



## Hackney Homes Ltd

ITEM 3a

**Part A** Minutes of Resident Liaison Group Meeting, held at Christopher Addison house, 72 Wilton Way Hackney E8 1BJ

On 2 July 2009 at 6.00PM

Present	<p>Rupert Tyson (Joint Chair)    Cllr Tom Price (Joint Chair)</p> <p>Brian Marsh Muriel Gordon Mavis McGee David White Gordon McGuthrie Lionel Fairweather Jean-Paul Lawrence Tampu-eya Alice Burke Shirley Bogan Ray Ross Tom Woolley Tony Goodchild</p> <p><b><i>Housing Partner Representatives</i></b> Elliot Brooks John Newbury</p>	<p><b>Officers</b> Charlotte Graves Gary Penticost Judith Morrison Tom Hunt Clive Taber Kevin Kingston Wayne Hilton</p> <p><b>In attendance</b> Uzma Durrani George McGee Cristina Sganga Stephen Farquhar</p>
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<b>1. Welcome &amp; Introduction</b>	Rupert Tyson welcomed everyone to the meeting and all those in attendance introduced themselves. There appeared to be some confusion as to who was a member of the group and the Governance Manager would circulate a list round to clarify membership.		

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<p><b>2.</b></p> <ul style="list-style-type: none"> <li>• <b>Apologies</b></li> <li>• <b>Declarations of interest</b></li> </ul>	<p>Apologies were received from:</p> <ul style="list-style-type: none"> <li>• Susan Fajana-Thomas</li> <li>• Denise Bingham</li> <li>• John Ferman</li> <li>• Terry Edwards</li> <li>• Joyce Brown</li> <li>• David Larkin</li> <li>• Alan Turner</li> <li>• Neil Isaac</li> <li>• Neehara Wijeyesekera</li> </ul> <p>None</p>		
<p><b>3(a) Minutes of 7 May 2009</b></p> <p><b>Matters arising</b></p>	<p>There were two corrections to the minutes of 7 May 2009. Rhonda Dewsnap was missing from the list of those present.</p> <p>7 Any Other Business. "Hackney Homes would consult with Residents over the review and renewal of the Neighbourhood Contracts" should be added to the minutes.</p> <p>With the above corrections, the minutes were agreed as a true record and signed accordingly.</p> <p><u>Energy Costs</u> Gary Penticost said that Energy Costs had overspent by £1.5m which was why the charges were increased for 2009/10. Discussions have been held with the Council about the district heating charges and the Council wanted to see what the newly tendered energy costs would be before they</p>		

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	<p>would consider any reduction in charges. These prices should be known in September at which time an update can be given. Hackney Homes Audit &amp; Finance Committee asked officers to review the issues around charging for district heating and the overall costs and benefits to residents of such schemes compared with individual systems. This work has started and an update would be brought to the Audit &amp; Finance Committee on 13 July followed by an update to the next RLG.</p> <p><u>Clockhouse Meeting Space</u> Clive Taber said that matters were in hand and surveyors had now been appointed. Muriel Gordon thanked Clive Taber and Pinnacle for getting this project underway.</p> <p><u>Garages Update</u> A report was circulated to the Group and this would be on the agenda for the September meeting.</p> <p><u>Resident Participation Strategy Enhanced Tenant &amp; Resident Association Review</u> Clive Taber said that feed back about the Questionnaire had been given by two of the Panels and this had been incorporated. The Questionnaire would now be sent to all TRAs.</p>	<p><b>N Isaac/G Penticost</b></p>	
		<b>A Turner/G Penticost</b>	<b>10.09.09</b>
		<b>C Taber</b>	<b>July</b>
<b>3(b) Rolling Register</b>	The Rolling Register was noted.		
<b>4. Key Issues for Hackney Homes</b>	<p>The Chief Executive and Heads of Service then gave a verbal update on the key issues in their areas.</p> <p><u>The Chief Executive</u> said that the key issues for her were money and savings. @£2m savings had to be found this year and next year without affecting the</p>		



