



Hackney Homes Ltd

ITEM 4

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

On 25 September 2006 at 6.30PM

Present	Board Members David Curley – Chair Samantha Lloyd Audrey Villas Asim Bhattacharyya Andrew Potter Marie Photiou Afolasade Bright Linda Kelly	Officers Steve Tucker – Chief Executive Susmita Noonan – Director Landlord Services Derek Young – Director of Finance Curtis Taylor - Head of Estate Regeneration Dale Walker – Head of Decent Homes Gary Penticost – Property Services David Angus – Interim Head of Repairs & Maintenance Barrie Cotton – Governance Manager Mandy Woodhull – Governance Team	Observers Fiona Fletcher–Smith – Hackney Stephen Tate, Hackney Steve Edwards – Trade Union Rep Helen Toner – Trade Union Rep John Coutts – Rockpools Emma Towler - Aldbourne Associates Residents Gordon Bell Eric Cato
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	Part A – Open to the Public	Action	Date
1. Apologies/ Introductions	Sharon Patrick, Karen Alcock, David Larkin, Rupert Tyson Fiona Fletcher-Smith introduced Stephen Tate, the new Assistant Director Planning and Regeneration. Did not attend – Sandra Hill, Brian Marsh, Alice Burke		
2 Declarations of Interests.	None		
3. Questions received from the public	None		

4a Minutes of last meeting 31 July 2006	Minutes agreed.		
4b Rolling Register of decisions	<p>The Chair clarified that items in normal type were still outstanding.</p> <p>Update and Actions</p> <p>Chief Executive's Report</p> <p>3. Health and Safety – Steve Tucker confirmed that health and safety issues in respect of residents are covered on estate walkarounds. As an employer, Hackney Homes managers are responsible for the health and safety of its employees at all times.</p> <p>4. Service First – Gillian Wheeldon, Assistant Director, Customer and Corporate Services to be invited to the next Board Meeting to give a presentation on the Service First framework and the Council's progress to date. The Board asked for more information on how Service First will impact on Hackney Homes, the timescales of implementation, and associated costs. The Chair asked if this item could be discussed at Improvement Committee.</p> <p>5. Complaints – Members asked if it would be possible for timescales for responding to residents and councillors complaints be uniform. This item will be discussed as part of Alex Jarosy's presentation of the half yearly review of complaints, which will come to the next Board Meeting in November 06.</p>	<p>ST</p> <p>SN</p> <p>AJ</p>	<p>Nov 06</p> <p>Nov 06</p> <p>Nov 06</p>
5. Chief Executive's Report	Steve Tucker highlighted the key areas of his report to the Board for comment.		

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	<p>2.2 Review of July and August Performance – key issues are covered in the report. Rent collection is improving but still a cause for concern.</p> <p>2.3 Review of Governance – the Board was recommended to agree the 7 actions arising from the review. These points require further attention from the Board and form part of a work programme for the Board and Governance team to work to. The Chief Executive said that the review was not yet completed but a copy of the report would be circulated to members once finalised.</p> <p>2.4 Amendment of Articles of Agreement – It was explained that this amendment was necessary as the number of residents has increased to 9 due to one member becoming a leaseholder. The CE advised that 2 other London ALMO's have made the same change. This can be done as a requirement of the Council and no resolution is needed. The Board's endorsement was required to take this forward and this was agreed. The Department for Communities and Local Government (D.C.L.G.) will need to approve the proposed amendment.</p> <p>2.5 Transfer of Urban Regeneration Team back to the Council Members agreed that a wider discussion was needed on this matter with further information required on technical assurances about how the Council would use the money from disposal of assets, to support the discussion. The Board also wanted to know how the Council's 5-year plan for urban regeneration fits in with Hackney Homes plan. Fiona Fletcher-Smith said that a number of issues still needed to be discussed and the final report on this issue would be available for Cabinet.</p> <p>Action: This item to be included in the forward plan (date)</p>	<p>ST</p> <p>Gov T</p> <p>ST</p> <p>Gov Team</p>	<p>Oct 06</p> <p>Nov 06</p> <p>Nov 06</p>
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	<p>2.6 Staff Incentive Scheme –Members (AP) felt that the Housing Commission would challenge the scheme and how it is implemented. Members requested a report setting out the operational arrangements and audit trail of the proposed staff incentive scheme.</p> <p>4. Performance Issues – CE explained that the Board would be seeing providers in the next few weeks to go through performance statistics. A discussion on performance followed.</p> <p>Repairs Performance figures – there is a problem with completing emergency works within target timescales and a target of 6 days has been set to complete non urgent repairs. The Board requested proposals for a system of monitoring which will ensure we are meeting publicised standards for tenants. The Chair also asked that an interim update be given at the Improvement Committee.</p>		<p>Nov 06</p> <p>October 06</p>
<p>6. Improvement Plan</p>	<p>Susmita Noonan updated the Board on the Improvement Plan. There are 6 items on the plan which are coded red.</p> <p>Telephone answering has improved and is now just under the target of 85%. A guidance handbook has been issued to all staff and pro-active work will be taken to deal with poor performance.</p> <p>Asset Management - Some Gershon training on value for money and efficiency savings has been given to about 25% of staff. There is a training programme to cover the remaining staff between now and Christmas.</p>	<p>GP</p>	

