



Hackney Homes Ltd

ITEM 4

PART A Minutes of Board of Directors, held at Howard Road Resource Centre, Stoke Newington.

On 30th October 2006 at 6.30PM

Present	Board Members	Officers	Observers
	David Curley (Chair) Audrey Villas Linda Kelly Brian Marsh Andrew Potter Karen Alcock Rupert Tyson Alice Burke Sharon Patrick David Larkin	Steve Tucker Susmita Noonan Barrie Cotton Cheryl Ramsay – Minutes Derek Young Neil Isaac Alan Turner Gary Penticost	Stephen Tate - Hackney Nimisa Patel - Hackney Helen Toner – Unison Brian Hall Terry Edwards – Chair of MESH Erdogan Sarikaya Representative of LFF Steve Edwards - Unison

Item	Part A – Open to the Public	Action	Date
1. Welcome / Apologies/ Introductions	<p>Apologies: Asim Bhattacharyya and Samantha Lloyd</p> <p>Chair introduced Ms Cheryl Ramsay (Interim Governance Manager) and Mr Neil Isaac (Director of Finance and Resources) to the meeting. The Board formally welcomed Ms Ramsay and Mr Isaac to Hackney Homes Limited.</p> <p>The Board formally thanked Mr Barrie Cotton for all his work associated with the Hackney Homes Governance Team.</p>		



Hackney Homes Ltd

ITEM 4

PART A Minutes of Board of Directors, held at Howard Road Resource Centre, Stoke Newington.

On 30th October 2006 at 6.30PM

<p>2. Declarations of Interests.</p>	<p>None.</p>		
<p>3. Questions received from the Public</p>	<p>Leaseholder / Freeholder Forum – Steve Tucker explained that this body dealt with issues throughout the borough and both leaseholders and freeholders had been invited to join this organisation.</p> <p>Steve Tucker advised the Board that the North East Leaseholders Association had been informed of the forthcoming meeting at Hackney Town Hall (8th November 2006).</p>		

<p>4. Minutes of last meeting 25th September 2006</p>	<p>Minutes Agreed.</p>		
<p>5. Chief Executive's Monthly Report</p>	<p>Steve Tucker highlighted the key areas of his report:</p> <p>3.1 Background: Steve Tucker informed the Board that the Audit Commission's ALMO Inspection was due to commence on 26th March 2007 and last for two weeks. Steve Tucker advised the Board that the Audit Commission's review will include an examination of the role of the Hackney Homes Board of Directors.</p>		



Hackney Homes Ltd

ITEM 4

PART A Minutes of Board of Directors, held at Howard Road Resource Centre, Stoke Newington.

On 30th October 2006 at 6.30PM

	<p>4.0 – 4.6 Performance – Half Year Outturn: All of these areas had experienced good improvement. Telephone answering (paragraph 4.4.) although improving had not yet achieved the targets set. However, Steve Tucker informed the Board that staff had received structured training on telephone answering as set out in the recently published telephone guide. The Board suggested that the Hackney Homes Management Team may wish to improve telephone answering by encouraging staff to take part in “telephone answering shadow” placements (where staff who have been identified as providing excellent telephone services to customers are “shadowed” by those who require assistance / training in telephone answering).</p> <p>Steve Tucker informed the Board that the difficulties that were being experienced in two neighbourhoods on empty property re – let times were being vigorously addressed and management had convened discussions with the responsible Company Director of Mouchel Parkman. Hackney Homes is paying particular attention to resident satisfaction with repairs.</p> <p>The Board requested that the next Full Board Agenda contain an item concerned with repairs (priority, urgent and non urgent repairs) and the cost of those repairs. This was received by Hackney Homes Improvement Committee on 14th November 2006.</p> <p>The Board directed that the next Improvement Committee Meeting Agenda must contain an item report concerning Complaints and Member’ enquiries.</p>	<p>GP</p> <p>SN</p>	<p>Nov 06</p> <p>Nov 06</p>
--	---	-----------------------------------	---



Hackney Homes Ltd

ITEM 4

PART A Minutes of Board of Directors, held at Howard Road Resource Centre, Stoke Newington.

On 30th October 2006 at 6.30PM

	<p>5.0 – 5.8 Key Issues:</p> <p>5.1: Steve Tucker informed the Board that Neil Isaac has been appointed the new Director of Finance and Resources. Steve Tucker formally applied to the Board for Neil Isaac to become the Hackney Homes Company Secretary. The Board duly appointed Neil Isaac as the Hackney Homes Company Secretary.</p> <p>5.3: 2007 / 2008 Hackney Homes Limited Budget and Business Plan: Steve Tucker advised the Board that members should consider the Hackney Homes Budget and Business Plan at their forthcoming Board Members Away Day.</p> <p>5.5 – 5.7: Steve Tucker advised the Board to pay particular attention to these paragraphs.</p>	<p>The Board</p>	<p>Dec 06</p>
--	---	-------------------------	----------------------



Hackney Homes Ltd

ITEM 4

PART A Minutes of Board of Directors, held at Howard Road Resource Centre, Stoke Newington.

On 30th October 2006 at 6.30PM

<p>6. Governance Review (Rockpools Draft Report)</p>	<p>The Board deferred consideration of The Rockpools Hackney Homes Limited Governance Review Preliminary Report (dated 20th September 2006) and agreed that it would consider and comment upon the findings of the “final” Rockpools Governance Report at a later date.</p>	<p>The Board</p>	<p>Dec 06</p>
<p>7. Improvement Plan</p>	<p>The Board directed the following item be included in the next Improvement Committee Agenda:</p> <p>(a) Tenants Participation</p> <ul style="list-style-type: none"> • action points that can be completed within the next couple of months. (All decisions concerning Tenant Participation will be taken at Full Board Committee Meetings). 	<p>SN</p>	<p>Nov 06</p>



Hackney Homes Ltd

ITEM 4

PART A Minutes of Board of Directors, held at Howard Road Resource Centre, Stoke Newington.

On 30th October 2006 at 6.30PM

The Board asked that there be an item on the next Full Board Agenda concerning the Improvement Plan highlighting tasks completed and not completed (reasons must be given for any/all task(s) that has / have not been completed).

SN

Nov 06



Hackney Homes Ltd

ITEM 4

PART A Minutes of Board of Directors, held at Howard Road Resource Centre, Stoke Newington.

On 30th October 2006 at 6.30PM

<p>8. Value for Money</p>	<p>Steve Tucker advised the Board that three Service Level Agreement reviews had been completed and managers are in negotiations with council officers on required savings and service enhancements.</p> <p>Steve Tucker stated that the total predicted savings for each of the next three years for Hackney Homes will exceed the targets set.</p>		
<p>9. Decent Homes Programme</p>	<p>Alan Turner advised the Board that this programme was progressing well.</p> <p>Alan Turner distributed to the Board and observers a file containing 30 “thank you” letters (from residents) addressed to contractors who had completed Decent Homes Programme work.</p>		
<p>10. Domestic Violence and Hate Crime</p>	<p>Susmita Noonan informed the Board that this report was concerned only with Hate Crime and invited the Board to approve the draft policy contained in the Full Board Committee Meeting papers of 30th October 2006. The Board duly approved and adopted the draft Hate Crime Policy.</p>		

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