



Hackney Homes Ltd

ITEM: 2



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

On 4th December 2007 at 6.00PM

Present	Board Members Rupert Tyson Alice Burke David Larkin Brian Marsh	Stakeholder Representative Cllr Alan Laing (Chair of the meeting)	Officers Nilavra Mukerji Clive Taber Alex Jarosy Tom Hunt Sally Raphael Robin Smith Gary Penticost Neil Isaac Pat Woods Tom Hogan	Resident Representatives Walter Hare Muriel Gordon Ron Devoti Terry Edwards Peter Kinsey Sid Curtis Tony Goodchild Erdal Doganguzel Jean – Paul Lawrence Tampu - Eya
---------	--	---	--	--

Item	Open to the Public	Action	Date
1. Welcome / Apologies / Information Introductions	Apologies were received from the following: <ul style="list-style-type: none"> • Susmita Noonan; • Audrey Villas. 		
2. Minutes of 25th October 2007 and matters arising	The Resident Liaison Group agreed the minutes of the 25 th October 2007.		

	<p><u>Matters Arising from the Minutes of 25th October 2007</u> The Resident Liaison Group requested the following:</p> <ul style="list-style-type: none"> • Satellite dishes – a detailed review report with recommendations. The report should contain (a) full review of the current Hackney Homes Satellite Dishes Policy; (b) commentary upon satellite dishes enforcement and legality issues; • Digital upgrades to communal aerials – a report to confirm how many systems there are and provide a full update of this programme; • Residents' Conference (20th February 2008) – invitations will be sent out in the week beginning 12th December 2007. • Service Standards – a summary report of all comments to all panels. In addition, a report should be submitted to the Hackney Homes Board for approval (17th March 2008). 	<p>M Brewer</p> <p>G Penticost</p> <p>C Taber</p> <p>T Hogan</p>	<p>By 21st Feb 08</p> <p>By 21st Feb 08</p> <p>W/C 12th Dec 07</p> <p>By 21st Feb 08 & 17th March 2008</p>
<p>3. Resident Liaison Group Meeting - Draft Terms of Reference</p>	<p>The Resident Liaison Group asked that the draft Terms of Reference document be drafted and circulated to members of the RLG before the next meeting (21st February 2008) and the Hackney Homes Board in March 2008.</p>	<p>C Taber</p>	<p>Before 21st Feb 08 & 17th March 08</p>

 <p>HackneyHomes In partnership with  Hackney Council</p>	<p>Hackney Homes Ltd</p> <p>PART A Minutes of Resident Liaison Group Meeting, held at Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ</p> <p>On 4th December 2007 at 6.00PM</p>	<p>ITEM: 2</p>
---	---	-----------------------

<p>4. Update on Panel Grants</p>	<p>The Resident Liaison Group requested the following:</p> <ul style="list-style-type: none"> • a 12 month Panel Grants Review; • that the Panel Grants Review project be publicised before the next Resident Liaison Group Meeting; • a report submitted to the Hackney Homes Board (17th March 2008) for Board Members' to decide which projects and panels are to receive the monies associated with this project. 	<p>C Taber</p>	<p>By 21st Feb 08 & 17th March 08</p>
<p>5. Delivery Plan</p>	<p>The Resident Liaison Group advised that the Hackney Homes Delivery Plan should be "refreshed" on an annual basis.</p> <p>Nilavra Mukerji explained that the Hackney Homes Delivery Plan document had two aims:</p> <ul style="list-style-type: none"> • obtaining 2 * Audit Commission status for Hackney Homes; • to deliver excellent goods and services to Hackney residents. <p>The Resident Liaison Group stated the following as Hackney Homes strengths and weaknesses:</p> <ul style="list-style-type: none"> • <u>Strengths</u> <ul style="list-style-type: none"> - Management commitment to listening to residents (via meetings); - Hackney Homes' Tenant Participation is better than other ALMOs; - Refuse Cleaning / Estate cleaning; 	<p>NM / HHMT</p>	

