

**HACKNEY HOMES Ltd**  
**Resident Liaison Group Meeting**  
Thursday, 3rd June 2010 at 6.00pm to 7.35pm  
The Chief Executive's Conference Room, 1<sup>st</sup> Floor,  
Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ

**Part A Meeting (Open to the Public)**

**Distributed to:**

**Resident Liaison Group Members:**

Rupert Tyson (Joint Chair)  
Tom Price (Joint Chair)  
Danny Neeson  
Denise Bingham  
Ehsan Uddin  
Erdal Doganduzel  
George McGee  
Jean – Paul Lawrence Tampu-eya  
Lionel Fairweather  
Louisa Zaky  
Mavis McGee  
Muriel Gordon  
Terry J. Edwards  
Tony Goodchild  
Tony Osborne  
Walter Hare

**Officers:**

Charlotte Graves

Neil Isaac

Neehara Wijeyesekera

Judith Morrison

Jim Paterson

Jonathan Oxlade

Clive Taber

Alex Jarosy

Chris Tabi

**Housing Partner Representatives:**

Mouchel: David Saxon

Pinnacle: Elliot Brooks

Pathmeads: John Ferman

**Contact:**

**Governance Team**

**020 8356 3432/2264/4225.**

**Governance.team@Hackneyhomes.org.uk**

**HACKNEY HOMES Ltd  
Resident Liaison Group Meeting**

**Thursday, 3rd June 2010 at 6:00pm to 7.35pm,  
The Chief Executive's Conference Room, 1<sup>st</sup> Floor,  
Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ**

**A Part A AGENDA (Open to the Public)**

Item	Presenter	Subject	Pages	Status	Duration	Time
1.	Chair	Welcome and Introduction		Information	2 mins	6.00-6.02
2.	Chair	<ul style="list-style-type: none"> <li>• Apologies</li> <li>• Declarations of Interest including HH Board Members declaring they are Board Members</li> </ul>		Information Information	2 mins	6.02-6.04
3.	Chair	a) Minutes of 29 April 2010 and Matters arising b) Rolling Register	1-7 8-9	Decision	5 mins	6.04-6.09
4.	S. Sewa	Resident satisfaction survey 2009/10		Presentation	20 mins	6.09-6.29
5.	C. Graves/ Exec team	What's happening at Hackney Homes Update?		Verbal Update	10 mins	6:29-6:39
6.	J. Paterson	Estate Inspection Walkabouts		Presentation	10 mins	6:39-6:49
7.	Panel Chairs	What's happening in the neighbourhoods		Verbal Update	10 mins	6:49-6:59

8.	C. Taber	Role Of Councillors at TRA & ETRA meetings	10-16	Information	10 mins	6:59-7.09
9.	C. Graves	Fire Safety		Discussion	10 mins	7.09-7.19
10.	C. Graves	Year End Performance	17-20	Information	5 mins	7.19-7.24
11.	T. Merrett	Board Renewal	21-22	Information	2 mins	7.24-7.26
12.	Chair	Any Other Business		Information	5 mins	7.26-7.31

**Future RLG meetings.**

- Tuesday, 8th June 2010 (Special)
- Thursday, 29th July 2010
- Thursday, 30th September 2010
- Thursday, 2nd December 2010



## 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 29 April 2010 at 6.00PM

Present	<p>Rupert Tyson (Joint Chair)  Muriel Gordon  Terry Edwards (Part)  Tony Osborne (Part)  Danny Neeson  George McGee  Tony Goodchild (Part)  Wally Hare</p> <p><b>Housing Partner Representatives</b>  David Saxon</p>	<p><b>Officers</b>  Charlotte Graves  Neil Isaac  Clive Taber  Judith Morrison  Jim Paterson (Part)  Malcolm Brewer  Curtis Taylor (Part)  Chrys Edwards  Balavant Barber  Neehara Wijeyesekera</p>
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Item	Open to the Public	Action	Date
<b>1&gt;Welcome &amp; Introduction</b>	Rupert Tyson welcomed everyone to the meeting. As various members had to leave the meeting early, the Group agreed to re-order the Agenda.		
<b>2.</b>	Apologies were received from: <ul style="list-style-type: none"> <li>• Mavis McGee</li> <li>• Tom Price</li> <li>• Elliot Brooks</li> <li>• John Ferman</li> </ul> <p>Rupert Tyson declared he was a Board Member of Hackney Homes.</p>		
<ul style="list-style-type: none"> <li>• <b>Apologies</b></li> <li>• <b>Declarations of interest</b></li> </ul>			
<b>3(a)Minutes of 3 March 2010</b>	There was one correction to the minutes of the meeting held on 3 March 2010. In the update from the Stamford Hill Panel (minute 8) this should read		



