



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 3 March 2010 at 6.00PM

Present	<p>Rupert Tyson (Joint Chair) Tom Price (Part) Muriel Gordon Terry Edwards Danny Neeson May McGee David White Shirley Bogan David Larkin</p> <p>Housing Partner Representatives Elliot Brooks David Saxon John Ferman</p>	<p>Officers Charlotte Graves (Part) Christophe Tabi Clive Taber Judith Morrison Joanna Evans Sharan Sewa Sunil Desai Jim Paterson (Part) Carla Ferrarello Malcolm Brewer</p> <p>In attendance Walter Hare Peter Naughton</p>
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Item	Open to the Public	Action	Date
1. Welcome & Introduction	Tom Price welcomed everyone to the meeting and all those in attendance introduced themselves.		
2. Apologies	<p>Apologies were received from:</p> <ul style="list-style-type: none"> Joyce Brown Denise Bingham <p>Tom Price gave advance apologies from himself, Charlotte Graves and Jim Paterson for having to leave the meeting early to attend another meeting.</p>		
Declarations of interest	Terry Edwards and Rupert Tyson declared they were Board Members of Hackney Homes.		



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<p>3(a) Minutes of 12 November 2009</p> <p>Matters arising</p> <p>3(b) Rolling Register</p>	<p>The minutes of the meeting held on 12 November 2009 were agreed as a true record and signed accordingly.</p> <p><u>4. What's happening at Hackney Homes?</u> Judith Morrison confirmed that leaseholder service charges would apply to works undertaken in the hard to insulate programme.</p> <p><u>Energy Costs</u> The Group queried why this item was programmed for April. Sunil Desai said that data on all costs incurred was currently being compiled which would be taken to the Audit & Finance Committee. Charlotte Graves said that the review was a comprehensive piece of work and that April was a realistic date. The concerns of the Group were noted however.</p> <p><u>Role of Councillors on TRA/ETRA</u> The Group queried why this had been listed as a separate item. Clive Taber said that it whilst it could have been included in the ETRA review report, officers considered that a separate review would assist in clarification.</p> <p><u>Estate Walkabouts</u> Muriel Gordon asked why her name had been assigned to this item. Tess Merrett said that this was an error and apologised.</p> <p>The Group asked that Tenant Compact Review be included for a future meeting.</p>	<p>C Taber</p>	<p>29 July 10</p>
<p>4. Update on Woodberry Down</p>	<p>Peter Naughton gave a verbal update on the Woodberry Down regeneration and explained how the project was now being dealt with by Hackney Homes and the London Borough of Hackney.</p>		



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<p>5. What's happening at Hackney Homes</p>	<ul style="list-style-type: none"> • Interim repairs had now started so that blocks were being made reasonably decent • Berkeley Homes had made considerable progress and had secured £27m for regeneration for Woodberry Grove North. • Views among residents across the estate were still mixed. <p>Charlotte Graves said that Hackney Homes and the Council were trying a new approach and it was hoped that this would lead to improved working arrangements.</p> <p>The Group suggested that following on from the success of the question time sessions held in Homerton and Shoreditch, a question time be arranged at Woodberry Down.</p> <p>Tom Price thanked Peter Naughton.</p> <p>Charlotte Graves said that the Residents' Open Day had been extremely successful with over 1200 residents attending. The feedback from the day suggested that residents would like the next event to run on later into the evening as this would give residents who were working the opportunity to attend.</p> <p>Charlotte Graves updated the Group on the recent changes to the Executive Management Team namely, Robin Smith had now left Hackney Homes and Gary Penticost was shortly to retire. Jim Paterson and Jonathan Oxlade would then report directly to her.</p>	<p>Comms/R PT</p>	
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<p>Update from the Partners</p>	<p><u>Repairs & Maintenance</u> Jim Paterson said that this winter had been a particularly difficult time for repairs & maintenance but that all the teams had pulled together to ensure a good service had been maintained. There had been a serious emergency earlier in the week as a result of a gas explosion and he was pleased to report that the emergency planning processes had worked well. All in the entire outlook in repairs & maintenance was positive.</p> <p><u>Finance</u> Sunil Desai said that the budgets had now been set for 2010/11 and staff were now working hard in preparation for closing the accounts for 2009/2010 and to manage the HRA.</p> <p><u>Estate Environment</u> Christophe Tabi said that during the extreme weather spell, his teams had used 100 tons of grit and salt. The Estate Environment Stand at the Residents' Open Day proved very popular with over 500 Residents visiting it. There were 20 new fruit and vegetable projects now underway and the teams were increasing their visibility across the estates.</p> <p><u>Housing Services</u> Clive Taber said that there had been a significant reduction in rent arrears and Hackney Homes was on target to meet the end of year target. The Housing Benefit promotion campaign had resulted in 300 tenants now claiming their entitlements.</p> <p><u>Leasehold Services</u> Judith Morrison said that a gas safety check service was now being provided to leaseholders on request.</p> <p><u>Pinnacle</u> Elliot Brooks said that officers were working hard to achieve end of year performance targets in respect of rent arrears. A centralised ASB Team would be operational from April. All the risk assessments for staff making visits were being reviewed.</p>		
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Pathmeads John Ferman said that officers were working hard towards meeting the end of year key performance indicators. As a decision had now been made about the Housing Management Contracts, management were working with staff on ensuring a smooth transition.