	<ul style="list-style-type: none"> - Improvement in repairs; - Ground Maintenance. <ul style="list-style-type: none"> • <u>Weaknesses</u> <ul style="list-style-type: none"> - Lack of communication; - Lack of feedback to residents; - Residents' views not take into account; - Residents / Customers are not treated as people; - Lack of penalties where Hackney Homes fail to deliver services; - "Mixed messages" from Hackney Homes; - Complaints not being dealt with efficiently / effectively; - Hackney Homes is very bad at publicising good services, projects etc; - Hackney Homes' failure at publicising that Hackney is a excellent place to live / work; - Hackney Homes' inability to prove it can provide publicised services; - Inability to highlight the good services Hackney Homes provides; - "Blame culture"; <p>The Resident Liaison Group highlighted the following as "headline priorities" for Hackney Homes:</p> <ul style="list-style-type: none"> • <u>Communication</u> – Hackney Homes does not communicate at neighbourhood level. Hackney Homes fails to answer emails. Residents would like Hackney Homes to answer specific questions contained in emails, letters etc; • <u>Complaints</u> - Hackney Homes is very bad at addressing resident complaints. Residents would like to receive a letter acknowledging receipt of a written complaint and a progress letter (a letter which keeps the resident abreast of the progress of his/her case); 	<p>HHMT / CEO</p>	
--	--	--------------------------	--



Hackney Homes Ltd

ITEM: 2

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

On 4th December 2007 at 6.00PM

	<ul style="list-style-type: none"> • <u>Repairs</u> – Hackney Homes needs to review the Out of Hours Service provided to residents (the current out of hours service does not provide residents with a 24 hour service). <p>The Resident Liaison Group advised that Hackney Homes must concentrate on providing Hackney residents with excellent core housing management services and meeting with / talking to residents about services provided. In particular Hackney Homes should liaison with and work closely to Hackney Homes Resident Panels, Elderly and Vulnerable people and youth groups.</p>	<p>HHMT / CEO</p>	
<p>6. EIB 2007/08 (Presentation)</p>	<p>Alex Jarosy confirmed that:</p> <ul style="list-style-type: none"> • there was £46,000 in the EIB 2007/08 Budget; • Hackney Homes officers were talking to residents about the areas in which the EIB should be / could be spent; • EIB Budget monies could not be “rolled over” into subsequent financial years; • Hackney Homes / Residents had highlighted projects which should be considered under the EIB 2007/08 Budget (the successful EIB Budget project recipients would be selected by a Hackney Homes Sub Committee or the Hackney Homes Board); • The EIB 2007/08 Budget could be used as “grant aid money”; • Projects need to be identified and costs worked out well in advance of summer 2008; • Hackney Homes was in the process of arranging meetings with TRA Chair persons to discuss EIB Budget 2007/08 project funding; • Any/ all EIB Budget underspends by TRAs would be absorbed into the Hackney Council budget; • Any/ all projects that are currently complete would be integrated into the EIB Budget 		

	<p>2007/08 Project;</p> <ul style="list-style-type: none"> • All TRAs would receive EIB 2007/08 Budget Funding letters before 25th December 2007 (letters would indicate how much EIB Budget funding monies each estate had been allocated and would request information from estate chairs as to which projects should be nominated for funding); • Hackney Homes would compile a “list of EIB Budget projects” for each EIB Budget cycle; • That there was flexibility with regards Leaseholder re- charges for all / any EIB Budget funded projects. <p>Tom Hunt advised that there were a range of projects that would not qualify for section 185 finding and these projects would be eligible for funding under the new EIB Budget system. All projects via this scheme would be coordinated by Hackney Homes and given KPI indicators.</p> <p>The Resident Liaison Group advised that the EIB Budget Project should consider the following items:</p> <ul style="list-style-type: none"> • Youth schemes; • Security Systems; • Elderly services (e.g. door entry systems i.e. motor assisted doors). <p>The Resident Liaison Group asked that all EIB Budget projects to be identified by the end of January 2008.</p> <p>The Resident Liaison Group requested a report for the next RLG Meeting which should provide;</p> <ul style="list-style-type: none"> • An Update on the EIB Budget Project Funding for 2007/08; • An EIB Plan 2008/09; • Detailed project plans (with timelines) concerning all EIB projects. 	<p>AJ</p> <p>AJ</p>	<p>By 31st Jan 08</p> <p>By 21st Feb 08</p>
--	--	-----------------------------------	---