## Hackney Homes Ltd

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On 29 April 2010 at 6.00PM

Item	Open to the Public	Action	Date
<p><b>3 (a)Matters arising</b></p> <p><b>3(b) Rolling Register</b></p>	<p>The Panel had conducted a survey of TRAs rather than the TRA had conducted a survey.</p> <p>With this correction the minutes of the meeting held on 3 March 2010 were agreed as a true record and signed accordingly.</p> <p><u>6.EIB/Planned Maintenance</u> The Group queried how the works had been allocated to the available £100k which had been identified. Jim Paterson said that this had been allocated to works which the panels had previously identified and he would circulate a list of these works area by area.</p> <p>The Group asked that Estate Walkabouts be included again on the Rolling Register. Clive Taber said he would re-circulate the RLG paper in respect of the Tenants' Levy.</p>	<p><b>T Merrett</b></p> <p><b>C Taber</b></p>	
<p><b>4. What's happening at Hackney Homes</b></p>	<p>Charlotte Graves said that Hackney Homes had achieved the Positive about Disability Two Ticks accreditation. The Resident Participation Team had been nominated for an award at the Housing Heroes lunch to be held on 14 May and the Travellers Team had won second prize at the TPAS awards. The results from the Tenants' Satisfaction Survey had maintained the same level of satisfaction as for the previous year and the Leaseholders' Satisfaction levels had slightly increased. Hackney Homes had achieved this whilst making £4.5m of savings over the last two years. Considerable savings still needed to be found over the next two years. There had also been a 9% increase in ways for residents to participate.</p>		





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	<p>that some neighbourhoods had drawn up a two year programme which had enabled officers to start very early on these programmes this financial year.</p> <p>The Group expressed concern about the poor communication regarding this. Clive Taber said that a schedule of rates guidance note would be circulated to the panels shortly</p> <p>The Group noted the report.</p>		
<p><b>8. RLG – the Way Forward</b></p>	<p>Neehara Wijeyesekera gave a short presentation about the RLG which set out the background as to how Hackney Homes had arrived at the present format for the group. He also stressed that it was important for Hackney Homes to ensure that all groups in the community were consulted and involved and Hackney Homes had to be able to evidence this consultation. He also highlighted that Hackney Homes now had to meet the TSA requirements in respect of a tenants; scrutiny panel.</p> <p>The Group made it clear that it was dissatisfied with the proposals which had been set out although the Chair made it clear that the proposals were only a starting point for a discussion. It was acknowledged that the Group had previously expressed the view that the Group as currently convened did not work very effectively. It was also acknowledged that 40% of Hackney Homes' residents were BME yet they were not represented at the RLG.</p> <p>The Group agreed that a further meeting of the RLG should be convened in May which would only discuss its future composition and other ideas surrounding the TSA requirements and the involvement of other community groups which were currently under represented.</p> <p>Dates for a meeting to be held mid to late May would be circulated.</p>		

	Terry Edwards, Tony Osborne and Tony Goodchild then left the meeting.		
<b>5. TSA Standards</b>	The Group agreed that the presentation on the TSA Standards should be circulated and comments sent directly to Chrys Edwards. Chrys Edwards said that the presentation gave a summary of what Hackney Homes needed to deliver by October 2010 to meet the TSA standards. She also stressed that the Council was the registered provider for the TSAs purposes. More information would be communicated in due course.		
<b>7. Management Contracts Update.</b>	The Group agreed to email any comments on this to Malcolm Brewer.		
<b>6. What's happening in the Neighbourhoods.</b>	<p><u>Central Panel</u> Danny Neeson said that</p> <ul style="list-style-type: none"> <li>• the refurbishment of the Rose Lipman Community Centre had now been completed and meetings were once more being held there.</li> <li>• On two occasions, Hackney Homes officers had failed to attend meetings when they said they would.</li> </ul> <p>The Chief Executive asked that Panels reported non-attendance by officers when they said they would attend and it would be dealt with accordingly.</p> <p><u>Stamford Hill</u> Muriel Gordon said that</p> <ul style="list-style-type: none"> <li>• the Panel had been surveying residents in the area to find out the issues of most concern.</li> <li>• She asked that more information be provided on re-chargeable gas safety checks for leaseholders.</li> <li>• Board meetings be publicised more</li> </ul>		