Mouchel David Saxon said that the end of year target on rent arrears should be met. Officers were investigating why housing benefit take up was lower in the Mouchel contract area. Tenancy agreements were being enforced in respect of ASB and work was being undertaken on subletting and tenancy fraud in Homerton. Officers had also made more visits to check on vulnerable residents in the De Beauvoir area during the winter period.

The Group commended Estate Environment on the hard work undertaken during the cold period and the care given to checking on vulnerable residents.

The Group asked how the gas servicing checks to leaseholders were being publicised. Judith Morrison said that Hackney Homes had run articles in newsletters asking for interested leaseholders to put their names forward. These leaseholders would then be put in direct contact with the gas servicing company. There was a range of service options on offer and it was up to the individual leaseholder to decide on which, if any, they wanted.

Jim Paterson said that operatives were now installing CO2 meters in all tenants' homes after every gas service. Charlotte Graves said that this good practice was however highlighting issues with tenants' own appliances.

<p>7. EIB/Planned Maintenance</p>	<p>The Group agreed to take item 7 before item 6. Jim Paterson updated the Group on the current position and he apologised on behalf of Hackney Homes for the poor communication in this matter. However, £100k had been identified which could now be released back into the EIB to be spent before 31 March 2010. This had been identified from the overall repairs & maintenance budget.</p> <p>The Group said that the early part of the EIB process for 2009/10 had been handled well but that this performance had not been maintained. The Group also expressed its disappointment with the poor communication over this. The Stamford Hill Panel said that it had now ceased its walkabouts as there was little point in undertaking these if the works identified could not be done.</p> <p>Charlotte Graves said that the day to day repairs budget had been the root of the difficulty and virtually all repairs reported to the call centre, legally had to be acted upon and the volume of calls to the call centre had increased substantially in part owing to a change in the repairs policy. 70,000 plus repairs a year were undertaken.</p> <p>The Group asked how this £100k would be allocated. Jim Paterson said that officers would ask the Panels for a list of works and would then identify what could be done. Panels would be informed of this.</p>		
<p>6. Housing Management Contracts</p>	<p>Tom Price, Charlotte Graves and Jim Paterson left the meeting.</p> <p>Malcolm Brewer set out the feedback from the consultation process. The Group asked when the arrangement with Pinnacle would be terminated. Malcolm Brewer said that discussions on this had yet to take place.</p> <p>The Group noted the Report.</p>		

7. What's Happening in the Neighbourhoods.

Central Danny Neeson said that a training programme was being arranged on

- Security of Tenure
- Disrepair
- Benefits
- Leaseholders' Rights

Details would be circulated and all were welcome to attend.

Stoke Newington David Larkin said that the Howard Road Resource Centre was a very well used community facility and gave the following examples of the Groups which made use of it

- Disability Hackney
- African Arts
- Turkish Drama Group
- Toddlers Music Group

The neighbourhood was using the TRA worker very successfully and the Yorkshire Grove TRA had been re-established as a result. Youth engagement in the neighbourhood had also improved.

Clapton David White said that

- following a very successful fun day in Millfields Park last August, 2 or 3 new TRAs had been formed.
- An ASB weekend training course would take place shortly.
- The Clapton Neighbourhood had been instrumental in formulating the Clapton Area Action Plan which formed the basis for local area campaigns

- The Clapton Panel and the Stamford Hill Panel met regularly.

