

**Hackney Homes Ltd Board Part A (Public)**

**Monday, 31st October, 2011 at 6.30 pm to 7.45 pm**

**Chief Executive's Conference Room - First Floor,  
Christopher Addison House, 72 Wilton Way, London E8 1BJ**

**Distributed to:**

**Hackney Homes Board Members**

Alice Burke, Councillor Susan Fajana-Thomas, Mervyn Jones, David Larkin, Councillor Samantha Lloyd, Joseph Oshikoya, Councillor Alex Russell, Councillor Saleem Siddiqui, Rupert Tyson MBE, Tom Tyson and Audrey Villas

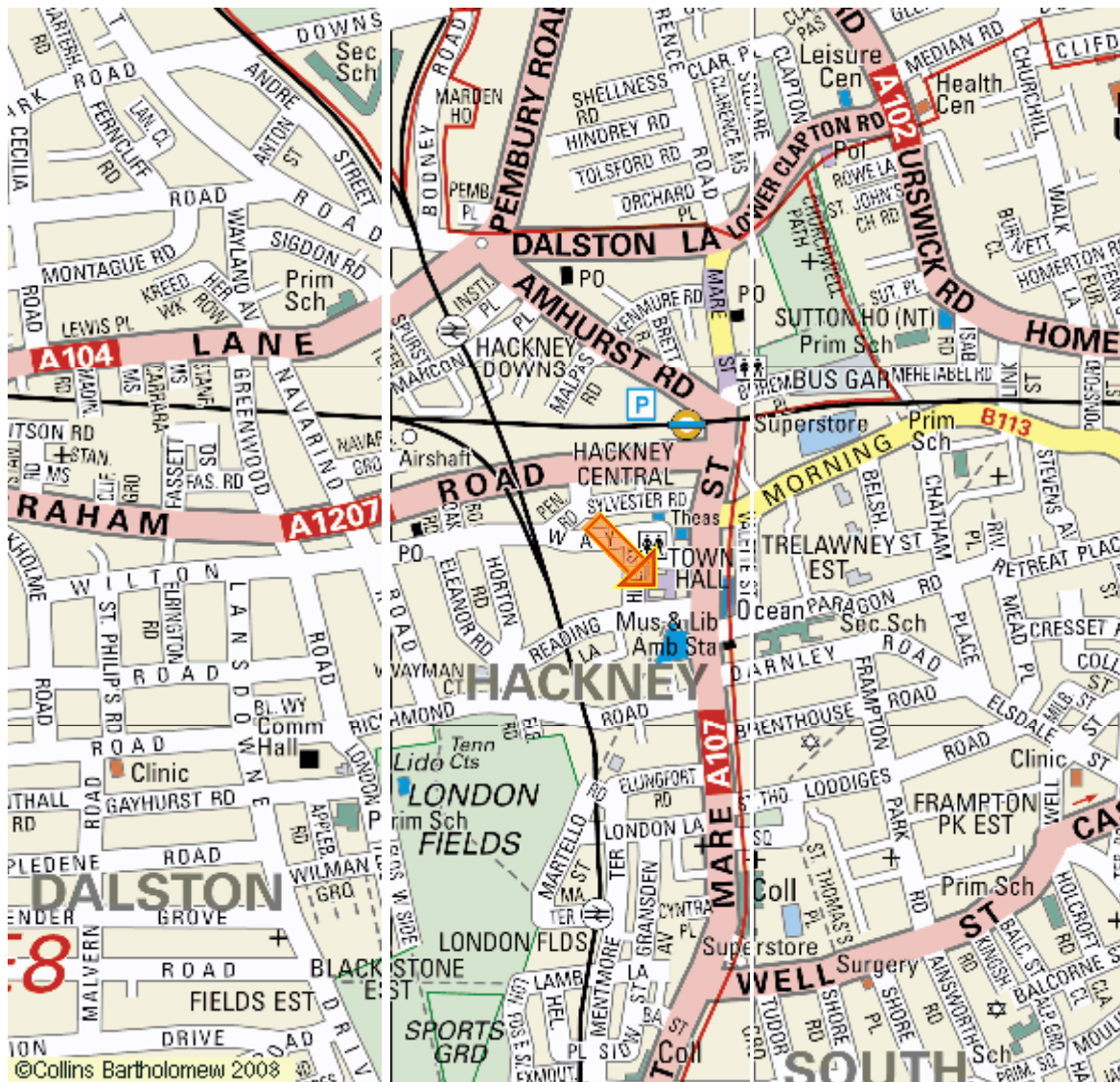
**Hackney Homes Officers**

Odile Anderson, Sunil Desai, Charlotte Graves, Trish Hail, Neil Isaac, Judith Morrison, John Newton, Jonathan Oxlade, Jim Paterson and Neehara Wijeyesekera

**Stakeholder Representatives**

Bruce Devile, Councillor Philip Glanville, Ian Marriott, Michelle Patterson and Tim Shields

## Christopher Addison House, 72 Wilton Way, Hackney, E8 1BJ



The above map shows the location of Christopher Addison House.