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- Repairs/cleaning/grounds maintenance were good
- The Panel was arranging a coffee morning to try and find out why residents didn't attend their local TRAs.
- Communal/planned maintenance was still an issue and she asked that dates were provided for Estate Inspections.

Clapton Panel George McGee said that

- A training meeting had been held on ASB with particular reference to level ASB
- Start on site had been achieved for the social housing new build in Clapton
- The Clapton Panel met regularly with Stamford Hill to discuss common issues of concern.

The Chair suggested that Officers identified people from estates who could attend training days which may encourage greater participation.

Muriel Gordon suggested that it would be helpful if individual skills could be captured from survey data so that particular expertise could be utilised by the Neighbourhood Panels in such events as fun days.



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<p><b>10. Review of Communal Heating Charges</b></p>	<p>Neil Isaac introduced the report. The Group asked whether the review had included communal electric systems. Neil Isaac said that he would check this. The Group was surprised that Tenants were not charged for the entire amount of energy they used. It was acknowledged that there was an historic problem with reading the meters. Neil Isaac said that officers were still working on these difficulties and a report would be taken to the Audit &amp; Finance Committee in the next couple of months.</p> <p>The Group noted the report.</p>		
<p><b>11. AOB</b></p>	<p>The Group brought up a concern with Hackney Homes' Out of Hours Repairs service. Rupert Tyson said that he would discuss this with Charlotte Graves and Jim Paterson.</p>		
<p>Date of Next meeting Thursday 3 June 2010 at 6.00 pm</p>			

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



Item 3b)

## Rolling Register Resident Liaison Group

<b>1. Estate Service Level Agreements</b>	Review of the Estate SLA	<b>C. Tabi</b>	<b>29 July 2010</b>
<b>2. Role of Councillors on TRA/ETRA</b>	Clarification of what Councillors' roles are	<b>C. Taber</b>	<b>3 June 2010</b>
<b>3. Resident Liaison Group</b>	Discussion setting out possible options on ways to take this group forward	<b>N. Wijeyesekera /C Taber</b>	<b>8 June 2010</b>
<b>4. Woodberry Down question time sessions</b>	Arrange question time sessions at Woodberry Down	<b>Comms/RPT</b>	<b>TBC</b>
<b>5. Tenant Compact</b>	Review	<b>C. Taber</b>	<b>29 July 2010</b>



Item 3b)

## Rolling Register Resident Liaison Group

<b>6. Enhanced Tenant and Resident Association Meetings</b>		<b>C. Taber</b>	<b>29 July 2010</b>
<b>7. Estate Inspection Walkabouts</b>	Presentation	<b>J. Paterson</b>	<b>3 June 2010</b>

Title of Report: <b>Role of Councillors at TRA &amp; ETRA Meetings</b>	
Decision Making Body: <b>Resident Liaison Group</b>	Date: <b>3rd June 2010</b>
Classification: <b>FOR INFORMATION</b>	Report of: <b>Head of Resident Services</b>
Item Previously considered at: <b>N/A</b>	On Which Date: <b>N/A</b>
Report Author: - <b>Clive Taber, Resident Services</b>	Appendices: <b>Appendix 1 – Model TRA Constitution</b>

### Report Outline:

- **Paragraph: 1.0 - Summary of Report**
- **Paragraph: 2.0 - Recommendation(s) to Resident Liaison Group**
- **Paragraph: 3.0 – Background**
- **Paragraph: 4.0 - Details of the role of councillors**

If you have any questions about this report, please contact Clive Taber on 0208 356 2058 or email [clive.taber@hackneyhomes.org.uk](mailto:clive.taber@hackneyhomes.org.uk)

## 1.0 SUMMARY OF REPORT

1.1 The purpose of this report is to inform the RLG of the role of Councillors at Tenants & Residents Association (TRA) meetings and Enhanced TRA meetings.