Homerton Terry Edwards said

- Joyce Brown and Tony Osborne had both been unwell for much of the year which had made Panel work more difficult
- Managers' walkabouts around the estates was working well
- The panel had contacted lots of street properties and had now got them included in the Decent Homes programme
- The Panel had been talking to LBH about regeneration across the estates and estate plus had now been dropped
- The under 5 group was very successful
- The panel was seeking funding for youth initiatives

Rupert Tyson asked that the Group's best wishes for a speedy recovery be sent to Joyce Brown and Tony Osborne.

Stamford Hill Muriel Gordon said

- Stamford Hill had been challenging Hackney Homes about the Management Contracts
- There appeared to be communication difficulties between Property Services and Leasehold Services
- Quarterly Inspections were not working well.
- The Panel had undertaken a leasehold survey and no improvements in services had been found
- Most leaseholders wanted a detailed independent audit
- Resident participation was very good

	<p>The TRA had conducted a survey which found that</p> <ul style="list-style-type: none"> • ASB • Cleaning issues • Lack of Community <p>Were the main reasons for resident non-involvement.</p>		
<p>9. Hackney Homes Single Equality Scheme</p>	<p>Sharan Sewa introduced the report. The Group felt that the language in the report could be improved upon as it was not written in plain English. The Group asked why translation was included in this document. Sharan Sewa said that officers were looking at drawing up a policy setting out what should be translated. However, as this document was a Strategy document, then it included a translation. Sharan Sewa said the document was going out to wider consultation and that if any members of the group had any comments, they could contact her or Tom Hogan.</p> <p>The Group noted the report.</p>		
<p>10. Estate Plans Project – Phase 1 Update</p>	<p>Carla Ferrarello introduced the report. The Group considered the report interesting but felt that it was raising Residents’ expectations as many of the proposals relied on the 184 budget... Carla Ferrarello said that alternative methods of funding needed to be considered such as applying for Lottery Funding. The Group asked how the works were currently co-ordinated as sometimes works which could be carried out all at the same time were undertaken separately. Carla Ferrarello said that individual staff co-ordinated the works.</p> <p>The Group noted the report.</p>		

<p>11. Deputations to the Hackney Homes Board</p>	<p>Rupert Tyson said that a paper on deputations had been agreed electronically by the Hackney Homes Board as the December meeting had not taken place owing to inclement weather. It was agreed that this would be taken back to the Board for discussion.</p>	<p>T Merrett</p>	<p>14 June 10</p>
<p>12. Estate Cleaning & Grounds Maintenance</p>	<p>The Group were disappointed that it had not been involved in the consultation and asked what had happened to the Estate Service Level Agreements. Christophe Tabi said that the exercise had been a patch adjustment rather than a patch review which meant that operatives were matched to areas more efficiently which enhanced the service. Christophe Tabi said that he would look into the Estate Service Level Agreements.</p>	<p>C Tabi</p>	<p>29 July 10</p>
<p>13. Enhanced TRA Meetings Review</p>	<p>Clive Taber introduced the report and said that this was the final draft. There were some concerns about setting the dates around Council dates and members were asked to submit these concerns and any others to Clive Taber so that they could be submitted as an addendum to the Report going to Board</p> <p>Whilst the Group had concerns that the recommendations in the Report would not be acted upon, the Report itself was very well put together.</p> <p>The Group noted the report. .</p>		
<p>14. Tenants' Levy Review</p>	<p>The Group were asked to direct any comments to Clive Taber.</p>		
<p>13.AOB</p>	<p>Terry Edwards said that the digital aerial programme was being forced upon Tenants and that Tenants were not being given any choice. There was no need to install special aerials as digital programmes could be received via boxes and ordinary aerials. Malcolm Brewer said that the systems being installed were integrated systems not just digital aerials. The Panel asked that the booklets on the digital aerial programme be circulated to the panel chairs. The Group asked for clarification on how the Board representation worked.</p>		



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	<p>Rupert Tyson said that whilst all Resident Board Members were elected directly by their neighbourhoods, once they became Board members, they were not representing individual areas.</p> <p>The meeting closed at 8.30 pm.</p>		
	<p>Date of Next meeting Thursday 29 April 6.00 pm.</p>		

Signed as a true record of this meeting _____Chair Dated _____