and introduced Cllr Philip Glanville.		
<b>Apologies</b>	Karen Dodds, Jonathan McShane, Pam Lockley, Alex Russell		
<b>2. Declarations of Interests</b>	Cllr Saleem Siddiqui declared that he was a member of Clapton Park TMO should any reference to the TMO be made during the meeting.		
<b>3. Questions received from the public</b>	None		
<b>4. Minutes of the meeting held on 1 March 2011.</b>	The minutes of the meeting held on 12 April 2011 were agreed as a true record and signed accordingly.		

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<b>Matters arising</b>	The Board asked for a progress update on the digital aerial programme and any learning outcomes so far.	<b>N Wijeyesekera</b>	<b>26.7.11</b>
<b>5. Youth Resident Liaison Group</b>	<p>Neehara Wijeyesekera introduced the report and explained the background. The RLG had discussed ways of improving engagement with the youth of Hackney and the young people had given a very positive presentation to the Group. Faisal Pirbhai and Sonia Bradley were working closely with the youth groups on this. The Board asked whether the Youth RLG would then feed into the main RLG. Neehara Wijeyesekera confirmed that it would. David Larkin had been involved in this and said he was delighted that it had now come to fruition. The Board was wholly supportive of a Youth RLG but asked that a review mechanism was built in. Neehara Wijeyesekera said that a 12 month review mechanism would be included.</p> <p>The Board approved the establishment of a Youth RLG Board.</p>	<b>N Wijeyesekera</b>	<b>May 2012</b>
<b>6 Chief Executive's Report - Strategic Overview</b>	<p>Charlotte Graves introduced the report.</p> <ul style="list-style-type: none"> <li>• Hackney Homes' general position was quite strong and our relationship with the Council was very good. The benefits of Charlotte Graves' twin-hatted role were now starting to come through.</li> <li>• The Universal Housing Project was now in its final stages and go live would happen very shortly</li> <li>• Cranston CHP. LBH would be taking a decision very soon on this and if agreed, matters would move forward very quickly.</li> <li>• Gas safety inspections. the injunction route was now the only option available for Hackney Homes to try and gain access to properties</li> <li>• FRAs. monthly meetings still were taking place to review progress. Charlotte Graves acknowledged the assistance given by the Fire</li> </ul>		

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Brigade. There was now a clearer position on the evacuation advice. If the fire was in a street property, the advice was to leave the property; if the fire was in a compartmentalised property and the fire was not directly affecting a resident, the advice was to stay put; if the fire was in a non-compartmentalised property, the advice was to evacuate.

- Dog Control; the Council were currently consulting on dog control proposals which would in turn affect Hackney Homes' tenancy agreements.
- Joint HH/LBH project on subletting. Officers from Hackney Homes and the Council were working closely on this project to tackle illegal sub letting.
- All the housing management staff had now transferred across and were settling in.

Charlotte Graves gave some information on the recent poor publicity generated by Shoreditch Citizens and the background to this. The Group were due to come into Christopher Addison House on 25 May 2011.

Neehara Wijeyesekera said that the Youth Engagement Team and the Travellers and Gypsy Team had both been nominated for the TPAS regional awards. On this occasion however, they did not win.

Alice Burke said that Housemark had awarded Hackney Homes an ASB accreditation and Hackney Homes was one of only 6 ALMOs in the country to achieve this. She congratulated Wayne Hylton and his team.

Charlotte Graves said that Hackney Homes had won two awards at the Chartered Institute of Housing and Inside Housing's Housing Heroes event. Denise Hill won Career Development Star of the Year and Rupert Tyson won



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Inspirational Board Member or Cabinet Member of the year. The Board warmly congratulated everyone for their achievements.

The Board asked what impact the delay with UH would have for Hackney Homes. Charlotte Graves said that there was a business impact as staff working on UH had been taken away from their day to day duties. As the Board recognised, there had been a specific impact on the Call Centre and Repairs and the delay meant that consultancy fees were still being generated. There was also the reputational impact of a 2 year project having been extended to 3 years. A review of the project would be taking place.

The Board asked for clarification on the joint working with the Council on illegal sub-letting. Charlotte Graves said that Hackney Homes and the Council had always worked together on this but a change of staff had generated this possibility of closer working with a joint funded post. The Council had stronger powers to deal with illegal sub-letting e.g. the Council could address matters such as benefit fraud which was something Hackney Homes could not do. It was noted that it often took a great deal of time to resolve illegal sub-letting issues. Charlotte Graves said that much of this was down to waiting for Court dates and the legal system around this in general. It was also noted that some illegal sub-lets were resolved informally and there were often indirect handbacks and abandonments. The Board asked if there was any scope for charging the legal tenants for illegally sub-letting. Charlotte Graves said that all money recovery routes would be explored.