## 2.0 RECOMMENDATION

2.1 The Resident Liaison Group is asked to note the report.

## 3.0 BACKGROUND

3.1 This report was requested by members of the RLG to seek clarification and understanding of the role of councillors at TRA meetings.

3.2 TRAs are independent organisations that have their own constitution setting out their objectives and governing how they operate. A copy of the model constitution which most TRAs have adopted is attached as Appendix 1.

3.3 TRAs receive funding from Hackney Homes (on behalf of the Council) and participate in consultation/engagement forums with Hackney Homes. In order to do this TRAs need to be 'recognised' by Hackney Homes and in order to have 'Recognition' status TRAs must meet certain criteria e.g. hold properly convened AGM and elections, be non-discriminatory etc.

#### **4.0 DETAILS OF THE ROLE OF COUNCILLORS AT TRA & ETRA MEETINGS**

- 4.1 As TRAs are independent bodies and membership is governed by being a resident on the estate there is no automatic right of membership of a TRA for Councillors. Councillors who are resident on an estate can be ordinary members of the TRA of that estate. In certain circumstances, depending on an individual TRA's constitution, Councillors can be co-opted on to TRA Committees or sub-groups.
- 4.2 Councillors are not permitted to hold an office within the TRA e.g. Chair, Secretary.
- 4.3 The following information in the report refers to non-resident councillors as councillors who are resident on the estate can attend TRA meetings in their capacity as residents. Generally resident councillors have similar rights of participation in TRA affairs as other residents except they can not hold a position on the TRA as set in 4.2 above.

#### **Role of Councillors at TRA Meetings**

- 4.4 At 'ordinary' TRA meetings such as AGMs or Committee meetings Councillors have no automatic right of attendance but can attend at the discretion of the TRA as observers and can contribute to the discussion if permitted by the Chair of the meeting. Councillors have no voting rights at these meetings.
- 4.5 The meetings should be chaired by an elected member of the TRA committee and should not be chaired by a Councillor. In certain circumstances in the past due to urgent circumstances e.g. the Chair/TRA Committee members being delayed or not being able to attend, Councillors may have, from time to time, assisted by Chairing meetings. This should not happen and if no TRA member is able or willing to take the Chair the meeting should be closed as any decision made by the meeting could be challenged because the rules governing the TRA would not have been followed.

#### **Role of Councillors at ETRA meetings**

- 4.6 The ETRA meetings are different from standard TRA meetings in that these meetings are set up as engagement meetings with the landlord and include spending decisions on the Environmental Improvement Budget (EIB). As such Hackney Homes' officers and Councillors have a right of attendance at these meetings and a right to speak at these meetings. However, Councillors (and Hackney Homes' officers) have no voting rights at these meetings.
- 4.5 The meeting should be chaired by an officer of the TRA or a resident elected at the meeting to Chair that particular meeting. The meetings should not be chaired by a Councillor.

- 4.6 Councillors do play an important role at these meetings in assisting the ETRA meeting in resolving service delivery issues relating to their estate, particularly non-housing services.

**Clive Taber**  
**Neighbourhood Contract Manager**

## **MODEL CONSTITUTION**

### **NAME**

1. The Association shall be known as the XXXX Tenants and Residents Association, hereafter referred to as the Association.

### **OBJECTIVES**

2. The objectives of the Association shall be:
  - To promote the exercise of tenants' and residents' rights and the maintenance and improvement of their housing conditions, amenities and environment;
  - To provide facilities for recreation and amenity and to encourage a community spirit;
  - For the furtherance of these objects to represent the interests of tenants' and residents' in consultation with the local authority and other bodies;
  - To promote equal opportunities by being positively committed to opposing all direct and indirect discrimination in all its activities and services.
3. This Authority therefore seeks to implement a programme of positive action to make this fully effective, by ensuring no member receives less favourable treatment on the grounds of race, colour, gender, marital status, ethnic or national background, sexual orientation, disability, education, religious belief, political belief, trade union activity, dependency, unrelated criminal conviction or unemployment.
4. The Association shall have the power to affiliate to any body whose objects may be of benefit to its membership.
5. Monies raised by or on behalf of the Association shall only be applied in furtherance of the objects of the Association.