Below are the nearest public transport links to the venue.  
Please note that car parking facilities outside the building are limited.

**Buses:** 30, 48, 55, 106, 236, 253, 254, 276, 394, D6, W15

**Underground:** Bethnal Green (Central Line)

**Overground:** Hackney Central and Cambridge Heath

Item No	Title	Page No
1.	<b>Welcome, Introductions and Apologies</b>	
	Information-2 mins	
2.	<b>Declarations of Interests</b>	
	Information-1 min	
3.	<b>Minutes of Previous meeting (Part A) and Matters Arising</b>	<b>(Pages 1 - 10)</b>
	Decision-5 mins	
4.	<b>Changes to the Housing Ombudsman</b>	<b>(Pages 11 - 16)</b>
	Presentation and Information - 30 mins	
5.	<b>Chief Executive's Report - Strategic Overview</b>	<b>(Pages 17 - 22)</b>
	Information-15 mins	
6.	<b>Action items for future meetings</b>	<b>(Pages 23 - 24)</b>
	Information- 2 mins	
7.	<b>Decent Homes Update Report Q1 2011/12</b>	<b>(Pages 25 - 28)</b>
	Information-15 mins	
8.	<b>Any Other Business</b>	
	Information- 5mins	

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## Hackney Homes Ltd

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

On 20 September 2011 at 6.30 PM

Present	<b>Board members</b> Rupert Tyson Alice Burke Audrey Villas Tom Tyson David Larkin Mervyn Jones Alex Russell	<b>Hackney Homes Officers</b> Charlotte Graves Jim Paterson Neehara Wijeyesekera Sunil Desai Neil Isaac Judith Morrison (part) Alex Jarosy (part) Ruth Clapham (part) Sarah Chapman (part) Chrys Edwards (part) Faisal Pirbhai (part)	<b>Stakeholder Representatives (Hackney Council)</b> Cllr Philip Glanville Ian Marriott
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<b>Part A – Open to the Public</b>		<b>Action</b>	<b>Date</b>
<b>1. Welcome/ Introductions</b>	The Chair welcomed everyone to the meeting. .		
<b>Apologies</b>	Karen Dodds, Saleem Siddiqui, Samantha Lloyd, Susan Fajana-Thomas		
<b>2. Declarations of Interests</b>	David Larkin declared an interest in Item 9 – Criteria for Neighbourhood Panel Grants as he was Chair of the Stoke Newington Neighbourhood Panel		
<b>3. Minutes of the meeting held on 26 July 2011 and matters arising</b>	The minutes of the meeting held on 26 July 2011 were agreed as a true record and signed accordingly.  There were no matters arising.		

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### 4. Chief Executive's Report – Strategic Overview

Charlotte Graves introduced the report

Recent Developments in Housing Tenant Scrutiny Panels and a Tenant Cashback Scheme were to be introduced in 2012. Once the Housing and Communities Agency had appointed a new CEO, it was likely that there would be more activity on the regulation side of housing.

Budget Monitoring The budgets were on track to deliver the promised savings for this year and officers were working on finalising the savings to be found for 2012./13.

HRA Reform Officers were awaiting some final information from the Department of Communities and Local Government before the position could be finalised.

Performance Officers were working with LBH on the complaints handling process which showed low satisfaction rates from tenants. Officers were working up procedures for putting a Tenants Complaints Panel in place. The Government had proposed changes to the Housing Ombudsman process which would be introduced next year and the Chief Executive said that she would invite an external professional to speak to the board about these changes.

Communications This board meeting was the first meeting since the recent disturbances across London and in Hackney. Charlotte Graves gave the background to the events which led to all the buildings in the council complex being evacuated and staff sent home. She commended the council staff and Jim Paterson and his team for the incredible job they did in cleaning up. Fortunately, very little damage occurred to our estates. On the night of the

**CEO/  
Governance  
Team**

**31.10.11**

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major disturbance, Dave Mordey reviewed each and every emergency out of hours service call to ensure only the real emergencies were dealt with to make sure no staff member was endangered.

The board asked what officers were doing in the aftermath of the disturbances. Charlotte Graves said that the council had set up a team to review this as it was important to avoid “knee-jerk” decisions. It had transpired that the majority of the perpetrators were young men and many of these would be partners or sons of Hackney Homes’ residents but not actually tenants themselves. Any possible sanctions were largely dictated to by what was written down in the tenancy agreement and the whole area was extremely complex.

