



Hackney Homes Ltd

ITEM 3

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

On 8 March 2011 at 6.30PM

Present	Charlotte Graves (Chair) Ida Scoullos Muriel Gordon David Larkin Doug Mitchell Joyce Brown Ben See Danny Neeson Cynthia Dimineux Doug Mitchell	Officers Faisal Pirbhai Susan Emerton (Part) Deborah Dade (Part) Patricia Yearwood (Part) Melanie Adams (Part) Sharan Sewa (Part) Martin Weaver (Part)	Observer Irene Lewington
		Minutes Tess Merrett	

Item	Open to the Public	Action	Date
1. Welcome & Introduction	Charlotte Graves introduced herself and said that as Rupert Tyson and Tom Price were unable to attend the meeting, she was in the Chair. Everyone introduced themselves.		
2. <ul style="list-style-type: none"> • Apologies • Declarations of interest 	<p>Apologies were received from: Denise Bingham, Terry Edwards, Tony Osborne, Deborah Salvador, May McGee, George McGee, Rebecca Freeman</p> <p>There were no declarations of interest..</p>		

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<p>3.(a) Minutes of 13 January 2011</p> <p>3 (a) Matters arising</p>	<p>Corrections.</p> <p>There was no reference in the minutes to the Council not complying with the legal right to repair requirements.</p> <p><u>Stoke Newington Panel</u> The minute should read “the Stoke Newington Panel had taken a deputation to the Council on the Decent Homes Kitchen and Bathroom Programme as it was grossly unfair.</p> <p><u>Matters Arising</u></p> <p><u>Leaseholders and gas safety checks</u> Judith Morrison to provide a briefing update note for the RLG</p> <p>Youth Issues David Larkin said that the recommendation to establish a Youth RLG had not yet been taken to the Board.</p>	<p>J Morrison</p> <p>N Wijeyesekera /T Merrett</p>	<p>24.5.11</p>
<p>4. Chief Executive’s Update</p>	<p>Charlotte Graves gave a verbal update.</p> <p>Decent Homes Backlog Funding For 2011/2012 £15.8m of Decent Homes Backlog Funding had been allocated to us. And for 2012/2013 £18.2m. Under the circumstances this was a very good results. Charlotte Graves thanked those staff involved for working over the Christmas Period on the submission. There were outline figures for the following years - 2013/14 and 2014/15 of £16m and £11m respectively but these figures were not definite. Hackney Homes’ Officers and Officers from the Council were working together to draw up a programme of works. This programme may be available at the next RLG</p>		



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	<p>meeting. Charlotte Graves also said that the financial environment in 2013/2014 and 2014/2015 would be very different as a result of the HRA review as there would be a Housing Revenue Business Plan in place by then.</p> <p>The Group asked if the figures included the funding required to make the final 10% of Hackney's stock decent. Charlotte Graves said that figures would be fed into the business plan and that they would take account of this 10% of stock.</p> <p>The Group asked for clarification on the £20m which had not been spent from 2010/2011 allocation. Charlotte Graves said that following the moratorium on the 2010/11 capital spend, this money had now been released and was being spent.</p> <p>The Group asked what the current position was on a stock condition survey. Charlotte Graves said that Officers were in discussion with the Council on what was appropriate. Jonathan Oxlade's team were undertaking an analysis of all the blocks using the original survey as well as all the data base information on works which had been subsequently carried out. This information would then be fed into the Housing Revenue Business Plan which would enable Officers to identify the gap and consider what further survey was needed. Officers also would look at the original 6,500 properties considered decent at the time of the original survey as part of this project.</p> <p>A presentation had been given at the RLG Awayday and the HRA review had put Hackney in a favourable position.</p>		