### **MEMBERSHIP**

6. Membership shall be open to all tenants and residents' living in XXXX.
7. It shall be a condition of membership that members at all times conduct themselves in a reasonable manner at meetings or in premises used by the Association. Any member may be excluded for breach of this condition, or for any other conduct contravening the objects of the Association, by a majority of those present and voting at any Committee or General Meeting. Any member so excluded shall have a right to appeal to the following General Meeting.

## **CONDUCT OF BUSINESS**

8. The business of the Association shall be conducted by a Committee elected at each Annual General Meeting, which shall consist of a Chairperson, Treasurer, Vice-Chairperson, Secretary and not less than five other members. No two or more officers shall be elected from the same household.
9. Elected councillors of the landlord authority shall not be eligible for election as officers of the Association, nor shall they represent the Association in its dealings with the Councils or any other body.
10. The election or removal of officers or Committee members may only be carried out by a General Meeting of the Association. The Committee may temporarily fill any vacancy arising among the officers of the Association from its other members until the next General Meeting of members.

## **COMMITTEE MEETINGS**

11. The Committee shall meet as necessary as and not less than XXXX times in each year. Committee Meetings shall be open to any member of the Association wishing to attend who may speak but not vote.

## **GENERAL MEETINGS**

12. Not less than four of the Committee's meetings shall be General Meetings of the Association open to all members to speak and vote. The decisions of General Meetings of the Association shall be binding on the Committee. All decisions shall be taken by a simple majority of members present and voting. All members shall be given not less than fourteen days' notice of any General Meeting.

## **ANNUAL GENERAL MEETINGS**

13. The Committee shall call an Annual General Meeting of the Association each year in the month of January. Not less than 28 days notice of the Annual General Meeting shall be given to all members.

At this meeting:

- the Committee shall present an annual report of the Association;
- sub-committees shall present an annual report and accounts of their activities;
- the Committee shall present the audited accounts of the Association for the previous year;
- the Officer, Committee and Auditor for the next year shall be elected;
- any proposals submitted to the Secretary in writing not less than seven days in advance of the meeting shall be discussed.

## **SPECIAL GENERAL MEETING**

14. The Secretary shall call a *Special General Meeting* at the request of a majority of the Committee; or on receipt of a written petition by not less

than XXXX members of the Association giving reasons for their request. The Secretary shall give not less than seven days' notice of the holding of a *Special General Meeting*, which shall take place within 21 days of the receipt of the request or petition.

### **QUORUM**

15. The quorum for Committee Meetings of the Association shall be one-third of its elected membership or XXX members whichever is the less.

### **NOTICE OF MEETINGS**

16. Notice of all meetings where required shall be sent to each member's dwelling and shall include the date, time and place of the meeting and an Agenda of matters to be discussed.

### **SUB-COMMITTEES**

17. The Committee may appoint such sub-committees as may be required to carry out the activities of the Association. Such sub-committee shall agree in advance the terms of reference of any sub-committee, which may then act and apply any finance raised by itself or on its behalf only within those terms.
18. Where any sub-committee is to continue in existence beyond the Annual General Meeting following its appointment, its members shall submit themselves for re-election at that meeting and annually thereafter.
19. All sub-committees shall keep proper accounts of income and expenditure, and a proper record of all meetings, and shall report on them or deliver them up as required by the Committee or General Meeting.
20. The Committee or General Meeting may dissolve any sub-committee whereupon the accounts, records and assets, financial and otherwise of the sub-committee shall pass into the hands of the committee.

### **DUTIES OF OFFICERS**

21. THE CHAIRPERSON (or in his/her absence the Vice-Chairperson or other Committee Member) shall conduct the meetings of the Association.
22. THE TREASURER shall open and maintain a banking account in the name of the Association. All cheques shall be signed by the Treasurer and one or two other Committee members nominated by the Committee as signatories. The Treasurer shall keep proper accounts of income and expenditure and report on them or deliver them up as required by the Committee or General Meeting. Such accounts shall be audited by a qualified accountant or a non-member of the Association appointed by the membership at the Annual General Meeting.
23. THE SECRETARY shall be responsible for the convening of all meetings and the giving of the prescribed notice to members. She/He

shall ensure that a proper record is kept of all meetings of the Association its Committee and sub-committees in the form of minutes; and shall deliver up such records as required by the Committee or General Meeting. The Secretary shall permit the minutes to be examined on receipt of not less than 7 days notice by any 2 members of the Association.