The board asked that should Hackney have the misfortune to suffer such disturbances again, TRAs were contacted so that they could advise their residents as to what was happening and what they should do. Charlotte Graves said that Hackney Homes’ officers were working with the council on what lessons could be learned.

The board agreed that it was now important to look at ways, alongside the council, of building communities to help and support each other.

The Chair of the board asked that the board’s thanks and appreciation for all the work undertaken during the disturbances be passed on officially to Jim Paterson, Dave Mordey and his team.

Proposal for the future delivery of support services The staff consultation had concluded and the proposal was being taken forward and the board would receive regular updates on its progression.

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	<p><u>Tenancy and Leasehold Services</u> Neehara Wijeyesekera said that the Housing Management restructure was progressing and first tier assessments and interviews would take place shortly.</p> <p><u>Fire and Fire Risk</u> Charlotte Graves said that there had been a major fire at the Trelawney Estate last week which had affected the communal landing. However, the fire doors had been effective. The reality of a fire emphasised how important the work on metal gates and clearing balconies and walkways was. The definitive cause of the fire was not yet known but it appeared to have started in some rubbish. The Fire Brigade said that there had been a disproportionately high number of fires in the area recently so the fire at Trelawney may have been started deliberately. Charlotte Graves said that Hackney Homes had a very good relationship with the Fire Brigade.</p> <p><u>Universal Housing</u> Charlotte Graves said that this had not yet gone live and as set out at the last board meeting if go live had not yet happened, Hackney Homes, in conjunction with the council were taking a different view on the management of the project. The project would be implemented on a phased basis rather than implementing all the modules in one go.</p> <p>The board noted the report.</p>		
<p><b>5. Board actions yet to be implemented and not elsewhere on the agenda</b></p>	<p>The board noted the report.</p>		

**6. Business Critical  
Performance Summary  
Quarter 1 – 2011/12**

Alex Jarosy introduced the report. The board noted that the latest performance report on Hackney Homes' website was for June and asked why this was. Alex Jarosy said that there had been some issues with the move from Saffron to UH and some issues with data but officers had been working hard to rectify this and the August report should be posted shortly. The board asked for clarification on the choice based lettings KPI as it appeared not to reflect the true position as five potential tenants were invited to each viewing Alex Jarosy said he would review this and speak with Housing Needs as it was a jointly managed KPI.

The board asked if the re-let flats met all the required standards. Charlotte Graves said that they met the agreed lettings standards. However, officers were reviewing the questions asked on tenant satisfaction with new lets as the right questions were not being asked.

The board queried the KPIs for stage two complaints. Alex Jarosy said that there was potentially an issue with the quality of stage one responses which may be impacting on the number of stage two complaints being upheld. This was being reviewed. The Chair said that if David Larkin needed further clarification, he should progress this with Alex Jarosy direct. Alex Jarosy further clarified that the performance indicator for Stage 1 complaints related to response times whereas the indicator for Stage 2 complaints to which board members referred related to numbers upheld and the two indicators were not comparable as they measured entirely different areas of performance.

The board noted that sickness levels were extremely high and asked for clarification. Charlotte Graves said that the levels in Estate Services had been very poor which had then affected the overall position. Jim Paterson said that

**A Jarosy/D  
Larkin**

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	<p>a considerable amount of work had been done in this area. Of the 12 long term sickness cases, 5 members of staff had now left the organisation, 5 were now fit and had returned to work and the remaining 2 were on a phased return to work programme. A review of trends and patterns was now taking place for the 30-90 day sickness levels and also at the ad hoc patterns. Managers were meeting weekly to review these cases which should result in a much improved set of indicators by Christmas. The Chair of the HR Committee confirmed that the indicators were moving in the right direction.</p> <p>The board noted the report.</p>		
<p><b>7. Tenants' Annual Report 2011</b></p>	<p>Chrys Edwards introduced the report. Hackney Homes' was responsible for this year's Tenants' Annual Report which did not need to be submitted to the regulator. The Report had to be published by 1 October. This would be published on the website with a summary included in the tenants' newsletter. The Report would be promoting the introduction of tenant scrutiny panels next year and would also focus on performance around the local offer and service improvements. Alex Jarosy's team was working on the tenants' complaints panel requirements. The draft Report would be circulated to the board members electronically on Wednesday and Chrys Edwards asked for comments back by Friday 23 September.</p> <p>The board noted the report.</p>	<p><b>Board members</b></p>	<p><b>23.9.11</b></p>
<p><b>8. Installation of Communal Aerial Digital Reception Systems</b></p>	<p>Sarah Chapman introduced the report. She was working very closely with Roy Coenye and Denise Hill on the project. All properties which currently had a communal aerial were in the replacement programme. If board members had evidence of blocks where this was not the case, Sarah Chapman asked that details could be passed on to her to investigate. A comprehensive communications campaign would take place to keep tenants and residents</p>		

