
 <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 8 January 2009 at 6.00PM</p>	<p>ITEM 3a</p>
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<p>Present</p>	<p>Rupert Tyson (Joint Chair) David Larkin Terry J Edwards Alice Burke Brian Marsh Rhonda Dewsnap Muriel Gordon Denise Bingham Jean-Paul Lawrence Tampu-Eya Danny Neeson</p> <p>Housing Partner Representatives Elliot Brooks- Pinnacle John Ferman- Pathmeads John Newberry Mouchel</p>	<p>Officers Charlotte Graves Gary Penticost Alan Turner Neil Isaac Judith Morrison Tom Hogan Peter O’Kane Faisal Pirbhai Malcolm Brewer</p>
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Item	Open to the Public	Action	Date
<p>1. Welcome & Introduction</p>	<p>Rupert Tyson opened the meeting and asked the Governance Team to send get well wishes to Ron Devoti on behalf of the RLG.</p>	<p>Governance Team</p>	
<p>2.</p> <ul style="list-style-type: none"> • Apologies <ul style="list-style-type: none"> • Declarations of 	<p>Apologies were received from:</p> <ul style="list-style-type: none"> • Audrey Villas • Robin Smith • Clive Taber • Neehara Wijeyesekera • Sid Curtis • Ron Devoti • Joyce Brown • Karen Alcock 		

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<i>interest</i>	<i>None</i>		
<p>3.a Minutes of 30 October 2008.</p> <p>Matters arising</p>	<p>There were three corrections to the minutes of 30 October 2008.</p> <p><u>Matters arising 3.4</u> A line needed to be inserted after “agenda” and before “The” in order to separate the two items.</p> <p>6.6 The schedule of meetings should include all neighbourhood and panel meetings not just TRAs.</p> <p>8.2 This should refer to the Kitchen & Bathroom arrears policy.</p> <p>The Resident Liaison Group agreed the minutes of the meeting held on 30 October 2008.</p> <p>8.2 <u>Kitchen & bathroom arrears policy.</u> The Group asked which forum would discuss the kitchen & bathroom arrears policy. Officers said that this was on the rolling register for discussion at the Service Improvement Committee.</p> <p>10.4 <u>Repairs on garages</u> The Group asked for an update on the position with repairs on garages. Alan Turner said that a project was planned for the new financial year which would analyse whether and how they were used and this would help determine the long term future of garages across the borough and the capital funding required. Tom Hunt said that the report on garages which had been commissioned some time ago would be circulated to members. However, it was important to note that this report was now no longer current.</p> <p>Elliot Brooks said he had been in correspondence with the Shoreditch Panel about the garages there and a meeting was being arranged.</p> <p>The Group noted the Rolling Register.</p>	<p>Tom Hogan</p> <p>Tom Hunt</p>	<p><i>Tbc</i></p> <p>January 09</p>



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3(b) Rolling Register			
4.Chief Executive's Report – Strategic Overview.	<p>4.1 Charlotte Graves introduced the report and highlighted the key issues.</p> <ul style="list-style-type: none"> Emergency cover had been put in place over the Christmas period and there had been no major incidents. <p>The Resident Liaison Group noted the report.</p>		
5.Inspection Update	<p>5.1 Charlotte Graves gave a verbal update on the Inspection. She had been in contact with the Audit Commission but stressed that she could not announce a result until the Audit Commission issued its press release. As soon as we were able, we would let everyone know.</p> <p>The Resident Liaison Group noted the verbal report.</p>		
6.Resident Awards	<p>6.1 Rupert Tyson congratulated the Communications Team on the success of the Resident Awards. The Group asked whether it would be possible to get sponsorship for the event next year. Olaide Oyekanmi said that the Team was looking into this but we had to be mindful of the type of organisations we approached for sponsorship and the appropriateness of them given Hackney Homes' business. The Group asked about the planning process for next year's event and the level of Resident participation. Olaide Oyekanmi said that the Team would replicate the group approach used this year and would ensure that Residents took ownership of the event. The Team would start the planning earlier this year starting at the end of the summer. The Group said that as with the 2008 Awards, we should ensure that the Guest Speaker was local to Hackney.</p> <p>The Resident Liaison Group noted the report.</p>		
7 EIB	<p>7.1 Tom Hunt introduced the report and circulated a Position Statement of Project Submissions. All the bids submitted this year would be completed but there would be an underspend on the budget as not many bids had been submitted. Any monies not</p>		