The Board expressed its concerns over the proposed Cranston CHP project given that communal heating systems could potentially exacerbate rent arrears etc. Charlotte Graves said that the Council had thoroughly explored all these issues and following an independent audit of this system and other systems,

	<p>the Cranston System was cheaper. Neil Isaac said that the system at Cranston, unlike the old communal heating systems, was a pay as you go one with separate meters.</p> <p>The Board noted the report.</p>		
<p><b>7. Board actions yet to be implemented and not elsewhere on the agenda</b></p>	<p>Tess Merrett said that the Out of Hours Service Report would be presented at the September Board.</p> <p>The schedule of rates did include boilers and the Fire Risk Update should read Fire Risk Policy.</p> <p>The Board noted the items.</p>	<p><b>J Paterson</b></p>	<p><b>20.09.11</b></p>
<p><b>8. Business Critical Performance Summary Year End and Quarter 4 – 2010/11</b></p>	<p>Alex Jarosy introduced the report. Despite a year of significant upheaval, Hackney Homes had performed well in the critical core areas such as rents, repairs appointments, emergency repairs an estate environment. There had also been a marked improvement in the other areas. Officers were already in discussion with the Council regarding the Delivery Plan for 2012/13.</p> <p>The Board asked for clarification on rent arrears in particular</p> <ul style="list-style-type: none"> <li>• Age profiling of the debt</li> <li>• At what point a debt was written off.</li> </ul> <p>Neil Isaac said that as a general rule, current tenants' debts were not written</p>		

	<p>off. Former tenants' debts were only written off after all money recovery routes had been exhausted.</p> <p>Alex Jarosy said that there was further detailed information supporting the business critical indicators available and he would review this for age profiling data.</p> <p>The Board queried the voids indicator. Charlotte Graves said that there needed to be a direct question which matched the indicator.</p> <p>It as noted that the performance information on the website was out of date. Alex Jarosy acknowledged this and said that the new UH system and the fact that end of year data took longer to collate had contributed to the delay in up to date data being available on the website. However, Officers were working to rectify the matter.</p> <p>The Board queried how the re-let data was recorded as it was thought that it included everyone who viewed and recorded these as a refusal. Alex Jarosy said he would check this.</p> <p>The Board asked why the cases of legal disrepair had increased. Alex Jarosy said he was already looking into this.</p> <p>In respect of the worklessness indicator, Charlotte Graves said that the funding for this was no longer available and therefore this indicator would not be used next year. Neehara Wijeyesekera said that Hackney Homes had been a victim of its own success in this field as we had actually engaged with more residents than the initial target of 3,000. This in turn had affected the target of residents who had been referred on to the ways into work programme.</p>	<p><b>A Jarosy</b></p> <p><b>A Jarosy</b></p>	<p><b>20.9.11</b></p> <p><b>20.9.11</b></p>
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	<p>Alex Jarosy clarified that N/A in some of the month boxes referred to the fact that that particular indicator was collected quarterly not monthly.</p> <p>The Board queried the rising level of sickness. Neil Isaac said that there was one service area, Estate Management, which had not responded to all the sickness management strategies put in place. The sickness levels in all other service areas had been decreasing. There were several long term sickness cases which were still showing in the data even though sick pay was no longer eligible.</p> <p>The Board queried the Leaseholder and Right to Buy indicator on major works charges collected as a percentage of invoices raised and how this was affected if at all by multi year arrangements. It was noted that the indicator is based on every payment Hackney Homes received within the financial year (regardless of when the invoice was raised) as a percentage of what has been raised in the current financial year.</p> <p>The Board noted the report.</p>		
<p><b>9, Decent Homes Update</b></p>	<p>Jonathan Oxlade introduced the report. 28.9% of homes in Hackney were non-decent and 1,366 homes had now been made decent. The Board asked for clarification on why, if all the money had been spent, the decent homes target had not been met. Jonathan Oxlade said that there were some more expensive works involved and Connaught going into liquidation had affected Hackney Homes. Hackney Homes would be in formal dispute with Connaught and at the moment it looked as though Connaught owed Hackney Homes money.</p> <p>Charlotte Graves clarified the funding position. The funding for 2010/2011</p>		



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	<p>was approved in 3 increments starting with £20 million. The moratorium on spending came into force in November and December 2010. However, the final spend was approved in January and £9m of work was completed by March 2011. The programme for 2011/2012 would be signed off very shortly by the Council.</p>		
<p><b>10, Board Member Update</b></p> <p><b>AOB</b></p>	<p>The Board approved the proposal to undertake the independent board member recruitment process once the Resident Election to allow for a full skills gap analysis to be undertaken.</p> <p>Audrey Villas handed round a report and said she had undertaken a site visit for Aids &amp; Adaptations. The work was of extremely high quality and the residents were all delighted with everything. Alice Burke said that it was satisfying to know that the procurement process had worked so successfully.</p> <p>Saleem Siddiqui asked that when fitting new bathrooms, consideration be given to installing lavatories with a double flush system with a view to saving water.</p> <p>The meeting closed at 7.40 pm</p>		

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

Dated \_\_\_\_\_