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<p><b>9. Criteria for Neighbourhood Panel Grants</b></p>	<p>informed of what was happening. Charlotte Graves said that it had been agreed at the outset that not all properties would be included and the communications campaign would give advice to those residents who were not included as to what they could do.</p> <p>The board queried the position with satellite dishes as not all appeared to have been taken down. Sarah Chapman said that all dishes attached to Hackney Homes' properties were to be taken down. However, the situation was more difficult if residents had dishes on poles in their back gardens as access to these gardens had to be gained. Officers were taking legal advice on this but it was acknowledged that there would be some resistance to the removal of these dishes. The board noted that in some cases, the new equipment dwarfed the building and therefore consideration needed to be given to where to place the equipment.</p> <p>It was reported that Avonline had in some instances been asking for higher payment to install the points than had been agreed. Sarah Chapman asked for specific details on this so that the matter could be investigated. It was noted that there appeared to be a contradiction between paragraphs 3.4 of the report and 3.10. Sarah Chapman said that she had been assured that the overall costs would decrease owing to the modifications of the programme.</p> <p>The board agreed that the introduction of more robust criteria for Neighbourhood Panel Grants was most welcome.</p> <p>The original report had been scheduled to go to the September Audit &amp; Finance Committee which had not happened. As this was the case, Charlotte Graves asked if the board was content to approve the recommendations. The</p>	<p><b>O Oyekanmi</b></p>	
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**10. AOB**

board agreed that it was. Neehara Wijeyesekera said that the criteria would come back to the A&F Committee once the consultation had been completed.

The board approved the proposal to

- Consult with a resident working group comprising treasurers from Neighbourhood Panels on specific matters which would benefit residents in providing this volunteering function to the community.
- Implement the financial controls as outlined to ensure guidance is available to residents and officers.

Customer Services Review

Audrey Villas said that she and Alice Burke had attended the first customer service review meeting which had been very good. They were due to attend the second meeting on Wednesday 21 September.

New Tenancy Agreement

David Larkin asked whether the revised tenancy conditions would have a read across effect for leaseholders. Neehara Wijeyesekera said that officers were working with legal services on this and would come to board with a detailed response however there was limited scope for variation of the leases.

Organisational Change Policy

Charlotte Graves said that given the complexity of bringing three different housing management structures back in house, it was necessary to amend Hackney Homes' Organisational Change Policy. The board was therefore asked to delegate authority to the Human Resources Committee which was scheduled to meet on 27 September 2011, to approve these changes. An



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invitation was extended to all board members to attend the HR Committee.

The Board agreed to delegate authority to the HR Committee to approve any required changes to the Organisational Change Policy

The meeting closed at 7.50 pm.

Signed as a true record of this meeting \_\_\_\_\_ Chair

Dated \_\_\_\_\_

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<b>Title of Report: <i>DEVELOPMENT OF HACKNEY HOMES COMPLAINTS PANEL AND ESTABLISHMENT OF THE SINGLE HOUSING OMBUDSMAN SERVICE</i></b>	
<b>Decision Making Body:</b> <i>Hackney Homes Board</i>	<b>Date:</b> 31 <sup>st</sup> October 2011
<b>Classification:</b> <i>FOR INFORMATION</i>	<b>Report of:</b> <i>Director of Finance &amp; Resources- Neil Isaac</i>
<b>Item Previously considered at:</b>	<b>On Which Date:</b> <i>N/A</i>
<b>Report Author:</b> - <i>Alex Jarosy Extension 4001</i>	

If you have any questions about this report, please contact Alex Jarosy on 0208 356 4001 or e-mail to [Alex.Jarosy@Hackneyhomes.org.uk](mailto:Alex.Jarosy@Hackneyhomes.org.uk)

## **1 SUMMARY AND BACKGROUND**

- 1.1** This Report summarises the key issues regarding the development of a local Hackney Homes Complaints Panel as well as provide a short briefing on the creation of the single Housing Ombudsman Service which takes effect in April 2013. The Report also outlines the key distinctions between the 'democratic filter' for Ombudsman referrals set out in the Localism Bill and the very different role of the Hackney Homes Complaints Panel.

## **2 RECOMMENDATIONS**

- 2.1** Board Members are requested to:

- i) Note the progress to date alongside the presentation by Raphael Runco from the Housing Ombudsman Service
- ii) Highlight areas of particular concern.
- ii) Request clarification on specific service areas.

