



Hackney Homes Ltd

ITEM 4

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

On 26 April 2010 at 6.30 PM

Present	Board Members Rupert Tyson (Chair) Joel Gordon David Larkin Marie Photiou (Vice-Chair) Pam Lockley Feryal Demirci Audrey Villas Jonathan McShane Karen Dodds Andrew McMillan Linda Kelly Afolassade Bright Samantha Lloyd Tom Tyson	Hackney Homes Officers Charlotte Graves Neil Isaac Neehara Wijeyesekera Trish Hail Simon Donovan (part) Clive Taber (Part) Judith Morrison Martin Weaver	Stakeholder Representatives (Hackney Council) James Probett Carol Hinvest Partners David Saxon (Mouchel) (Part) Members of the Public Unison Helen Toner	
	Part A – Open to the Public			
	1. Welcome and Introductions Apologies	The Chair welcomed everyone to the meeting. Alice Burke	Action	Date
	2. Declarations of Interests	None.		
	3. Questions received from the public	None		

<p>4. Minutes of the meeting held on Monday, 16 March 2010</p> <p>Matters arising</p>	<p>The meeting held on 16 March 2010 had not been quorate. However, decision items 7 and 8 had been agreed by those Board Members present and they had asked that agreement be sought electronically from those members not present. Tess Merrett said that this had been done and sufficient Board members had approved Agenda items 7 and 8.</p> <p><u>Item 12 – AOB</u> The Board asked for clarification on the position of the Turkish Advice Worker in Stoke Newington. Neehara Wijeyesekera said that officers were looking into possible funding arrangements and should know the outcome of this in June/July.</p> <p>The Board agreed to take the agenda items in the following order, 5, 9, 6, 7, 8, and 10.</p>		
<p>5. Enhanced Tenant & Resident Association Meetings</p>	<p>Clive Taber introduced the report. The following points were raised by the Board:</p> <ul style="list-style-type: none"> • Councillors’ roles in ETRAs needed to be described • Paragraph 4.7.11 needed to be rewritten to clarify how EIB/184 and tenants’ levy should be used. • It was important to synchronise meeting dates as much as possible. • The purpose of ETRAs needed to be clear • Estate Managers carried most of the responsibility but may not have the in-depth knowledge required • How would officers give assurance to the Board that the proposals would be delivered. • How ETRAs would meet the TSA standards. <p>The Chief Executive said that a round table meeting had already taken place to discuss EIB/184 and responsibility had been designated to specific officers.</p>		

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Mast money and the tenants' levy were next on officers' agenda. The Chief Executive also said that now the Housing Management Contracts were being brought back in-house, this would necessitate a further review particularly in respect of Estate Managers' job descriptions.

Clive Taber said that a great deal of effort was taken when arranging meetings to try and ensure the minimum number of clashes. However, the number of meetings – approximately 70 – made some clashes inevitable. In respect of Estate Managers, Clive Taber said it was important that a consistent approach to ETRAs was taken hence Estate Managers were the designated officers to attend the ETRAs. However, it was acknowledged that the Estate Managers needed support from other areas of Hackney Homes.

Neehara Wijeyesekera said that the report had been subject to considerable consultation and any significant changes to the current report would need to be taken back to the Resident Liaison Group and then be brought back to Board. Given the number of ETRAs the consultation process highlighted conflicting views and it was apparent that "one size" did not fit all.

Pam Lockley said that she would liaise with Neehara Wijeyesekera and Clive Taber on some further ideas in respect of ETRAs.

Officers agreed to review the report with reference to the following

- The Roles of all participants in ETRAs
- Job Descriptions of Estate Managers
- Councillors' roles
- Communications protocol on meeting arrangements.



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	The report would then be brought back to RLG and Board.	N Wijeyesekera /C Taber	July/Sept
9. Progress on Manor House Development Trust (MHDT)	<p>Simon Donovan introduced the report which gave some background to the relationship between MHDT and Hackney Homes. The Board asked whether it would be possible to look at whether the MHDT model could be rolled out across the borough. The Chief Executive said that this could be explored within the overall context of Hackney Homes' financial situation. The Board suggested looking at accessing some funding from charitable sources for this. Some outline proposals and options would be brought back to Board.</p> <p>The Board noted the report.</p>	C Graves	July 10
6. Seamless Public Realm Programme	<p>Ian Williams and George Magson from the Council gave a presentation on the Seamless Public Realm Programme (SPRP). The Board queried why Hackney Homes' Estates were deemed to be public realm as funding for the different areas was sourced from different funding streams. Ian Williams said that he and Neil Isaac would be considering the funding streams but it was important to look at all the services across the borough in the round. The Board asked if there was a single point of contact either within Hackney Homes or the Council for this project. Ian Williams said that this was part of the proposal currently being worked on.</p> <p>The Chief Executive said that Hackney Homes had been completely involved with the Council in working on the proposals.</p> <p>The Board asked how Hackney Homes benchmarked against other boroughs in this programme. Ian Williams said that other boroughs had tried this approach and lessons learned and good practice had been identified. The</p>		