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<p>5. Presentation on Decent Homes and disabled/elderly tenants</p>	<p>Susan Emerton, Deborah Dade, Patricia Yearwood, Melanie Adams and Martin Weaver gave a presentation on Decent Homes works in relation to disabled and elderly tenants and aids and adaptations.</p> <p>The Group noted that the system in place was very successful and thanked staff for this. However, there was concern for those vulnerable tenants who may, for whatever reason, not be picked up through the current procedures. Susan Emerton said that during the Decent Homes surveys, data on vulnerable residents was captured together with the Occupational Therapists' (OT) recommendations. A pilot scheme had been running in the Homerton Neighbourhood whereby officers contacted vulnerable residents and visited them to see if they required any special adaptations. Hackney Homes' Trained Assessors made the initial visits and if a full assessment was not required, Hackney Homes carried out any works or if necessary referred it to a full OT assessment. The Chair said that for those tenants not in the Decent Homes Programme, Hackney Homes had to be realistic on what could be offered and tenants often needed to be referred to Social Services.</p> <p>The Group asked how any defects were picked up. Susan Emerton said that a Clerk of Works inspected the work and there was an annual defects period which picked up any snagging works.</p> <p>The Group asked how blind people were assisted. Susan Emerton said if tenants were not in the current decent homes programme, then they would need to be referred to OT by Social Services.</p> <p>The Group said that it was often difficult for disabled or elderly tenants to visit a neighbourhood office and was there any alternative arrangement. Susan</p>		



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	<p>Emerton said that surgeries and consultation meetings were held in local community halls on the estates and options for tenants to contact staff were set out in the initial Decent Homes letters sent out.</p> <p>Homerton Panel said that the system had worked extremely well in that neighbourhood and it had picked up several people who had slipped through the net. The mobile caravan had been taken to the estate which enabled residents to view what was on offer. The Resident Liaison Officers were commended.</p> <p>The Group asked if adaptations were automatically ripped out of any void property. The Chair said that each property was reviewed but disabled people had specific needs and it was often very difficult to match a property with a suitable tenant. Officers at Hackney Homes worked in conjunction with the lettings team at the Council on this.</p> <p><u>Aids and Adaptations</u></p> <p>Martin Weaver said that responsibilities between Hackney Homes and Social Services were much clearer now. Social Services identified what was required but Hackney Homes carried out the adaptations. An easy read leaflet had been developed which took tenants through the process.</p> <p>The Group noted an incident where a call to the Call Centre to get an adaptation to a tap had resulted in being told to call Social Services. Martin Weaver said that very shortly, minor adaptations would be able to be carried out directly by Hackney Homes rather than going to an OT referral. This would be publicised in the Residents' Newsletter and front line staff would be fully trained on the new procedure. The Group also asked that the date of</p>	<p>Coms Team</p>	<p>TBC</p>



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	<p>when this new procedure went live be emailed to the Panels.</p> <p>The Group asked if whether within the adaptations procedures, it was possible to improve access to a tenant's garden by adding e.g. a step or ramp. Martin Weaver said that this should be possible.</p> <p>The Group also noted that job numbers were still not being given out by Call Centre Staff. The Chair said that staff were meant to give these out but often the Residents did not want them.</p> <p>The Group asked how these adaptations were funded. Martin Weaver said that adaptations were funded from the capital programme and to date the funds available had been sufficient. However, it was acknowledged that adaptations such as stair lifts were very costly.</p> <p>The Group asked if a dispute arose between a caller and an operator in the Call Centre, whether a procedure could be put in place whereby in such cases, the caller was automatically transferred to a supervisor. The Chair said that this could be discussed with the Call Centre</p> <p>The Group said it was very interesting to hear what was available and thanked everyone for their presentations.</p> <p>It was also drawn to the Group's attention that the RLG forum was not the place to discuss personal issues.</p>	<p>J Paterson</p>	



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<p>6. Housing Management Contracts in-house service.</p>	<p>Sharan Sewa gave a presentation on progress with the project to bring the Management Contracts back in house.</p> <p>The Group noted its surprise and disappointment that the matter of more continuity with Estate Managers and Estate Managers being more involved on the estate had not been included in the feedback. The Chair said that currently there were a number of temporary staff within the Neighbourhoods and once the contracts were back in-house, work could be undertaken to stabilise this situation.</p> <p>The Group also noted that Officers often left meetings early. Charlotte Graves said that she had told staff that a 9.00 pm finish to a meeting was acceptable but that it was not acceptable for staff to attend until 10.00 pm or even later . It was noted that meetings which went on beyond two hours in the evening often were unproductive.</p> <p>The Group agreed that this was a conversation which needed to be had.</p> <p>The Group noted that there was inconsistency between the neighbourhoods, and said that this was an ideal opportunity to get a structure in place which suited everyone such as a one—stop shop. It was noted that things were done in a better way when there was a rapport between residents and staff. the teams in Stoke Newington and Stamford Hill were commended</p> <p>Sharon Sewa said that the idea of a one-stop shop could be looked at with a planned approach maybe in the future. Policies and procedures were currently being worked on to ensure consistency throughout the Neighbourhoods.</p>		