### **3 LOCALISM BILL**

**3.1** The Bill is currently with the House of Lords and expected to obtain final approval later this year. Amongst the issues of relevance to performance scrutiny and complaints are the following:-

- Transition from the Tenant Services Authority to Housing Communities Agency (HCA). This is expected to be implemented by April 2012
- Landlords to establish tenant scrutiny panels by April 2012.
- Transfer of Housing Ombudsman functions to a newly formed body to be known as the Housing Ombudsman to incorporate the Ombudsman function in respect of housing services delivered by all public sector housing bodies including housing associations who are already within the remit of the Housing Ombudsman at the present time. This change is expected to be implemented in April 2013.

### **4 CHANGES TO THE OMBUDSMAN SERVICE**

#### **4.1 Creation of the single Housing Ombudsman Service**

Currently complaints against local authority services are within the remit of the Local Government Ombudsman for Council's and for Arms Length Management Organisations. Complaints against Housing Associations are managed through the Housing Ombudsman. The new proposals create a single Ombudsman Service responsible for complaints against all housing providers. The aim of the Government's policy in this area can be summarised as follows:-

- Reduction of duplication
- Concentration of housing expertise within a single service area

#### **4.2 New ways of referring and managing complaints to the Ombudsman**

There are a number of changes likely to be part of the final Bill when it finally receives Royal assent. These include provision for a 'democratic filter'. This is effectively a gatekeeper role for referrals to the Housing Ombudsman and means that residents will no longer be able to approach the Ombudsman service direct unless they have approval from a number of recognised bodies. These include the following:-

- Member of Parliament ( House of Commons)

- Councillor
- A designated tenant panel – This means a group of tenants which is recognised by a social landlord for the purpose of referring complaints against the landlord.

There are still discussions proceeding on how the designated tenant panels will operate and best practice guidelines are expected to be issued well before the April 2013 implementation date. This will be after the advice from national tenant bodies (TPAS, TAROE, CCH, NFTMO) has been obtained through consultation which will commence in the near future. At present however, the position is likely to focus on a number of possibilities as follows:-

- Establishment of a dedicated panel for the purpose of referring matters to the Ombudsman
- Use of the Tenant Scrutiny Panel – This Panel will already be in existence for the purpose of scrutinising performance against the agreed tenant offer. At this stage, it is not recommended that this option be progressed given the need to provide a separate forum for performance.
- Use of an existing resident panel.

Key to the Localism Bill is the need to avoid prescriptive impositions so it is likely that consideration can be given to a range of options in this area. It is however likely that there will be an expectation that the Panel will use best endeavours to resolve matters before approving referral to the Housing Ombudsman.

#### **4.3 Enforcement of Housing Ombudsman Decisions in the Courts**

The draft Bill does make reference to further consultation regarding complainants' rights to enforce Ombudsman determinations in the Courts. For Hackney Homes, this is not considered a significant burden as Ombudsman determinations have always been implemented and there have in fact been no findings of maladministration over the past 5 years at least.

### **5 ESTABLISHMENT OF HACKNEY HOMES COMPLAINTS PANEL AS PART OF THE HACKNEY HOMES INTERNAL COMPLAINTS PROCEDURE**

**5.1** Separate to the Panel described in 4.2, Hackney Homes will be following best practice deployed in other housing bodies in setting up a Complaints Panel, comprising of residents and Board Members. It is envisaged that this will involve a long list of panel members with perhaps three to four being required for a Complaints Panel Meeting. The remit of this panel will be to act as the final arbiter on complaints and the Panel will have delegated powers in respect of the following:-

- To hear presentations from complainants

- Determination of complaints ( to uphold or not uphold)
- To make decisions covering specific service delivery with timeframes
- To award compensation to agreed limits
- To review learning points from complaints
- To review complaints practices and procedures

**5.2** Implementation of the scheme can effectively be during the 2012. /13 financial year and is expected to postdate appropriate training on Ombudsman guidelines, particularly with reference to compensation payments. The scheme is also likely to involve the Hackney Homes Central Complaints Team in drafting appropriate reports to the Panel with advice and assistance being provided by the Head of Performance & Standards. There will need to be a detailed evaluation of the resource implications of the management of the Complaints Panel and key to this will be the challenge to resolve as many complaints as possible at the early stages.

## **7 IMPACT UPON THE HACKNEY HOMES BUSINESS PLAN**

**7.1** Effective management of complaints is a critical component of the Hackney Homes Business Critical Indicator set.

## **8 IMPACT UPON THE HACKNEY HOMES RISK REGISTER**

**8.1** N/A

## **9 THE HACKNEY HOMES EQUALITY & DIVERSITY STRATEGY 2006 / ACTION PLAN 2007 – 2010**

**9.1** The Hackney Homes Complaints Service has undergone one equality impact assessment and evaluations continue to be carried out setting out the distribution of complainants against target groups.

