



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 June 2010 at 6.00PM

Present	<p>Rupert Tyson (Joint Chair) Muriel Gordon Terry Edwards Tony Osborne Danny Neeson Tony Goodchild Wally Hare Ida Scoullios Louisa Zaky Denise Bingham</p> <p>Housing Partner Representatives David Saxon John Ferman Adis Pajic</p>	<p>Officers Charlotte Graves Clive Taber Judith Morrison Jim Paterson Neehara Wijeyesekera Sharan Sewa Christophe Tabi</p> <p>In attendance Peter Naughton (Part)</p>
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Item	Open to the Public	Action	Date
1. Welcome & Introduction	Rupert Tyson welcomed everyone to the meeting and everyone introduced themselves. Rupert Tyson said that there was an additional agenda item which was an update on Woodberry Down from Peter Naughton.		
2.	<p>Apologies were received from:</p> <ul style="list-style-type: none"> • Mavis McGee • George McGee <p>Rupert Tyson declared he was a Board Member of Hackney Homes.</p>		
<ul style="list-style-type: none"> • Apologies • Declarations of interest 			



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<p>3(a) Minutes of 29 April 2010</p> <p>3 (a) Matters arising</p>	<p><u>Corrections</u> Item 3(a) Matters arising (6 EIB/Planned Maintenance) – this should read, “The Group queried how the works had been allocated to the available £100k which had been identified as at the previous RLG meeting, Officers had said that Panels would be asked how they wanted this money allocated. Jim Paterson said that the money had been allocated to works which the Panels had previously identified and he would circulate a list of works area by area.”</p> <p>Item 6 <u>What’s happening in the Neighbourhoods</u> – Stamford Hill, the final bullet point should read “Communication/planned maintenance was still an issue and she asked that dates were provided for when the work would be carried out”</p> <p>Central Panel – First bullet point should read Regent Estate Pensioners’ Hall not the Rose Lipman Community Centre.</p> <p>With the above corrections, the minutes were agreed as a true record and signed accordingly.</p> <p><u>3 (b) Rolling Register</u> Members said they had not received the Tenants’ Levy Paper. Clive Taber said he would recirculate.</p> <p><u>Item 4 What’s Happening at Hackney Homes</u> Letters had not yet been sent to TRAs and Panels about the staff changes at Hackney Homes.</p> <p><u>Item 10 – Review of Communal Heating</u> Complaints had been received throughout the borough about the heating being turned off on 1 May when the weather had still been cold. Jim Patterson said he would pick this up as part of the general review of the out of hours service.</p>	<p>J. Paterson</p>	



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3(b) Rolling Register	The Rolling Register was noted.		

<p>4. Peter Naughton, Update on Woodberry Down</p>	<p>Peter Naughton gave an update on what was happening at Woodberry Down. Interim works had now started and he thanked everyone involved for making this happen. Hackney Homes needed to undertake more work with leaseholders as the interim works had a high impact on them. The Chief Executive had suggested that a Housing Management Service could be provided at Woodberry Down itself now that the Regeneration Team and Communications Team had moved into central Hackney and Peter Naughton thanked her for the suggestion as he considered it would be a well used resource particularly by the elderly residents. Peter Naughton said that the new homes were expected to be handed over in the first quarter of the new year.</p> <p>The Group was concerned for the leaseholders at Woodberry Down as the interim repair works had not originally been planned or expected. The properties could not be sold and it was suggested that Hackney Council bought these properties back. The Chief Executive said that Officers were aware of how difficult the situation was and Judith Morrison and her team were doing everything they could to help. Judith Morrison said that she and her team were making themselves available to leaseholders to go through options and that further work on communication of information was being undertaken. There was an over 55s session for leaseholders being held at the Town Hall and Officers could hold a session at Woodberry Down itself.</p> <p>Whilst providing a housing management service at Woodberry Down itself was good news for the residents there, there was concern about what impact this would have on services provided out of Clockhouse as effectively, there would</p>		
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<p>5. Tenant Satisfaction Survey</p>	<p>be two neighbourhood offices in operation. The Chief Executive said that this was a low key local arrangement that Officers had been asked to look at by WoodCo and it would be monitored to see how or if it affected current levels of service.</p> <p>The Group thanked Peter Naughton for his update.</p> <p>Sharan Sewa gave a presentation on the Tenant Satisfaction Survey for 2009/10 and highlighted the process for the 2010/2011 Survey. The Group queried why the result for the Neighbourhood as a place to live had only scored 24%. Sharan Sewa explained that the question asked the Tenants to list their top three service priorities and Repairs & Maintenance, Overall Quality of your Home and Dealing with Anti-Social Behaviour had scored more highly. The Group congratulated the Resident Participation Team for achieving a 9% increase in the satisfaction rate for participation.</p> <p>The Group asked how the questions were arrived at. Sharan Sewa said that the questionnaire had been devised by the National Housing Federation and had been approved by the CLG. The Group asked if there were any Leaseholder Survey Results. Sharan Sewa said that Leaseholders had been surveyed separately and a presentation would be brought to a future meeting. The Group queried whether the Tenants surveyed would understand the Tenant Participation Compact. Sharan Sewa said that there was a preceding question on the survey that asked whether tenants had heard of or were aware of the Tenant Participation Compact and if they answered yes, then they moved on to the satisfaction question.</p> <p>The Group noted that several results remained static and suggested that the reasons behind this needed to be explored.</p>		
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6. What's happening at Hackney Homes