- 24. Any member(s) or Officer(s) delegated to represent the Association in consultation with any other body shall act on the instructions of the Association and shall report back to the following Committee or General Meeting, whichever is the sooner. Only Full Members of the Association shall be delegated to consult with the local authority on matters of housing management.

**ALTERATIONS TO THE CONSTITUTION**

- 25. Any proposal to alter this Constitution must be submitted to the Secretary of the Association not less than 28 days before the meeting at which it is to be discussed. Not less than 14 days notice shall be given of such a meeting, together with the wording of the proposed alteration(s). Any alteration shall require the approval of two-thirds of those present and voting at the meeting.
- 26. If the Committee, or if a Committee no longer exists, any ten members of the Association, shall decide that the Association should be dissolved, they shall give at least 14 days notice to all those eligible for membership of a meeting at which the matter shall be discussed. For the sole purpose of dissolution a quorum need not apply, and the Association may be dissolved by a two-thirds majority of those present. The assets, financial and otherwise, remaining when the Association has satisfied its liabilities, shall be applied for such purposes of benefit to the community as the meeting shall decide.

**NAME OF TENANTS & RESIDENTS ASSOCIATION**

.....

**Signed** \_\_\_\_\_

**Position** \_\_\_\_\_

**Date** \_\_\_\_\_

Title of Report: <b>Year End Performance</b>	
Decision Making Body: <b>Resident Liaison Group Meeting</b>	Date: <b>Thursday 3 June 2010</b>
Classification: <b>For Information</b>	Report of: <b>Director of Finance &amp; Resources</b>
Item Previously considered at:	On Which Date:
Report Author: - <b>Tess Merrett, Governance Manager</b>	Appendices: <b>Year End Performance</b>
<p><b>Report Outline:</b></p> <ul style="list-style-type: none"> <li>• <b>Paragraph: 1 – Summary of Report;</b></li> <li>• <b>Paragraph: 2 – Recommendations;</b></li> </ul>	

If you have any questions about this report, please contact Tess Merrett on telephone number 0208 356 3432 or email [tess.merrett@hackneyhomes.org.uk](mailto:tess.merrett@hackneyhomes.org.uk).

## **1 SUMMARY**

- 1.1 Attached to this report is the Year End Performance Summary Sheet. This summary sheet shows the performance of Hackney Homes' Business Critical Indicators as at 31 March 2010.

## **2 RECOMMENDATIONS**

- 2.1 That this meeting notes this report.