## **10 CONSULTATION PROCESS & FINDINGS**

**10.1** There will be detailed staff and user consultation prior to implementation

## **11 ICT IMPLICATIONS**

**11.1** The management of complaints continues to be through the Respond system. There will be need to be a small configuration to accommodate the above changes.

**12 HUMAN RESOURCES IMPLICATIONS**

- 12.1 Staffing levels will need to be evaluated in respect of the Hackney Homes Complaints Panel

**13 FINANCIAL IMPLICATIONS**

- 13.1 There will a further analysis dependent on staffing implications. This is likely to involve only minor sums and will need to be considered jointly by the Head of Performance and Standards and Governance Manager.

**14 LEGAL IMPLICATIONS / ADVICE**

- 14.1 Further legal advice will be necessary once the Localism Bill becomes law and the new changes are closer to implementation.

**15 OTHER RELATED DECISIONS / GUIDANCE**

N/A

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<b>Title of Report: Chief Executive's Report – Strategic Overview</b>	
Decision Making Body: <b>Hackney Homes Board</b>	Date: <b>31<sup>st</sup> October 2011</b>
Classification: <b>FOR INFORMATION</b>	Report of: <b>Chief Executive – Charlotte Graves</b>
Item Previously considered at: <b>This is a monthly standing item</b>	On Which Date: <b>N/A</b>
Report Author: - <b>Charlotte Graves, Chief Executive</b>	Appendices: <b>N/A</b>

If you have any questions about this report, please contact Charlotte Graves on 0208 356 3671 or email [charlotte.graves@hackneyhomes.org.uk](mailto:charlotte.graves@hackneyhomes.org.uk)

## 1.0 SUMMARY OF REPORT

- 1.1 The purpose of this report is to ensure that the Board have an overview of activity, performance and strategic issues at Hackney Homes.

## 2.0 RECOMMENDATION

- 2.1 The Board is asked to note the contents of this report.

## 3.0 BACKGROUND

- 3.1 This is my regular report providing an update on key issues affecting Hackney Homes.

## 4.0 FINANCE & RESOURCES

- 4.1 **Winter warmer advice for Hackney Homes residents** With the winter upon us, we have organised a special event for residents aged over 55 years old to come along and get expert advice on keeping warm this winter and how to save money and energy. Light refreshments will be on offer to give people energy to do gentle exercise with trained coaches. The event is on Wednesday 16<sup>th</sup> November from 11am at the Round Chapel, Clapton, Hackney.

### 4.2 Sickness Update

As previously discussed at Board sickness rates are higher than target with an estimated outturn of 11.8 days against the target of 9.9 days; as current performance is 10.91 days. With the winter to come, it is unlikely that performance will improve sufficiently in the second half of the year to

achieve the target. Within the overall performance figures Sickness absence is improving in comparison to this time last year in all areas apart from Estate Environment where there has been an increase in sickness. Estate Environment is currently running at 15.76 average days lost to sickness, in comparison to 14.10 for this time last year.

Management and HR have been focussing on the long term sickness cases as these account for more than 60% of the overall sickness absence. In the year to date there have been 73 long term sickness cases, of these 49 have either returned to work or left the organisation, the remaining 24 cases are being actively managed to ensure they are resolved. A range of measures are being employed including:

- HR support in Estate Environment for six months to meet improvements.
- More proactive responses to and from OHS to ensure that all sickness management cases are being addressed in a timely manner.
- The promotion of sickness absence management training, risk assessments, and staff well being to line managers to assist in getting staff back to work.
- Continuous monitoring to ensure that initial sickness management processes are completed i.e. carrying out return to work interviews, will continue to be driven by HR in partnership with managers.
- HR will ensure that sickness data is accurate and accessible to all managers.
- Visible sickness targets will allow for the relative stabilisation of sickness absence to help further reduce sickness over the coming year.

Sickness will continue to be monitored at the Executive Team and service management teams to ensure all appropriate action is taken on a case by case basis. I will provide regular updates to HR Committee and the Board over the coming months

## **6.0 TENANCY & LEASEHOLD SERVICES**

### **6.1 Reorganisation of the Tenancy and Leasehold Services**

#### **6.1.1 Housing Management changes and Restructuring progress**

Following on from formal consultation, the phase one (senior management) structure is now finalised. Assessments for new posts are now complete and final interviews are currently taking place. The new structure will be effective from 1 November 2011.

Feedback from stakeholders including staff, residents and councillors on the design of housing management services is being analysed. One of the key issues is the roles and responsibilities of the Housing Manager. Formal consultation on phase two commences during November 2011.

