



Hackney Homes Ltd

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

On 31 October 2011 at 6.30 PM

Present	Board members Rupert Tyson Alice Burke Tom Tyson Mervyn Jones Saleem Sidiqqi Susan Fajana Thomas Samantha Lloyd	Hackney Homes Officers Charlotte Graves Neehara Wijeyesekera Neil Isaac Alex Jarosy Jonathan Oxlade	Stakeholder Council) Ian Marriott	Representatives (Hackney
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Part A – Open to the Public		Action	Date
1. Welcome/ Introductions	The Chair welcomed everyone to the meeting. .		
Apologies	David Larkin, Alex Russell, Philip Glanville, Audrey Villas		
2. Declarations of Interests	There were no declarations of interest		
3. Minutes of the meeting held on 30 September 2011 and matters arising	The minutes of the meeting held on 20 September 2011 were agreed as a true record and signed accordingly. <u>6 Business Critical Performance Summary Quarter 1</u> David Larkin was to have contacted Alex Jarosy direct regarding complaints should he require further clarification. David Larkin had not contacted Alex Jarosy.		

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	<p><u>7 Annual Tenants' Report</u> It was noted that no board member had given any feedback to Chrys Edwards on the Annual Tenants' Report for 2011.</p> <p>8. <u>Installation of Communal Aerial Digital Reception Systems</u> A communications campaign would take place closer to the go live date. Tess Merrett would ask Denise Hill to contact Saleem Siddiqui and Alice Burke regarding their digital reception systems queries.</p>	<p>T Merrett/D Hill</p>	
<p>4. Changes to the Housing Ombudsman</p>	<p>Rafael Runco, Deputy Ombudsman, gave a presentation on the proposed changes to the Housing Ombudsman due to be implemented from April 2013.</p> <p>The Board asked for clarification on the nature of the tenants' panels. Rafael Runco said that although tenants could set up a panel, landlords had to recognise the panel for it to be able carry out its function. Any tenant panel had to be set up in good faith and therefore landlords could refuse to recognise a tenant panel if this was not the case. There could be more than one tenant panel. Landlords could produce their own terms of reference for tenants' panels which panels had to meet to ensure recognition. If a panel failed to achieve recognition, there was no route of appeal. The national tenant organisations were planning on producing some guidance before the legislation was enacted.</p> <p>Rafael Runco said that it was important that the panels were independent and if they were set up by the landlords then they may be perceived to have some bias.</p> <p>The Board asked how many complaints currently were referred to the Housing Ombudsman. Alex Jarosy said very few and of those that were, a fair proportion were referred back to Hackney Homes to be resolved locally.</p>		

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	<p>The Chief Executive said that officers were working on arrangements and processes for the new regime which would complement the council's complaints processes.</p> <p>The Board thanked Rafael Runco for his presentation.</p>		
<p>5. Board actions yet to be implemented and not elsewhere on the agenda</p>	<p>The Board noted the report.</p>		
<p>6. Chief Executive's Report – Strategic Overview</p>	<p><u>Tenancy & Leasehold Services</u> Neehara Wijeyesekera updated the Board on progress with the reorganisation of the Tenancy & Leasehold Services section. Following a robust external assessment and interview process, David Saxon had been appointed to the post of Head of Neighbourhood Services, Sarah Chapman had been appointed to the post of Head of Centralised Housing Services and Ruth Clapham had been appointed as Head of TMOs. It had not been possible to fill the post of Head of Income Services from the internal candidates and this would be advertised externally. Interviews for the area manager posts would be completed on 1 November. The Board asked when recruitment for the third tier posts would be completed. Neehara Wijeyesekera said that consultation would take place between November and January and the process would be completed by the end of February 2012.</p> <p><u>Asset Management</u> The Board asked for an update on changes to the Feed in Tariff subsidy. Jonathan Oxlade said that up until 12 December 2011, the tariff remained at 44p per KWPH. However after 12 December 2011, this was being slashed to 21p per KWPH and this would affect those projects currently being worked on in Hackney.</p> <p>The Board noted the report.</p>		



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<p>7. Update Report on Decent Homes Programme 2011-2012 2nd Quarter</p>	<p>Jonathan Oxlade updated the report which had been considered by the A&F Committee at its last meeting. Officers were in advanced discussions with Lead Members on the 2012/2013 programme and it was hoped that this would be considered by the 21 November Cabinet meeting.</p> <p>The Board queried the position with those blocks which had not been included in the programme. Jonathan Oxlade said that owing to the funding position, it was not possible to add any blocks to the programme. Furthermore after 2013/2014 there would be another Comprehensive Spending Review so it was not possible to predict any future funding position.</p> <p>The Board noted the report.</p>		
<p>8. AOB</p>	<p>Alex Jarosy asked the Board to review paragraph 5 onwards of his report on complaints panels. The Chief Executive and Alex Jarosy would bring updates on the complaints panels to future boards.</p> <p>The meeting closed at 7.50 pm.</p>		

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