




In partnership with  Hackney Council

HACKNEY HOMES LTD
THE THEMED RESIDENT LIAISON GROUP
THURSDAY, 3rd NOVEMBER 2011 at 6.30pm to 7.55pm
THE CHIEF EXECUTIVE'S CONFERENCE ROOM
1st 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)

Philip Glanville (Cllr) (Joint Chair)

Andrea Rawlings

Ben See

Cynthia Diminieux

Danny Neeson

David Larkin

Deborah Salvador

Denise Bingham

Doreen Bullock

Doug Mitchell

George McGee

Ida Scoullos

Jean–Paul Lawrence Tampu-eya

Joyce Brown

Mavis McGee

Muriel Gordon

Saleem Rahiem

Sandra Foot

Sean St Louis

Shanaz Ali

Terry J. Edwards

Officers:

Charlotte Graves

Neil Isaac

Neehara Wijeyesekera

Jonathan Oxlade

Jim Paterson

Ruth Clapham

David Saxon

Faisal Pirbhai

Carla Ferrarello

Contact:

Governance Team

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HACKNEY HOMES Ltd
The Themed Resident Liaison Group Meeting
Thursday, 3rd November 2011 at 6.30 pm to 7.55pm
The Chief Executive's Conference Room, 1st 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	6.30-6.32
2.	Chair	<ul style="list-style-type: none"> • Apologies • Declarations of Interest including HH Board Members declaring they are Board Members 		Information	3 mins	6.32-6.35
				Information		
3.	P Turnbull	Update from London Tenants' Federation		Information	10 mins	6.35-6.45
4.	Chair	Minutes of 7 th July 2011 and Matters arising	1-7	Decision	10 mins	6.45-6.55
5.	C Ferrarello	Estate Plans		Presentation	20 mins	6.55-7.15
6.	Neehara Wijeyesekera	Housing Management <ul style="list-style-type: none"> • Structure • What the neighbourhoods will look like • Integration of estate management and proposals for the future 		Presentation	30 mins	7.15-7.45
7.	Chair	Agenda Setting for January 2012		Decision	10 mins	7.45-7.55

Future RLG meetings.

- Thursday 19 January 2012
- Thursday 22 March 2012
- Thursday 24 May 2012



Hackney Homes Ltd

ITEM 3

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

On 7 Jul 2011 at 6.30PM

Present	Rupert Tyson (Joint Chair) Cllr Philip Glanville (Joint Chair) David Larkin Ben See Danny Neeson Irene Lewington Andrea Rawlings Cynthia Diminieux Ida Scoullis Doug Mitchell	Officers Neehara Wijeyesekera Jim Paterson Sarah Chapman (part) Denise Hill (Part) Kimson Alexander Judith Morrison (Part) Jonathan Oxlade Neil Isaac Minutes Tess Merrett	Observer Rebecca Freeman

Item	Open to the Public	Action	Date
1. Welcome & Introduction	Rupert Tyson welcomed everyone to the meeting and everyone introduced themselves. Neil Isaac gave some background to this, the first themed RLG meeting and asked that members emailed Tess Merrett after the meeting with feedback on how well they thought the themed meeting had gone.		

Item	Open to the Public	Action	Date
<p>2.</p> <ul style="list-style-type: none"> • Apologies • Declarations of interest 	<p>Apologies were received from: Terry Edwards, Joyce Brown, Muriel Gordon, John Paul Lawrence Tampu Eya</p> <p>Rupert Tyson declared himself a Board Member</p>		
<p>3. Digital TV Aerials</p>	<p>Sarah Chapman gave a presentation on policy and progress with the Digital TV Aerial Project.</p> <p>After the presentation the group asked the following questions.</p> <p><i>What will happen to Virgin Media once the new system has been installed?</i></p> <p>Virgin Media would not be affected by the new system</p> <p><i>Why were Hackney Homes not removing the Virgin Media cabling which was no longer required?</i></p> <p>Hackney Homes could not remove this cabling as Hackney Homes did not own it. It was the property of Virgin Media. Contractors tidied up the cabling as the new installation progressed</p> <p><i>Why were Hackney Homes not providing a digital system through the telephone landline</i></p>		