## **6.2 Leasehold Services**

### **6.2.1 Concierge Service**

The Leasehold Valuation Tribunal has granted the dispensation sought with regard to consultation with leaseholders on the Concierge contract. The dispensation was needed as the relevant legislation requires a landlord to seek tenders for any service for which it will levy a charge on leaseholders, and to consult with them before the contract is awarded. However, the Tribunal agreed that in the case of the Concierge service it was not necessary for the Council to consult with leaseholders because the cost of the service is heavily subsidised, so that neither leaseholders nor tenants are required to pay the full amount

### **6.2.2 2010/2011 Actual Service Charges**

The 2010/2011 actual service charges were issued on the 28 September 2011. Overall, the actual charges were more than the estimated charges. This was mainly due to a significant increase in block repair charges and also to an increase in energy charges in general.

Leasehold Services are also undertaking surgeries for leaseholders at local neighbourhood offices. The surgeries started on the 17 October and continue until the 24 October. There is one surgery at each neighbourhood office. We currently have 22 appointments booked and have had some positive feedback about the surgeries that have already taken place.

## **7.0 ASSET MANAGEMENT**

### **Decent Homes**

- 7.1 Woodberry Down Estate - Interim repairs now in contract and scaffolding 80% complete. New security door programme has started.  
Gascoyne Estate works started on the 17th October.  
Morris Blitz Estate scaffolding completed and works are on programme.  
Street Property programme has started across Hackney  
Kitchen and Bathroom programme to start in January 2012.  
We will have started 9 external block refurbishment works in Queensbridge & De Beauvoir and Shoreditch by the end of October.  
Hobbs Place Estate to start during November.

### **Pilot PV Panels**

- 7.2 The Council are planning to install PVs on 1,000 Hackney Homes' roofs. Installation is free in return for most of the Feed in Tariff subsidy that comes with generation of electricity. Consultation with residents is imminent. A pilot project will be taking place at Linslade House and Angrave Court.

## **8.0 ESTATE ENVIRONMENT**

- 8.1 The leaf clearance programme has been formulated and has now commenced. The programme includes 2 visits per estate each week for a road sweep plus the operatives will be clearing paths on a daily basis.
- 8.2 We have started planting bulbs so there will be a show of colour around the borough in spring.
- 8.3 Tree Maintenance works are in progress.
- 8.4 All grass cutting equipment used during the summer months will be serviced during the month of November and any equipment that is not financially viable to repair will be renewed.
- 8.5 In preparation for any snow fall, 150 tonnes of salt have been delivered and we are waiting on a further 200 tonnes.
- 8.6 Recruitment will commence during November/December so all vacant posts should be in place by January 2012 therefore reducing the number of agency staff. We have also recruited 3 weekend staff into full-time positions.
- 8.7 All cleaning staff are undertaking refresher training on the British Institute of Cleaning Standards (BICS), Asbestos Awareness and Manual Handling.

## **9.0 PLANNED MAINTENANCE**

- 9.1 The process of forming and agreeing a capital programme for 2012/13 is underway and it is hoped that early agreement can be achieved allowing an early start
- 9.2 Discussions are taking place with all contractors and constructors to ensure proper planning for the Olympic period.
- 9.3 The Fire Risk Assessment programme continues on a maximum 2 year cycle. The current year funding and works programme is intended to deal with all outstanding Priority 2 items. Funding and strategy for dealing with Priority 3 items is under discussion. We are also looking at the revenue implications for future years as part of the HRA repairs and maintenance budget setting process.
- 9.4 An Equalities Impact Assessment on the Fire Safety Policy recently agreed by Hackney Homes' Board, has now been completed and approved.

## **10.0 DLO BUILDING MAINTENANCE**

10.1 Three newly recruited apprentices commenced within the Building Maintenance DLO recently. They are 2 Heating & ventilation Engineers and 1 Electrician.

10.2 Winter plans for the Contact Centre:

- Preparations are in hand to split the functions of the repairs call centre so that customers are not kept in queues.
- Extend opening hours on Saturday and Sunday (including gas operatives).
- Reduce the number of outreach surgeries to maximise resources and/or hold specific surgeries for residents to report heating breakdowns.