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	<p>Any proposals would be taken back to the Panels and a more detail should be available in April.</p> <p>The Group asked if were possible to see all the feedback and Officers said that they would publish this on the website.</p> <p>It was noted that in Haringey, Surveyors attended visits and handed a report of what was noted in the meeting to the tenant so that there was no future misunderstanding. Charlotte Graves said she would pass this suggestion on.</p>	<p>S Sewa/Coms</p> <p>J Paterson</p>	<p>ASAP</p>
<p>7. Issues from the Neighbourhood</p>	<p>Central Panel</p> <p>Danny Neeson said that there were still some fence panels missing between the canal and the Regent Canal estate. It was unclear whether this was the responsibility of the Waterways, Hackney Homes or the Council. However, the bent metal posting had been removed. Charlotte Graves said that the Council were aware of this and it was thought to be a Waterways responsibility.</p> <p>There was an issue with service charges and charges for block cleaning when there were no blocks and no communal service. Officers would look into this.</p> <p>Communication was very poor with no feedback to Panels nor TRAs. Charlotte Graves asked for some examples of where this was happening to be given outside the meeting.</p> <p>Stamford Hill</p>	<p>S Desai</p> <p>D Neeson</p>	<p>ASAP</p>



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	<p>Muriel Gordon agreed with Danny Neeson that communication was poor but noted that communication was on the agenda for the May meeting. She asked that Panels received all general communications which were circulated as the Panel received queries about such communications but Panel members hadn't necessarily received it – e.g. information for tenants would not be received by leaseholders.</p> <p>Estate Inspections – no communication was received to inform people of what follow up action as being done following an inspection. Communication around 184/EIB was poor for example, the Panel had only just found out by accident that some metal works under EIB would not take place this year.</p> <p>Stoke Newington</p> <p>Ida Scoullos said that the Community Meetings had been very successful and that training would take place regarding Safeguarding matters. David Larkin said that the issue of one block being included in the Decent Homes programme and an identical block being excluded was proving very divisive in Stoke Newington. The Panel was holding more in-depth discussion about this in April. However, now that there was the opportunity of a housing revenue business plan, it was suggested that an on going kitchen and bathroom programme be worked up whereby oldest stock was improved first followed by the more modern stock.</p> <p>Homerton</p> <p>Joyce Brown said that communal heating was still of great concern to the</p>		



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	<p>neighbourhood. The kitchen supplier in Homerton, Magnett, had been replaced but residents wanted to retain Magnett because of the quality of the kitchens which they had seen. Charlotte Graves said that the new supplier was installing kitchens in Pitcairn House for residents to look at.</p> <p>Disability Forum</p> <p>Andrew Rawlings said that Priestly Close was setting up a new TRA.</p> <p>Street Property Forum</p> <p>Ben See said that complaints were not being answered nor legal letters and staff were not carrying out instructions. Charlotte Graves asked for specific examples to be given outside this meeting.</p>	<p>B See</p>	
<p>8. Agenda Setting for July & September Meetings</p>	<p>Charlotte Graves said that at the RLG awayday on 4 Feb, the meeting had agreed to hold 3 themed meetings a year. The agenda for May currently had Communications and Communal Heating as the items. However, the communal heating project was being reviewed by the A&F Committee and the Committee had asked officers to undertake a final review of the figures and the final report may not be ready in time for the May meeting. It was agreed to keep the item on the agenda as a provisional topic and if the report was not finalised, a different topic which had been identified by the Group in November, would be substituted.</p> <p>The Group considered that Grounds Maintenance and Estate Cleaning would be suitable themes but that an agenda item to discuss the future themes would be included on the 12 May Agenda.</p>		



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	<p>The meeting dates for next year were</p> <p>Thursday 12 May Thursday 7 July Thursday 8 September Thursday 3 November</p> <p>The meetings being chaired by Charlotte Graves would include all members of RLG not just the panel chairs.</p> <p>The meeting closed at 8.35 pm</p>		

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