



Hackney Homes Ltd

ITEM 4a

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

On 25th June 2007 at 6.30pm to 8.30pm

Present	Board Members David Curley (Chair) Audrey Villas Samantha Lloyd Alice Burke Rupert Tyson Asim Bhattacharyya Brian Marsh Marie Photiou Sharon Patrick Karen Alcock Linda Kelly	Officers Steve Tucker Susmita Noonan Neil Isaac Gary Penticost Kweku Quagraine – Governance Team Cheryl Ramsay – Governance Team (Minutes)	Observers Rodrigo Correa (Council Representative) Terry Edwards (Chair of MESH)
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	Part A – Open to the Public	Action	Date
1. Welcome / Apologies / Introductions	Apologies from Andrew Potter, Afolasade Bright, David Larkin. Sandra Hall did not attend.		
2. Declarations of Interests	None.		
3. Questions from the Public	None.		
4. (a) Minutes of the last meeting 30th April 2007 and matters arising	Agreed.		

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<p>(b) Rolling Register</p>	<p>Noted.</p>		
<p>5. Chief Executive's Report</p>	<p>Steve Tucker referred to the following paragraphs from his Chief Executive's Report:</p> <ul style="list-style-type: none"> (a) Overview of 06/07 Performance - paragraph 4.1; (b) Delivering Effective Customer Services – paragraph 4.2; (c) Performance Improvements – paragraph 4.3.; (d) Value For Money – paragraph 4.4; (e) Current Performance – paragraph 5.2 (f) Review of Community Halls – paragraph 7.0; (g) Replacement of Integrated Housing Management System (IHMS) – paragraph 11.0. <p>The Board required an update at the next Board Meeting on progress on telephone answering; a Telephone Performance Project Strategy is to be developed; this strategy is to be incorporated into the Hackney Homes Customer Access Strategy; and an update on the telephone answering project for all 70 telephone numbers identified is to be prepared for the next Board Meeting.</p> <p>The Board made the following nominations:</p> <ul style="list-style-type: none"> • Audrey Villas to the role of Hackney Homes Board Member Community Halls Review Representative; • Samantha Lloyd, Rupert Tyson and Brian Marsh to the roles of Hackney Homes Board Member IHMS Steering Group Representatives. 	<p>SN / NI</p>	<p>17th Sept 07</p>

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<p>6. Resident Involvement Review</p>	<p>The Board considered the report and decided that the further work was required on the current review report.</p> <p>The Board requested the project be completed by September 2007 and that the report should:</p> <ul style="list-style-type: none"> • outline the “cost of change” of the project; • detail the annual costs after implementation; • contain a project plan with timelines; • illustrate how many people took part in the project; • explain the “quality” of interaction; • explain the “risk implications” associated with this project; • outline a contingency plan associated with this project; • detail the service standards (i.e. TRAs should have the power to get officers to do what they are suppose to do); • revise the tenants’ compact; • provide a comprehensive breakdown of staff changes associated with the project; • outline the expectations / powers of the TPOs / TRAs; • contain a costs V savings analysis; • contain, at every stage, a lead named officer (who should be aware of his/her responsibilities). 	<p>SN</p>	<p>By 30th Sept 07</p>
<p>7. Repairs Policy - Review</p>	<p>Gary Penticost explained that his department had received 1,500 responses to the review process and tenants’ views illustrated that they wanted revision of the Repairs Policy.</p> <p>Gary Penticost stated that the proposed draft Repairs Policy would bring Hackney Homes in line with other 2* ALMOs and that the proposed repairs, as in accordance with The Audit Commission recommendations, would be free of charge to tenants.</p>		

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<p>10. Succession Arrangements: Resident and Independent Board Members</p>	<p>The Board noted the report and agreed that the Chair would consider “next steps” with the Director of Finance & Resources.</p>	<p>NI / DC</p>	
<p>11. Any Other Business</p>	<p>None.</p>		
<p>12. Date of Next Board Meeting</p>	<p>17th September 2007 at 6.30pm in The Director’s Conference Room, 1st Floor, Christopher Addison House. Agreed.</p>		

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