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	<p>Board was also concerned to ensure that Hackney Homes' residents were not charged twice for any duplication of services. Ian Williams said that all activities across the borough were being identified to see how best they could be arranged going forward.</p> <p>The Board asked for clarification on NI195. George Magson said that this referred to a national indicator for the local environment which also set out a definition of public realm.</p> <p>The Board congratulated everyone involved in Hackney for the improvement in key services across the borough and asked if a priority structure had been drawn up for the programme. Ian Williams said that he and Charlotte Graves were engaged fully in all the discussions about the structure.</p> <p>The Board thanked Ian Williams and George Magson for their presentation.</p>		
<p>7. Chief Executive's Strategic Overview</p>	<p>Charlotte Graves introduced the report and highlighted the key areas.</p> <p>The Board asked for clarification regarding gas servicing for leaseholders. Judith Morrison said that the specialist gas safety company was the same one for leaseholders as for tenants. I.e. The company had been tendered through the procurement process. Officers had taken legal advice on whether Hackney Homes could legally enforce leaseholders to make gas safety checks. The advice received said that making gas safety checks compulsory for leaseholders was not legally enforceable however, officers were taking further advice about lease variations. No other ALMO had been able to make compulsory checks legally enforceable. Once the further advice had been received, the Board would be updated.</p> <p>The Board noted the report.</p>	<p>J Morrison</p>	<p>TBC</p>

<p>8. Project Excellence</p>	<p>Trish Haill introduced the report.</p> <p>The Board asked for clarification on the data inaccuracy. Trish Haill said that the data inaccuracy was historic rather than as a result of process. When Saffron had been implemented, data from a variety of databases had been exported but a clean-up exercise had not been undertaken. Procedures had been put in place to ensure that this did not happen going forward and that data, once clean would remain clean.</p> <p>Joel Gordon asked whether there was any Board member involvement in the Project Excellence Project Board and if not, given the high profile of the project, he would volunteer to sit on the Project Board. Officers thought this a sensible suggestion and would check with the Council.</p> <p>The Board expressed concern about the overspend on the project. Trish Haill said that various factors had contributed to this although scope creep had not been one of them. It was the first time that both Universal Housing and Servitor had been implemented together so lessons had been learned and taken on board. The project was on target to go live in June. Neil Isaac said that the Hackney Homes had underspent on last year's management fee and the Council had agreed that this could be rolled forward to cover the overspend.</p> <p>The Board asked how staff training costs would be covered. Trish Haill said that we were training the trainers who would then train the staff. This had an added advantage as the trainers not only knew the system but also the procedures connected to the processes. The Board asked what the total costs were. Trish Haill said that they were @£2.8 million.</p>	<p>N Isaac</p>	<p>14.06.10</p>
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	The Board noted the report.		
10. Fire Risk Assessments Update	<p>Martin Weaver introduced the report. The Board asked what assurances we had that the assessments were being carried out correctly. Martin Weaver said that officers worked very closely with the Fire Brigade and the Borough Commander and showed him exactly what we were doing at all stages. The Board asked if we were comparable to other boroughs and could this be benchmarked. Martin Weaver said it could. The Board also asked officers to ensure that management records were kept up to date and that all the databases interfaced.</p> <p>The Board asked how the audits of the risk assessments were carried out. David Saxon said that the local management team carried out checks and then the Client Team audited. Audits were also carried out through the internal audit process.</p> <p>The Board asked Martin Weaver to check on the fire door servicing/maintenance requirements and this would be reported back to the Board as an information item.</p> <p>The Board noted the report.</p>	M Weaver	June 10
11. AOB	<p>There was no other business</p> <p>The meeting closed at 8.20. Date of next meeting Monday June 14 2010</p>		

Signed as a true record of this meeting _____Chair Dated _____