Hackney Homes Ltd - Performance Report			HACKNEY HOMES PERFORMANCE SUMMARY - Business Critical PIs													End of March 2010					
KEY	PERFORMANCE AGAINST ANNUAL TARGET 2009/10														DATA MONTH						
	THE VARIANCE FOR THIS PI IS BETWEEN 0% AND <10% OF TARGET		QTR 1			QTR 2			QTR 3			QTR 4									
	THE VARIANCE FOR THIS PI IS BETWEEN 10% AND <15% OF TARGET		MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	YTD	TARGET	FORECAST	EOY 08/09	Frequency of reporting	
	THE VARIANCE FOR THIS PI IS GREATER >= 15% OF TARGET																	Perf Against Annual Target (PAAT)			
RENT COLLECTION & ARREARS	LKPI 48 Total Value of Rent Arrears (YTD - £M)		£4.63 M	£4.70 M	£4.78 M	£4.57 M	£4.59 M	£4.56 M	£4.43 M	£4.41 M	£4.33 M	£4.39 M	£4.28 M	£4.10 M	£3.89 M	£3.89 M	£3.99 M		£4.63 M	M	
	LKPI 47c YTD Total Collection as % of Rent Debit		100.04%	98.26%	98.41%	99.63%	99.53%	99.55%	99.84%	99.83%	99.94%	99.81%	99.94%	100.09%	100.25%	100.25%	100.30%		100.04%	M	
BVPI RENT COLLECTION INDICATORS	LKPI 114 (Ex-BVPI 66a), KOI 8 - YTD Total Collection as % of Rent+arrears brought forward from previous years		98.70%	N/A	N/A	98.82%	N/A	N/A	98.94%	N/A	N/A	99.09%	N/A	N/A	99.24%	99.24%	98.70%		98.70%	Q	
EMPTY PROPERTY MANAGEMENT	LKPI 123 (Ex-BVPI 212) Average re-let time		29	29	27	34	41	42	35	42	35	24	32	25	27	34	24		25	M	
	LKPI 67 Percentage all new tenants stating the property met the standard promised		87.00%	N/A	N/A	85.71%	N/A	N/A	74.50%	N/A	N/A	71.43%	N/A	N/A	40.27%	61.50%	75.00%		76.77%	Q	
REPAIRS	APPOINTMENTS	LKPI 06 % of Responsive Repairs Appointments Kept	94.81%	94.68%	93.99%	96.11%	96.82%	96.15%	97.25%	95.75%	96.82%	96.18%	97.05%	96.82%	96.03%	96.11%	93.00%		93.28%	M	
	IMMEDIATE + EMERGENCY	LKPI 02 (GNPI 18) % of Immediate & Emergency Repairs jobs completed within target (2 - 24 hours)	74.66%	80.71%	86.08%	85.65%	87.76%	91.33%	91.94%	87.26%	85.63%	89.08%	79.72%	85.60%	83.47%	85.97%	84.00%		86.14%	M	
	MAJOR ADAPTATIONS	LKPI 70: Percentage of MAJOR Adaptations completed in 28 weeks (referral - job done)	80.00%	86.96%	76.47%	79.17%	73.91%	88.89%	91.67%	78.57%	92.31%	100.00%	100.00%	100.00%	100.00%	87.11%	90.00%		75.15%	M	
	SATISFACTION	LKPI 106: All tenants satisfaction with the landlord's responsive repair service (STATUS)													68.00%	68.00%	71.00%		70%	A	
		LKPI 11 Resident Satisfaction with quality of work			N/A	N/A	82.57%	N/A	N/A	85.39%	N/A	N/A	81.23%	N/A	N/A	80.83%	82.77%	90.00%		97.55%	M
	CALL CENTRE	LKPI 9 Repairs Call Centre. % of Calls answered in time	96.79%	96.69%	95.43%	97.52%	97.41%	95.72%	85.50%	93.05%	78.99%	75.96%	68.03%	61.42%	81.49%	83.63%	93.00%		90.88%	M	
CLEANING	LKPI 7A Total % of inspections (% Pass)		92.80%	96.20%	94.40%	93.40%	94.00%	92.80%	92.00%	92.90%	96.10%	95.80%	95.40%	95.19%	93.46%	94.31%	96.00%		94.34%	M	
GROUNDS MAINTENANCE	LKPI 8A Total % of inspections (% Pass)		97.60%	96.50%	97.10%	94.80%	95.20%	93.80%	95.90%	94.10%	95.80%	96.60%	97.90%	98.71%	98.77%	96.26%	96.00%		96.77%	M	
LEASEHOLD & RTB	LKPI 16: Service Charge arrears as % invoices raised		31.19%	26.00%	25.75%	25.15%	24.60%	24.74%	24.69%	23.88%	21.99%	21.72%	26.30%	25.94%	25.02%	25.02%	29.00%		31.19%	M	
	LKPI 107: Leaseholder major works charges collected as a percentage of invoices raised			110.90%	114.48%	76.26%	61.29%	70.56%	63.82%	67.23%	66.35%	71.15%	76.10%	83.28%	90.70%	90.70%	66.00%		N/A	M	
COMPLAINTS	LKPI 25a % of Formal Stages 1 Complaint Responses completed within target time		92.45%	91.09%	81.18%	90.43%	92.66%	90.67%	92.39%	93.02%	88.07%	84.35%	82.80%	86.67%	88.28%	88.35%	91.00%		88.81%	M	
	LKPI 59: Stage 2 complaints upheld		64.70%	28.57%	54.56%	42.11%	31.25%	35.71%	27.27%	33.33%	55.56%	14.29%	50.00%	70.00%	70.00%	42.46%	30.00%		31.87%	M	
	LKPI 23 Members Enquiries		64.47%	51.79%	80.00%	93.98%	92.41%	81.97%	88.46%	91.18%	98.18%	88.52%	87.10%	84.68%	79.74%	85.66%	85.00%		79.45%	M	
HUMAN RESOURCES	LKPI 113 (Ex-BVPI 12) No. of days lost to sickness		0.73	0.71	0.80	0.96	1.30	0.87	1.20	1.18	1.10	0.96	1.03	0.92	0.76	11.71	9.50		10.29	M	
INVOICE PAYMENTS	LKPI 112 (Ex-BVPI 08) Monthly % of undisputed invoices paid on time (30 calendar days)(Ind LBH non-delegated)		73.86%	85.89%	80.23%	74.46%	78.90%	72.21%	75.90%	91.96%	90.25%	90.17%	84.75%	89.17%	88.00%	83.43%	90.00%		81.87%	M	
ASB	LKPI 61A Tenant Satisfaction with how ASB complaint was dealt with		68.00%	N/A	N/A	63.34%	N/A	N/A	43.34%	N/A	N/A	58.14%	N/A	N/A	46.34%	52.21%	55.00%		46.89%	Q	
PROPERTY SERVICES Moving towards Decent Homes	LKPI 121 (NI 158) (Ex-BVPI 184a) Proportion of homes non-decent - current FY		32.32%	N/A	N/A	30.96%	N/A	N/A	29.33%	N/A	N/A	27.41%	N/A	N/A	26.92%	26.92%	27.00%		32.32%	Q	
	LKPI 77 (KOI 1) Total number of homes made decent in period		196	N/A	N/A	190	N/A	N/A	372	N/A	N/A	439	N/A	N/A	188	1189	1555		508	Q	

