



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 11 September 2008 at 6.00PM

Present	<p>Board members Rupert Tyson (Joint Chair) David Larkin Terry J Edwards Brian Marsh Alice Burke</p> <p>Stakeholder Representative: Jamie Carswell(Joint Chair) Housing Partner Representatives Elliot Brooks- Pinnacle John Ferman- Pathmeads Nii-Amon Nikoi- Mouchel</p>	<p>Officers Charlotte Graves Gary Penticost Tom Hunt Neil Isaac Neehara Wijeyesekera Tom Hogan Clive Taber Michael Emmett Sally Raphael</p>	<p>Resident Representatives Joyce Brown Rhonda Dewsnap Muriel Gordon Tony Goodchild Denise Bingham Peter Kinsey Sid Curtis Michael Gill Danny Neeson Ron Devoti</p>
---------	--	---	--

Item	Open to the Public	Action	Date
1. Welcome Introduction &	The Chair, Jamie Carswell noted the members requests for AOB items as follows: <ul style="list-style-type: none"> Resident Board Members' term of office- Joyce Brown Resident Participation- Rhonda Dewsnap Parking charges – Rhonda Dewsnap Concierge and VFM-Alice Burke 		
2. <ul style="list-style-type: none"> Apologies Declarations of interest 	<p>Apologies were received from:</p> <ul style="list-style-type: none"> Audrey Villas Susan Fajana-Thomas Jean – Paul Lawrence Tampu – Eya John Newbury David Saxon <p>None</p>		

<p>3.a Minutes of 26th June 2008.</p> <p>b. Matters arising</p>	<p><i>The Resident Liaison Group agreed the minutes of 26th June 2008.</i></p> <p>3.1 Mediation Services Clive Taber informed the meeting that he was exploring alternatives for mediation services and getting quotes from organisations. An update would be given at the next RLG meeting.</p> <p>3.2 Satellite Dishes The meeting was informed that a lot of dishes were springing up everywhere. Action to be progressed by officers between meetings.</p> <p>3.3 The RLG meeting wanted to know why Hackney Homes mail was sent to Hackney Council for franking and thus causing delays in posting the mail.</p> <p>3.4 Repairs-184/EIB The meeting was informed that a meeting was taking place after the RLG meeting to discuss EIB/184 issues. The next RLG would receive an update.</p> <p>3.5 Tom Hunt to liaise with Governance so that a future RLG would consider 'Repairs Policy on rented garages/ Revenue from garages.'</p>	<p><i>T Hogan</i></p> <p><i>C Taber</i></p> <p><i>N Isaac</i></p> <p><i>G Penticost/T Hunt</i></p> <p><i>Governance/T Hunt</i></p>	<p><i>30.10.08</i></p> <p><i>ongoing</i></p> <p><i>30.10.08</i></p> <p><i>30.10.08</i></p> <p><i>TBC</i></p>
<p>4. What's happening at Hackney Homes Update?</p>	<p>4.1 The Chief Executive thanked all staff and management for the work they were doing to ensure that Hackney Homes residents received excellent and accessible services.</p>		

4.2

The Chief Executive also informed the meeting about the incidents that resulted in two deaths at properties managed by Hackney Homes. She informed the RLG members that she attended police meetings where the police were positive that they would find ways to stop such incidences in the future. The Chief Executive commended Terry Edwards for the help he offered in dealing with the incidents.

Terry Edwards said that there was need for extra policing in the area. He added that the gates at St Thomas's Square should be locked at dusk.

4.3

Tom Hogan informed the meeting that Hackney Homes was arranging with the Health Trust to encourage healthy eating. The meeting was informed that initiatives such as this one added to the improvement of services to the residents.

4.4 Finance and Resources

The RLG members were informed that Hackney Homes would be monitoring the gas and electricity price increases to ensure that effects of overspends on utilities were minimised.

4.5 Inspection preparation

The Chief Executive informed the RLG meeting that the Self Assessment document preparation was at an advanced stage. She added that Sally Raphael and Chrys Edwards were coordinating and editing the inspection preparation work from information provided by managers.


The Chief Executive informed the RLG meeting that the Self Assessment Document described how Hackney Homes met Key Lines of Enquiry (KLOEs) as well as highlight the progress made since the last inspection.

	<p><i>4.7 Estate Cleaning and Grounds Maintenance</i> Tom Hunt informed the RLG members that the agreement reached on harmonisation of ISS and Pinnacle staff would be applicable to Wettons' staff.</p> <p>The RLG members were informed that the East London Business Association (ELBA) and Hackney Homes were undertaking work on community halls. The meeting was informed that the project had been a success and ELBA were willing to be involved in the renovation of more community halls.</p> <p>Tom Hunt informed the meeting that Hackney Homes was hopeful that additional funding for tree maintenance would be secured.</p> <p><i>The Resident Liaison Group noted the report.</i></p>		
<p>5. Service Standards</p>	<p>5.1 Tom Hogan informed the RLG meeting that the Board in March agreed 110 Service Standards. He told the meeting that managers received service standards needed in their areas and they were expected to develop performance systems to ensure that the service standards were achieved.</p> <p>5.2 Tom Hogan informed the RLG members that the Service Standards document could be downloaded from the Hackney Homes website in English and other languages.</p> <p>5.3 Ron Devoti asked the officers to ensure that the service standards promised was delivered. Rhonda Dewsnap and Muriel Gordon wanted the service standards to be set at realistic levels taking into consideration budgetary and other limitations. Tom Hogan told the meeting that Hackney Homes would always endeavour to achieve the highest standards.</p> <p><i>RLG noted the report</i></p>		