The Group thanked Sharan Sewa for her presentation.
Charlotte Graves said that

- Particular attention was being paid to Grounds Maintenance matters such as grass this summer and that Officers were also now planning for the winter and starting to stock pile plenty of supplies of grit and salt.
- There had been a big recruitment drive in Estate Management which had resulted in an increase in permanent staff and a decrease in temporary staff.
- Digital Aerials were generating some queries
- Hackney Homes was about to implement a new computer system.
- Officers were monitoring carefully what, if any impact, the new Central Administration would have on housing.
- The Group was aware of the significant savings which needed to be made and difficult choices may need to be made next year.

John Ferman from Pathmeads said that

- Staff were being trained extensively on the repairs module in the new computer system
- ASB roadshows were about to commence
- Officers were working on the Exit Strategy and discussing the transition period to ensure that service was maintained.

Adis Pajic from Pinnacle said

- The Central ASB Team was set up in May and already, Officers were receiving letters of thanks for dealing with matters so the Team looked set to be a success
- Extensive Repairs training was being undertaken
- The satellite office at Woodberry Down would be monitored for any impact on services delivered from Clockhouse.

David Saxon from Mouchel said

- There had been some high profile ASB cases in the neighbourhood, most notably with the London Fields Gang and a meeting with LBH was being held next week on how to tackle these problems.
- There had been ASB activity on the Trowbridge Estate in respect of dangerous dogs which had resulted in the removal of one such dog.
- A tenancy audit project was underway
- A member of staff had been employed to ensure that vulnerable tenants were visited to minimise such things as lonely deaths. The target was 40 visits per month

The Group asked if any decision had been taken by the Council on the future of Hackney Homes. Charlotte Graves said no and there had not as yet been any formal discussions. However, she had been invited to a meeting with the Council next week. The Group said that whatever the decision, residents needed to be consulted. Charlotte Graves said she would communicate this back to the Council .



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<p>7.184/EIB and Estate Walkabouts</p>	<p>Jim Paterson gave a presentation on 184/EIB and Estate Walkabouts. The Group congratulated officers for providing an improved service although there was still scope for further improvements. The Group considered the catalogue of what was available under the EIB budget a good idea but had some concerns about the expense of items. The Group also asked if the production of a catalogue could be considered for 184.</p> <p>The Group considered that the terminology needed to be looked at as there was still confusion between 184/EIB and Estate Walkabouts. Furthermore S20s and Planning Permissions needed to be considered early on with any submission as these matters took time. There was also concern that the budgets could again be frozen in September. Charlotte Graves said that all Officers were committed to ensuring that the budget was not frozen this year.</p> <p>The recent walkabout on the Central Panel had not been satisfactory. Jim Paterson said he would look into this.</p> <p>The Group thanked Jim Paterson for his presentation.</p>	<p>J. Paterson</p>	
<p>8. What's Happening in the Neighbourhoods</p>	<p><u>Central Panel</u> Danny Neeson said</p> <ul style="list-style-type: none"> • At the recent AGM all Officers had been voted back in and thanked Malcolm Brewer for Chairing the meeting • The Law Centre was coming to the Pensioners' Hall and everyone was welcome to attend. <p><u>Stamford Hill Panel</u> Muriel Gordon said</p> <ul style="list-style-type: none"> • The Panel had received presentations from both the Fire Service and the Police • The Panel had good relationships with the Police Service and this had 		

- helped resolve a tragic incident recently.
- The Panel was working hard on resident participation to try and get more residents involved and were asking why people didn't want to get involved.
 - Work was continuing on maintaining good service delivery.

MESH Terry Edwards said

- Tony Osborne was now the Secretary of Mesh as Joyce Brown was not in good health
- ASB on the estate was a problem and that a patrol of some sort would help
- Decent Homes was an issue as some blocks had been left out of the programme and it was unclear why
- Decent Homes team did not attend meetings
- The Community Hall at Frampton Park could not be used as it was not DDA compliant

Rupert Tyson said that further surveys on blocks not originally included in the Decent Homes programme were planned. Charlotte Graves confirmed this but said it was important not to raise expectations. If blocks were not in the current programme that would continue to be the case. The new surveys would provide additional information for the future.

In respect of Decent Homes officers not attending meetings, Charlotte Graves said that it was unacceptable and asked that members informed her when this happened.