Title of Report: <b>Board Renewal</b>	
Decision Making Body: <b>Resident Liaison Group Meeting</b>	Date: <b>Thursday 3 June 2010</b>
Classification: <b>For Information</b>	Report of: <b>Director of Finance &amp; Resources</b>
Item Previously considered at:	On Which Date:
Report Author: - <b>Tess Merrett, Governance Manager</b>	Appendices: <b>None</b>
<p><b>Report Outline:</b></p> <ul style="list-style-type: none"> <li>• <b>Paragraph: 1 – Summary of Report;</b></li> <li>• <b>Paragraph: 2 – Recommendations;</b></li> <li>• <b>Paragraph: 3 – Background;</b></li> </ul>	

If you have any questions about this report, please contact Tess Merrett on telephone number 0208 356 3432 or email [tess.merrett@hackneyhomes.org.uk](mailto:tess.merrett@hackneyhomes.org.uk).

## **1 SUMMARY**

1.2 This report provides a summary on the Board renewal process for 2010.

## **3 RECOMMENDATIONS**

2.1 That this meeting notes this report.

## **4 BACKGROUND**

3.1 The Memorandum & Articles of Association (M&A) for Hackney Homes sets out the rules relating to Board Membership and the rotation of Board members. For 2010 one Independent and one Resident Board Member are required to step down at the 2010 AGM scheduled for September.

3.2 Independent Board Members Marie Photiou as the longest serving Independent Board Member is stepping down. The M&A do not prevent Marie from applying again to be appointed to the Board for a further four year term. We are following the same process as last year and therefore, Hackney Homes will be advertising the position shortly and interviews will

take place by mid-late July with the appointment being announced in early August.

3.3 Resident Board Members Audrey Villas as one of the longest serving Resident Board Members volunteered to step down. An election will be held in the Shoreditch Neighbourhood in July. Again, there is nothing to prevent Audrey from standing for election again for a further four year term. Furthermore now that Terry Edwards is no longer a Board Member, a by election will also be held in July in the Homerton Neighbourhood.

3.4 The Electoral Reform Services (ERS) are managing the election process and the timetable is as follows.

26 May	ERS to despatch nomination packs and the election website will go live.
June/July	Information about the elections will be included in the Residents' Newsletter
16.6.10	Nominations close
09.7.10	ERS despatch the ballot packs and the ballot stage goes live on the website.
30.7.10	The Ballot Closes

The results will be announced in the first week of August.

3.5 Council Board Members These are nominated by the Council and Hackney Homes will be advised of any changes to the current nominees shortly.