<p>6. Resident Participation Strategy</p>	<p>6.1 Clive Taber informed the RLG that the Resident Participation Strategy 2008-2011 was a key document to be submitted to the Audit Commission. He added that the Resident Participation Strategy document compliments Resident Participation Compact in setting out how Hackney Homes would engage with residents.</p> <p>6.2 Clive Taber informed the RLG meeting that the Board on the 8th of September considered the strategy and made the following suggestions to be incorporated into the document:</p> <ul style="list-style-type: none"> • The demographic profile of Hackney Homes residents; • Outline of how the Resident Liaison Group was set up; • Youth programmes strategy and • ASB activities. <p>6.3 Some RLG members wanted to see more cooperation between the residents and the police throughout the borough. The Chair informed the meeting that the Council would work to ensure police and residents worked together.</p> <p>6.4 Neehara Wijeyesekera encouraged the RLG members to bring forward suggestions for inclusion in the document. He added that there would be meetings with panels and TRAs to develop the plan.</p> <p>Terry Edwards asked for a discussion about the best times to arrange meetings to enable residents to attend.</p> <p><i>The RLG approved the Resident Participation Strategy 2008-2011</i></p>		
<p>7. Tenants' Events Update</p>	<p>7.1 Neehara Wijeyesekera informed the RLG members that the Tenants' Event would last about three and half hours covering areas such as internal repairs, how to access debt advice and gas programme.</p>		

	<p>7.2 The meeting was informed that there would be question and answer session so that residents could ask the Executive Team and housing partners questions about Hackney Homes' services.</p> <p>7.3 The meeting expressed varying views about the format the tenants' event should take. Some RLG members felt that the tenants' event must be organised and led by tenants while others were of the opinion that the event must not encourage division between tenants and leaseholders. Some members said that tenants were welcomed at leaseholders' events and thus leaseholders must also be free to attend tenants' events.</p> <p>7.4 Neehara Wijeyesekera informed the RLG members that all interested parties would be consulted and kept informed about the arrangements for the tenants' event.</p> <p><i>The RLG noted the report.</i></p>		
<p>8. Hackney Homes Officers-Issues</p>	<p>8.1 Ron Devoti informed the RLG meeting that he wanted officers to attend more meetings and provide answers to questions and issues raised at tenants' meetings.</p> <p>8.2 The Chief Executive informed the meeting that she would be willing to attend any meetings that did not clash with Board and Committee meetings schedule. She urged organisers of the tenants' meetings to keep her and management informed about future meetings. The Chief Executive promised RLG members that she would ensure the attendance of officers required at the meetings.</p>		

	<p>8.3 Muriel Gordon asked officers to follow up on emails sent to them. She said that volunteers worked very hard and they expected the offices to acknowledge and respond to emails promptly. Sid Curtis added that residents appreciated officers' workload but they expected the officers to keep communication open to ensure that residents were kept informed about their queries. Ron Devoti said that residents would only request officers' presence at residents' meetings if necessary.</p> <p><i>The RLG noted the report.</i></p>		
<p>9. Self Assessment Document</p>	<p>9.1 Sally Raphael informed the RLG members the Self Assessment Document would cover areas where Hackney Homes were doing well and highlight progress made since the last inspection. She urged members to submit any comments.</p> <p>9.2 Sally Raphael would be circulating the summary of the Self Assessment Document.</p>	<p><i>S Raphael</i></p>	<p><i>TBC</i></p>
<p>10. Any other Business</p>	<p>10.1 Central diary Muriel Gordon suggested the creation of a central diary for reference in arranging meetings to ensure that meetings do not clash.</p> <p>10.2 Resident Board Members The meeting asked Neil Issac to circulate the appointment programme/timetable for Resident Board Members to RLG members.</p> <p>10.3 Members wanted the next RLG meeting to consider how Hackney Homes were planning for the succession of board members. Succession plan to be included as an</p>	<p>N Wijeyesekera/ C Taber</p> <p><i>N Isaac</i></p>	<p>30.10.08</p> <p><i>TBC</i></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 11 September 2008 at 6.00PM</p>	<p>ITEM 3a</p>
---	---	-----------------------

	<p>item at next RLG meeting and a report to be prepared for the meeting.</p> <p>10.4 Parking Permits Rhonda Dewsnap wanted Hackney Council to waive the cost of " All Zone parking permits " Hackney Homes purchased from Council. She said that the money that could be saved by Hackney Homes could be used to improve services.</p> <p>Cllr Jamie Carswell acknowledged Rhonda's enquiry and informed the meeting that he would refer the issue to Cllr Laing. He encouraged RLG members to contact Cllr Laing to seek clarification on parking issues.</p> <p>10.5 Concierge and Value for money Alice Burke wanted management to evaluate the concierge services at Seaton Point and Gooche House. The meeting was informed that a written response would be sent to Alice Burke explaining the provision of concierge services at Seaton Point and Gooche House.</p>	<p>N Isaac</p> <p>J Carswell</p> <p>C Graves/Exec Team</p>	<p>30/10/08</p> <p>TBC</p> <p>TBC</p>
<p>13. Date of Next Meeting</p>	<p><i>Thursday 30th October 2008 at 6.00pm, The Chief Executive's Conference Room, 1st Floor, Christopher Addison House.</i></p> <p><i>Noted</i></p>		

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