Hackney Homes Ltd

ITEM: 2

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

On 4th December 2007 at 6.00PM

<p>7. Consultation Strategy</p>	<p>Sally Raphael confirmed that:</p> <ul style="list-style-type: none"> the proposed Hackney Homes Consultation Strategy was in accordance with the new Resident Involvement Structure & Strategy, Equality & Diversity standards, Best Practice, departmental service plans contained within Hackney Homes' Business & Delivery Plans; there would be a "calendar of consultation events" available to residents, officers, etc; there would be regular consultation "work shops"; the proposed strategy would ensure consistency of information and professionalism concerning the presentation of information; Hackney Homes staff would receive consultation strategy training; There would be monitoring of consultation strategy events; The Resident Liaison Group would receive quarterly consultation progress / update reports. <p>The Resident Liaison Group requested the following report at the next RLG Meeting. The report must provide:</p> <ul style="list-style-type: none"> a detailed account of the Consultation Strategy Plan 2008/09 and progress of this project; an outline of how the consultation process would target all "hard to reach" groups and people whose first language is not English. <p>The Resident Liaison Group instructed officers to translate the Homes Consultation Strategy into the 10 different Hackney Community languages and monitor BME participation in the consultation process.</p> <p>Clive Taber advised that Hackney Homes was considering holding consultation strategy "drop – in events" in shopping centres throughout Hackney and that residents would be encouraged to complete consultation questionnaire via telephone follow up calls and prize draws (£50).</p>	<p>SR</p> <p>SR / HHMT</p> <p>C Taber</p>	<p>21st Feb 08</p>
--	---	---	-------------------------------

<p>8. Enhanced TRA Update</p>	<p>Tom Hunt confirmed that:</p> <ul style="list-style-type: none"> • Hackney Homes was recording “action points” from meetings; • Officers were being made accountable for their actions; • That the next round of meetings would concentrate on provision of better services, improvement of standards (especially in property services) and analysis of issues; • Areas which do not have TRA organisations could work with Hackney Homes to obtain TRA status (Hackney Homes had already provided these areas with TRA guidance information); • That smaller TRAs, if they so wish, could amalgamate with larger TRAs within the areas; • TRA “walkabouts” would occur two weeks prior to any TRA Meeting; • The roles of Resident Participation Officers / TRA Estate Managers were different. <p>The Resident Liaison Group asked for a report at the next RLG Meeting. The report should address the following issues:</p> <ul style="list-style-type: none"> • How smaller blocks could be amalgamated into larger TRAs; • Negative feedback issues – how they are being traced through the system; • How negative feedback issues are being closed off; • How Hackney Homes intends to conduct “quality checks” on the system e.g. attendance of Hackney Homes Estate Managers at TRA Meetings & completion of TRA Officer action points; • Publication of TRA Meetings displayed on estate notice boards (all notices must be translated into the 10 different languages within the Hackney community). 	<p>T Hunt</p>	<p>21st Feb 08</p>
--------------------------------------	--	----------------------	--------------------------------------



Hackney Homes Ltd

ITEM: 2

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

On 4th December 2007 at 6.00PM

<p>9. Any Other Business</p>	<p>The Resident Liaison Group requested the following:</p> <ul style="list-style-type: none"> • That an invitation be sent to Sonya Bradley (Youth Co-ordinator) for the next Resident Liaison Group Meeting; • A Youth Co-ordinator Report for the next Resident Liaison Group Meeting which must outline the successes of this department; • A report detailing the feedback from individual panels on the Hackney Homes Tenants' Compact. <p>The Resident Liaison Group agreed that all RLG Resident Representatives would use the "Any Other Business Section" of the meetings to highlight important Hackney community issues.</p>	<p>C Taber S Bradley / C Taber C Taber RLG</p>	<p>Before 21st Feb 08 21st Feb 08 21st Feb 08</p>
<p>10. Date of Next Meeting</p>	<p>Thursday 21st February 2008 at 6.00pm, The Chief Executive's Conference Room, 1st Floor, Christopher Addison House. Agreed.</p>		

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