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	<p>Providing a system through a landline was not cost effective.</p> <p><i>What would happen in the case of non-access where the tenant who did not permit access to the property to allow for installation leaves and a new tenant moves in?</i></p> <p>The Officers overseeing the digital programme were working closely with the voids team to ensure that the digital system was installed before a new tenant moved in.</p> <p><i>Why did Hackney Homes not negotiate with Virgin Media to provide the system given that there were Virgin Media cables in situ already?</i></p> <p>Virgin Media had changed ownership several times over the last few years. When ownership changed, the new companies had different expansion plans which did not include expansion in all areas of operation and Hackney Homes could not enforce expansion plans.</p> <p><i>Would the specific needs of all residents be catered for?</i></p> <p>There were many different needs across the borough and all tenants were surveyed before the any system had been selected in order that as many needs as possible were catered for. Where the survey showed a large ethnic group with a particular need then the satellite was directed to specific providers.</p>		



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	<p><i>Was the digital system being provided only for blocks of more than 6 dwellings</i></p> <p>The digital system was being provided only for blocks of more than 6 dwellings but there were many blocks which were not high rise but were wide and therefore contained more than 6 dwellings. The original programme was not aimed at smaller blocks but the programme is evolving and when Officers addressed the different scenarios as and when they discovered them.</p> <p><i>The Group asked what Officers were doing to address the problem of blocked signals?</i></p> <p>Officers were trying to find a way round this problem however it was noted that once the signal is transmitting at full strength in April 2012, this should resolve the problems.</p> <p><i>A couple of Group members stated that the contractors were beginning work very early in the morning at 7 am for example and also abseiled down the sides of the building without notifying residents that they were going to do this. Contractors also failed to attend appointments and installed the points in inconvenient places for residents which meant living rooms had to be rearranged.</i></p> <p>Kimson Alexander asked for specific examples of this so that this could be addressed with Avonline.</p>		

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	<p><i>How soon would the new system be up and running after the old system was decommissioned?</i></p> <p>Provided the tenants gave access to the contractors, the change over would be seamless.</p> <p>It was noted that the contractors would re-connect any equipment tenants already had. However, contractors were not able to connect equipment tenants may have purchased after the original installation.</p> <p>The Group thanked Denise Hill, Kimson Alexander and Sarah Chapman for their presentation</p>		
<p>4. Asset Management</p>	<p>.Jonathan Oxlade gave a presentation on Asset Management and the following questions were raised</p> <p><i>What percentage of newbuild homes on the regeneration estates would be social housing?</i></p> <p>The ratio would be 50:50</p> <p><i>It was noted that rather than use a stock condition survey which was flawed, it would be better to develop a 20-30 year programme for kitchens and bathrooms so that eventually, all kitchens and bathrooms would be made decent.</i></p> <p>Jonathan Oxlade explained that Hackney Homes had drawn up a plan but then the Decent Homes funding regime changed. Officers both at Hackney</p>		



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	<p>Homes and the Council were aware that a big programme of investment was needed. However, in order to access any Decent Homes funding, Hackney Homes along with all the other ALMOs were required to work within the agreed programme and could not deviate from this.</p> <p><i>The Group asked why MACE was employed.</i></p> <p>MACE was paid from capital funds not from HRA and Hackney Homes only used them when required. Not only was this cheaper but external contractors could be sued if something went wrong.</p> <p><i>Which officers had access to the stock database?</i></p> <p>There were two databases – a stock condition database and a tenant database. If anyone had a query about the programme of works and the funding, then the Asset Management Team could address this. For any other queries, these should be directed to the Neighbourhood Offices.</p> <p><i>Why couldn't the databases be merged?</i></p> <p>The databases were linked and the Universal Housing System currently being implemented would improve this linkage.</p> <p>The Group thanked Jonathan Oxlade for his presentation.</p>		



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	The meeting closed at 7.45 pm.		

Signed as a true record of this meeting _____Chair Dated _____