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	<p>services Residents needed and this was going to be challenging.</p> <p><u>Head of Estate Environment</u> The key issues for Estate Environment were</p> <ul style="list-style-type: none"> <li>• Reviewing all the methods of undertaking the services to ensure that they were the most cost-effective</li> <li>• Setting up service level agreements with all the estates which would set out how things were done, when they would be done and the associated costs. Residents were involved in drawing up these SLAs</li> <li>• For leaseholders, posting detailed information on the web which would set out e.g. costs per block, how things were progressing.</li> </ul> <p><u>Head of Leasehold and Right to Buy</u> The key issues for Leasehold and Right to Buy were</p> <ul style="list-style-type: none"> <li>• A financial advice surgery was scheduled to be run on 18 August. Various agencies would be attending such as Age Concern, Private Sector Housing Specialists and debt specialists. To date, 60 leaseholders had booked a place.</li> <li>• A leaseholder/freeholder conference had been arranged for 26 September and it was hoped that as many leaseholders and freeholders as possible would attend.</li> </ul> <p><u>Neighbourhood Contract Housing Manager</u> The key issues for the Neighbourhoods were</p> <ul style="list-style-type: none"> <li>• Consultation and implementation of the ETRA review which was a large project.</li> </ul>		



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	<ul style="list-style-type: none"> <li>• Anti Social Behaviour – a considerable amount of work was being undertaken with our Partners to improve our service.</li> <li>• Exploring ways of expanding the information we provide on benefits, debt and tax credits.</li> </ul> <p><u>Director of Property Services</u> The key issues for Property Services Were</p> <ul style="list-style-type: none"> <li>• Ensuring the improving trend in responsive repairs continued</li> <li>• Ensuring that the 184/EIB programmes were successful</li> <li>• Extending the planned maintenance core groups</li> </ul> <p>Alan Turner was retiring later this year and Gary Penticost informed the Group that the post would be advertised along with the post of Divisional Head for Maintenance. Gary Penticost also thanked Alan Turner for all his hard work in leading the decent homes project.</p>		
<p><b>5. Presentation from Peter Norton WoodCo</b></p>	<p>Peter Naughton from WoodCo gave a presentation about the Woodberry Down regeneration project from a Resident perspective.</p> <p>The key concerns for Residents were</p> <ul style="list-style-type: none"> <li>• As the site was being regenerated, repairs had been seen to be less of a priority</li> <li>• The design of the flats was moving from dual aspect to single aspect</li> <li>• The regeneration teams were more concerned with the bricks and mortar aspect of the regeneration rather than the community side.</li> </ul>		



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	<ul style="list-style-type: none"> <li>• @ 50% of the outright sale flats were likely to be buy to let investments and short term lets made it harder to build a community</li> <li>• Leaseholders were suffering from leasehold blight</li> </ul> <p>Kevin Kingston thanked Peter Naughton and all his colleagues at WoodCo for the hard work they had put in over the years. However, he said that considerable work had been undertaken on building community cohesion, sustainable communities and people development. Charlotte Graves said that the repairs issue had been acknowledged and that officers were waiting for approval to spend £20m on repairs at Woodberry Down.</p> <p>The Group considered that homes were the key issue here and that there was a view that no one had been listening to the people at Woodberry Down. Residents had been moved out for the regeneration but there were no homes for them to return to. There was also concern about the impact a new government may have on the regeneration project. A question was asked whether it would be possible to refurbish the flats rather than demolish. Gary Penticost said that the flats were beyond economic repair and after many years of consultation, demolish and rebuild had been agreed as the best way forward.</p> <p>The Group asked if the Council were going to buy back the leasehold flats and would this be at the regeneration value. Peter Naughton responded that the Council are buying back leaseholder properties but only to those who are facing severe hardship, for one reason or another, and only on a case by case basis.</p> <p>The Group agreed that it was important to have heard the Woodberry Down</p>		