Clive Taber said he would pick up the issues with the Community Hall outside the meeting.

C. Taber

	<p>Adis Pajic would pick up the ASB problem on the Harman Estate outside the meeting</p> <p>Rupert Tyson asked that the Group's best wishes were sent to Joyce Brown for a speedy recovery.</p> <p><u>Stoke Newington Panel</u> David Larkin said</p> <ul style="list-style-type: none"> • Officers were voted back in at the recent AGM • The matter of some blocks being left out of the Decent Homes programme had caused divisions within the neighbourhood • The Panel was monitoring the provision of services in the light of the contracts coming back in-house • Howard Road Resource Centre had recruited Ian Richardson as the new manager and he was looking at re-vitalising the local community centres • A quarterly update was now being produced on what was happening at Howard Road • DDA works had been delayed at the Community Halls which were causing problems • Stoke Newington had not benefited from youth initiatives such as Kickz • The Panel had themed meetings at which Hackney Homes Officers attended and these had been very successful. <p><u>Shoreditch Panel</u> Tony Goodchild Said</p> <ul style="list-style-type: none"> • Doreen Bullock was the new Chair • There were many new people now attending the panel. 	<p>A. Pajic</p>	
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<p>9. Role of Councillors at TRA & ETRA Meetings</p>	<p>Clive Taber introduced the report and said that Councillors were important stakeholders in the Community and therefore should be involved. However, Councillors should not hold office within the TRA e.g. Chair or Secretary and if this was the case, Hackney Homes would facilitate a further election. The Group made the following observations.</p> <ul style="list-style-type: none"> • Councillors should not canvass for positions at TRAs. • ETRAs were foisted upon residents • TRAs should be independent • Councillors do nothing and they should not be let in to a TA Meeting • Only invited guests should attend • Councillors should not demand attendance <p>In the model constitution the Group queried paragraph 8 which stated that no two or more officers should be elected from the same household. Clive Taber said that this was a model constitution and therefore could be amended.</p> <p>The Group noted the report.</p>		
<p>10. Fire Safety</p>	<p>Charlotte Graves set out the legal requirements in respect of fire safety. Fire Risk Assessments (FRAs) were carried out on all multiple occupancy dwellings by an independent company and any issues found were prioritised into 3 categories with 1 being urgent priority. The oldest FRA was 2 years old so Hackney Homes was up to date and status positions on all of these were examined every two weeks by the Executive.</p> <p>The only priority 1s which had not been fully completed concerned items stored on some rear balconies. Risk assessments were being carried out on all items and where necessary officers were going through the access procedures.</p>		



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	<p>In respect of priority 2 matters, these related to works to be done and Hackney Homes had a budget of £5m this year to spend on these works. Once these had been done, priority 3 matters would be attended to.</p> <p>Metal gates outside homes was an issue as were items outside front doors but it was important to maintain a balance between keeping everyone safe but not denying residents such things as doormats.</p> <p>A problem was identified at Hawksley Court and Jim Paterson said he would pick this up outside the meeting.</p> <p>An issue was raised about residents holding BBQs on their balconies and asked that letters be sent to residents about this. Charlotte Graves said that something could be included in the residents' newsletter.</p> <p>There was concern about what advice was being given regarding evacuating premises in the case of a fire and that Hackney Homes had not published anything Charlotte Graves said that Officers had not published anything in respect of evacuation procedures as this clashed with the CLG advice which was to remain inside in the case of a fire. Officers were therefore directing residents to the advice given by the CLG which was to remain inside in the case of a fire. However, it was acknowledged that whether to remain inside a block or evacuate depended on the build of the block.</p> <p>There was a concern that the procedures to enforce removal of items took too long. Adis Pajic said that if the procedures said items had to be removed within a certain number of days, officers enforced this. John Ferman added that individual assessments were carried out on all items and if a danger to life were removed immediately.</p>	<p>J. Paterson</p> <p>Coms Team</p>	
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	<p>Charlotte Graves said that if the RLG wanted to endorse a policy of removing all items from property then that was a discussion which could be had at a future meeting.</p> <p>The Group asked whether the FRAs could be published. Charlotte Graves said that this could be considered.</p>		
11. Year End Performance.	<p>Charlotte Graves introduced the report. The Council monitored our performance on a quarterly basis. Hackney Homes had been shortlisted for the most accountable organisation of the year award.</p> <p>The Group noted the report.</p>		
12. Board renewal 2010	<p>The Group asked whether the position of panel chairs also being board members was being reviewed. Tess Merrett said that it was not.</p> <p>Rupert Tyson said that this matter would be brought back to a future Board Meeting.</p>	T. Merrett	TBC
13. AOB	<p>David Larkin asked that Engagement with Vulnerable Tenants be a future agenda item for RLG.</p>		
	Date of Next meeting Thursday, 29 July 2010 at 6.00 pm		

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