**CHARLOTTE GRAVES**  
CHIEF EXECUTIVE  
HACKNEY HOMES

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<i>Meeting</i>	<i>Action Agreed</i>	<i>Officer</i>	<i>Future Meeting</i>
24.5.11	Youth RLG 12 month review mechanism	N Wijeyesekera	May 2012
26.07.11	Localism Bill issues follow up	Board	TBC

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<b>Title of Report: UPDATE REPORT ON DECENT HOMES PROGRAMME 2011-12 2nd QTR</b>	
<b>Decision Making Body: Hackney Homes Board</b>	<b>Date: 31<sup>st</sup> October 2011</b>
<b>Classification: For Information only</b>	<b>Report of: Head of Asset Management</b>
<b>Item Previously considered at: Regular information item</b>	<b>On Which Date: N/A</b>
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## Report Outline:

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## **1.0 SUMMARY**

This report provides an update on the 2011/12 Decent Homes programme. The programme is now well underway. Annex One shows all the properties in the programme with estimated start and completion dates. This includes the homes on Hobbs Place estate that have been brought forward into 2011/12 as a result of the brought forward funding described below.

The Cabinet meeting of 12<sup>th</sup> September approved the full level of funding for 2011/12 and also gave resource and spending approval for the contractual commitments that flow from 2011/12 into 2012/13. More detail is given in paragraph 10.0 of this report.

The main point to note on 2011/12 funding is that, with the approval of the Homes and Communities Agency (HCA), £2m Decent Homes Backlog Funding has been brought forward from 2012/13. The Community Energy Savings Programme (CESP) element of the programme has also been approved for 2011/12 and 2012/13.

Since the start dates of the majority of the programme fall into the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> quarters of the year, the levels of outputs and expenditure reported here are relatively low. Outputs and expenditure will accelerate rapidly in the remaining half of 2011/12. Levels of resident satisfaction remain high. All parties involved in delivery of the programme are working effectively together and the programme is on course to meet the targets set.

## **2.0 RECOMMENDATION**

**2.1** This report is for information only.

### 3.0 **BACKGROUND**

#### 3.1 Output performance - Number of homes receiving windows, roofs, Kitchens, bathrooms and structural repairs

2011-12 Q2 YTD

	Roofs	Windows	Kitchens	Bathrooms	Structural Repairs
North East	0	0	0	0	0
Stoke Newington	0	0	0	0	0
Homerton	0	0	146	146	0
Shoreditch A	0	0	11	11	0
Shoreditch B	0	0	56	56	0
Streets	0	0	10	10	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>223</b>	<b>223</b>	<b>0</b>

#### 3.2 National Indicator 158 – Percentage of rented housing stock that is non-decent

- At the end of 2011-12 Q2, 28.66% of council homes in Hackney are non decent
- The target for the year is 27.45%
- 97 homes were made decent so far in this financial year
- The target for the year is 335 homes

#### 3.3 Key Performance Indicator 1a: Resident Satisfaction – Product and Overall Services

- All the constructors who carried out works in Q2 have exceeded the target (85%) for Resident Satisfaction:

Lakehouse Contracts Ltd – 91.75%

Mansell Construction Ltd – 87.44%

Mulalley & Co Ltd – 93.20%

### 4.0 **IMPACT UPON THE HACKNEY HOMES STRATEGIC PLAN**

- This is a regular update report on Decent Homes objectives in the business plan.

### 5.0 **IMPACT UPON THE HACKNEY HOMES RISK REGISTER**

- No impact from this update report.

## **6.0 CONSIDERATION OF THE HACKNEY HOMES SINGLE EQUALITY SCHEME 2010-2013**

- No implications.

## **7.0 CONSULTATION PROCESS & FINDINGS**

- N/A

## **8.0 ICT IMPLICATIONS**

- N/A

## **9.0 HUMAN RESOURCES IMPLICATIONS**

- N/A

## **10.0 FINANCIAL IMPLICATIONS**

- The Cabinet meeting of 12<sup>th</sup> September approved a revised budget for the Decent Homes Programme. Resource and spend approval of £18.2m was already included in the approved 2011/12 capital programme, in addition to the CESP works included in the Planned Maintenance Programme. The approval is now updated so that the final programme of agreed works is properly reflected in the capital programme along with the cash flows from the various sources of financing.
- The full analysis of the agreed programme and funding streams results in a requirement for net additional resource and spend approval of £14,582k, of which £3,782k in 2011/12 and £10,800k in 2012/13. This ensures continuity of the approved programme for both Decent Homes and CESP works into the next financial year. The additional approval includes an amount of £2,000k Decent Homes Backlog Funding that the HCA have agreed will be brought forward from the 2012/13 allocation, as well as the impact of cash flows regarding the receipt of CESP funding. £1,000k of the net additional approval in 2011/12 will be funded by a virement from planned maintenance budget for interim repairs on regeneration estates, with the balance to be financed from unallocated Housing capital resources.
- The actual expenditure to date on Cedar is £4,020k.

## **11.0 LEGAL IMPLICATIONS / ADVICE**

- N/A

## **12.0 OTHER RELATED DECISIONS / GUIDANCE**

- N/A