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	<p>Leasehold and Income queries – mystery shopping exercise will be completed by the end of September 06.</p> <p>All projects arising from the Leaseholder Review should be completed by December 2006.</p> <p>Aids & Adaptations – should be resolved by October 2006.</p> <p>Long Term Voids – progress on day to day, but no policy for long-term voids. SN to discuss with internal and Council colleagues. HH will lead on this issue with the Council.</p> <p>Action Board requested that any projects that overrun are brought to Improvement Committee within the next 2 weeks.</p>	<p>SN</p> <p>SN</p> <p>SN</p>	<p>Oct 06</p> <p>Oct 06</p> <p>Oct 06</p>
<p>7. Value for Money</p>	<p>Derek Young gave the Board a verbal update on the 30 projects he is currently overseeing.</p> <p>We are currently on target to achieve the required amount of savings.</p> <p>Reports on the 3 major reviews on SLA's, Legal, CCTV, Property Services, and on the remaining SLA's, will go to the next Audit & Finance Committee on 2 October 2006.</p> <p>There is a major drive on costs restructuring on property services.</p>	<p>DY</p>	<p>Oct 06</p>

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	A 6 monthly report showing the current position on all projects will be provided to the Audit and Finance Committee as well as the Board.	DY	Nov 06
8. Decent Homes Programme	The Board was asked to note the report and appendices. It was noted that HH was on target to spend its target of £45m. The Board raised specific concerns and asked if the data presented in the report could be revised to address these, ie:	CT	October 06
	<ul style="list-style-type: none"> • to show the monthly rate of spend (targets and actual & how much pending valuation) • more detailed/accurate information on completion of works by each contractor • commentary on major works recovery from leaseholders and reassurance that we are seeking 100% recovery on decent homes work • customer satisfaction needs to be included in the main body of the report <p>Board members who wish to comment on the report were asked to contact Curtis Taylor direct. (0208 356 2260)</p>	CT/SN	October 06
9. Asset Management Strategy	The Board was asked to approve the Asset Management Strategy for adoption, agree the Improvement Plan and receive quarterly reports on progress. Agreed and adopted.		

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10. Succession arrangements	The Standards and Ethics Committee recommend that the Board accepts the proposals to fill the current vacancy for an independent member. Agreed.		
11. Proposal to alter Account Reference Date	The Board is recommended to agree: <ul style="list-style-type: none"> • A change in the annual accounting reference date for Hackney Homes Ltd to 31 March, in line with the Council's accounting period. The paperwork for this will be presented to the next meeting • A special AGM be called in October 2006 to accept a nil account return for a shortened accounting period 29 December 2005 to 2 April 2006 whilst the company was dormant. Agreed	DY	October
12. Any other business/Date of next meeting	None Next meeting will be held on 30 th October at the Howard Road Resource Centre, Stoke Newington.		

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