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	<p>Residents' views.</p> <p>Charlotte Graves said that the Residents had been listened to more recently and there was a clear line on repairs. There was a normal service for day-to-day repairs and there was money now for interim repairs. The Council and the regeneration team were in weekly contact with government to get the £40m regeneration money released.</p> <p>Peter Naughton thanked the Group for its support.</p>		
<p><b>6.Consultation Presentation on Hackney Homes CCTV Strategy</b></p>	<p>Wayne Hilton gave a presentation on Hackney Homes CCTV Strategy and he thanked David White for his input. The Group said that one of the problems with CCTV around the estates was signage and asked if this would change. Wayne Hilton confirmed that the signage would be changed and improved. Officers at Hackney Homes had had discussions with the Council and it had been agreed that the low level ASB would be dealt with by Hackney Homes.</p> <p>The Group said that over the years, the registration numbers of dumped cars had been reported to the Council but it seemed that no follow up had occurred. As there would now be more visual evidence would there be prosecutions in the future. Wayne Hilton said that this would be followed up and information would be collated to try to identify the perpetrators and legal advice would then be taken.</p> <p>The Group asked how the Concierge service would fit in with this Strategy. Wayne Hilton said that he had been informed that all the Concierges had security accreditation but that he would clarify this.</p>		

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	<p>The Group said that reporting crime deterred crime but that people would only report crime if there was feedback that it was being dealt with and this feedback should be publicised. Elliot Brooks said that the ASB procedures were currently being revised but that feedback mechanisms had been included in the re-drafted procedures. Action plans would be drawn up on what was being done on each of the reported crimes.</p> <p>If any member of the Group required further clarification, then they could contact either Wayne Hilton or Elliot Brooks.</p>		
<p><b>7. ETRA Review Update</b></p>	<p>Clive Taber introduced the report. The Questionnaires were being sent out to all TRAs and the TRAs had four weeks to feedback their comments.</p> <p>The Group noted the report.</p>		
<p><b>8. Alternative Forms of Engagement- Feedback from Focus Group</b></p>	<p>Clive Taber introduced the report. There was a query over why a Leasehold Advisory Group had been set up when there was already a Leaseholders' Forum and was this not a duplication. Charlotte Graves said that the Leasehold Advisory Group provided an alternative way of meeting with her to discuss what was and was not working well. The Leasehold Forum was not representative of all Leaseholders. Information about the Advisory Group had been included in the Leaseholder Newsletter and a single mail shot had also gone out asking Leaseholders if they wanted to join the Group.</p> <p>The Group noted the report.</p>		
<p><b>9.Environmental Improvement Budget</b></p>	<p>Clive Taber introduced the report and highlighted the new arrangements. Any money not spent in the EIB at the end of the year would be transferred into the 184 walkabout budget so that additional communal works in the Neighbourhood could be carried out. It was reported that one project had been submitted for EIB two years running and it had not been done and there</p>		



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	<p>had been no feedback on why. Gary Penticost apologised for this and acknowledged that the old system had not worked well. There was concern that the level of EIB bids would mean that there were not enough resources to carry the works out. Gary Penticost said that there were a variety of means available to get the work completed – the DLO, Support Contractors as well as the main maintenance contractors.</p> <p>Clive Taber said that in order to maximise the EIB spend, no bids would be processed after 1 October.</p> <p>The Group said that this was a good example of officers listening to Residents and congratulated them on the new procedure.</p>		
<p><b>10. Alternative Meeting Venues</b></p>	<p>Rupert Tyson said that the Board had considered this at its meeting on 29 June and had asked the Governance Manager to review some more venues. Any suggestions from the Resident Liaison Group should be sent to Tess Merrett.</p>		
<p><b>11. AOB</b></p>	<p>An issue was raised about the underground car park at Shoreditch House. Elliot Brooks said that he would investigate this and report back.</p> <p>The Group asked that for the next meeting, the Partners be included in the round-up of key issues. The Group also asked for some feedback from the Service Improvement Committee.</p> <p>It was noted that the estate cleaning statistics were very inconsistent across the borough. Charlotte Graves said that this had been picked up and Tom Hunt would report back.</p>		



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	<p>The Group asked for feedback from the Harrogate Conference.</p> <p>There was a query about where to go for residents of single blocks or flats in single converted houses which were too small for a separate TRA if they wanted to bid for EIB for example. Clive Taber said that there was a Street Property Sounding Board and it was also possible to team up with a neighbouring TRA.</p> <p>Clive Taber said that Resident Services would be contacting panels re consultation about the Partner Contracts.</p>		
12.	<p>The meeting closed at 8.00 pm</p> <p>The next meeting will take place on 10 September 2009 at 6.00 pm at Christopher Addison House.</p>		

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