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	<p>spent would be transferred to the 184 budget as had been agreed by the Resident Liaison Group. The Group said that EIB was part of the ETRA procedure but that it was not working as efficiently as it should and it was difficult to receive feedback on this. Tom Hunt said that the report identified a range of issues such as the large number of processes and people involved in managing this budget. Officers were looking at a range of options such as the potential to transfer the budget to the Neighbourhood Offices for it be managed by the Estate Managers. A paper exploring all the options would be brought back to the Resident Liaison Group.</p> <p>7.2 The Group considered that the budget needed to be managed centrally as Estate Managers did not have the capacity to commission major works and manage the budget. Tom Hunt said that the EIB had initially been set up specifically for small works and had not been designed to undertake major works. Officers would clarify the areas where the EIB could be used. The Group were concerned that if estates did not have an active TRA or were very small they did not submit bids and therefore did not have the potential to receive any of the EIB.</p> <p>7.3 The Group was concerned that the criteria for EIB had become muddled and therefore officers should investigate</p> <ul style="list-style-type: none"> • Why the procedure did not work • Where the procedure had fallen down • Identification of who had responsibility for managing the budget • Production of a step-by-step guide on how to use EIB. • Establishment of clear criteria between EIB/184 <p>Charlotte Graves said that officers could finalise this work on EIB/184 by the end of April.</p> <p>The Group asked whether any monies which had not been spent could be carried forward to the following year. Tom Hunt said that the Resident Liaison Group had</p>	<p>Tom Hunt</p>	<p>7 May 09</p>

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	<p>agreed that any monies not spent would be transferred to the 184 Budget.</p> <p>The Resident Liaison Group noted the report.</p>		
<p>8. Leaseholder Issues Independent Audit of Service Charges and Miscoding of job tickets</p>	<p>8.1 Judith Morrison gave a verbal report on leasehold issues. The Leasehold Services Team was working closely with our Partners to improve the position on miscoding of job tickets such as conducting regular audits in the call centre. A pilot had been running in the North East Neighbourhood which involved Leaseholders checking works completed before the billing stage. There was also an on-line system which allowed Leaseholders to review job progress on a quarterly basis and the intention was to roll this out to enable all Leaseholders to be able to review job progress.</p> <p>8.2 The service charge accounts were independently audited every year as part of the statutory financial accounting process.</p> <p>8.3 The Group said that there were still problems with miscoding of job tickets and the audits at the call centre could not be implemented fully until the new IT system was in place. However, the pilot on-line system to allow Leaseholders to review job progress was working well. The Group also felt that an audit separate from the financial accounting audit for service charges would be more in-depth.</p> <p>The Resident Liaison Group noted the verbal report.</p>		
<p>9 Ipsos Mori Leaseholder Status Survey</p>	<p>Tom Hogan gave a brief introduction to the Survey. There had been some improvement in satisfaction levels but overall the satisfaction levels remained low. There were some key issues which now needed further exploration</p> <ul style="list-style-type: none"> • How to improve communications • How to accommodate the different needs between the different groups of Leaseholders • How to accommodate the needs of people sub-letting from our Leaseholders 		

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	<p>been resolved and improvements were already being seen.</p> <p>10.3 The Group observed that responses to complaints didn't necessarily reflect the issues raised. Neil Isaac said that a report would be taken to the Service Improvement Committee analysing complaints/resolutions and he would ask the Neighbourhood Contract Manager to contact Jean-Paul Lawrence Tampu-eya to discuss a way forward on this.</p>	<p>Neil Isaac/A Jarosy</p>	<p>tbc</p>
<p>11. Decent Homes</p>	<p>11.1 The Group raised their concerns about condensation problems following the installation of new windows. Alan Turner said that officers were giving advice to people on heating and ventilation to help resolve this matter. If the windows had just been installed, Tenants should raise the matter with the contractors. However, if Tenants approached Hackney Homes, officers would advise on the problem. The Group felt that if we achieved 2 stars and received the Decent Homes funding, then we should look at the design faults with the windows.</p> <p>11.2 The Group asked whether showers could be installed as a matter of course. Alan Turner said that in many of our properties, there was not sufficient water pressure to install a shower with mixer taps.</p> <p>The Resident Liaison Group noted the report.</p>	<p>G Penticost</p>	
<p>12. Key Delivery Plan Priorities 2009-10</p>	<p>12.1 Peter O'Kane introduced the report and drew the Group's attention to Appendix 3. The Group welcomed the worklessness programme and asked for feedback on how it was progressing. John Ferman said that the programme had received a good response and a work-fair was now being arranged.</p> <p>The Resident Liaison Group noted the report.</p>		
<p>13. Hackney Homes Good News</p>	<p>13.1 The Chair congratulated the Communication Team on all their hard work.</p> <p>The Resident Liaison Group noted the report.</p>		
<p>14. AOB</p>	<p>14.1 The Group expressed disappointment that ETRA had not been put on the</p>		

