



## 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 12 March 2009 at 6.00PM

Present	<p>Rupert Tyson (Joint Chair) Cllr Tom Price (Joint Chair)</p> <p>David Larkin Terry J Edwards Alice Burke Brian Marsh (part) Muriel Gordon Danny Neeson Mavis MacGee David White Susan Fajana-Thomas Joyce Brown Douglas Mitchell Gordon McGuthrie Tony Goodchild Walter Hare (observer)</p> <p><b>Housing Partner Representatives</b> Elliot Brooks- Pinnacle John Ferman- Pathmeads</p>	<p><b>Officers</b> Charlotte Graves Gary Penticost Alan Turner Neil Isaac Judith Morrison Malcolm Brewer Christophe Tabi Neehara Wijeyesekera</p>
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Item	Open to the Public	Action	Date
<b>1. Welcome &amp; Introduction</b>	The Chair welcomed everyone to the meeting and introduced Mavis MacGee who was the new Chair of the Clapton Panel		
<b>2. Apologies</b>	<p>Apologies were received from:</p> <ul style="list-style-type: none"> <li>• Rhonda Dewsnap</li> <li>• Jean-Paul Lawrence Tampu-Eya</li> <li>• Karen Alcock</li> </ul>		

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<ul style="list-style-type: none"> <li><i>Declarations of interest</i></li> </ul>	None		
<p><b>3.a Minutes of 8 January 2009</b></p> <p><b>Matters arising</b></p>	<p>The minutes were agreed as a true record and signed accordingly.</p> <p><u>3(a) Matters Arising Kitchen &amp; Bathroom arrears policy</u> The policy was being reviewed following an EIA which showed some negative impact on certain parts of the community. Officers were in discussion with the Council and this would be brought to Hackney Homes Board in April.</p> <p><u>3(a) Matters Arising – Repairs on Garages</u> Christophe Tabi to ensure the previously commissioned report was circulated to the Group Members.</p> <p><u>7 EIB</u> The Group asked whether any monies not spent had been transferred to the 184 Budget. Gary Penticost said that this matter was being picked up in the review of the 184 Budget.</p> <p><u>10.1 Performance Monitoring</u> Neil Isaac had met with Gary Penticost to look at communal repairs monitoring information and this should be incorporated into the performance monitoring report shortly.</p> <p><u>10.2 Repairs Performance</u> Gary Penticost said that the improving trend in repairs performance was continuing following the introduction of three new contractors.</p> <p><u>11.2 Decent Homes</u> Alan Turner said that he had written to Rhonda Dewsnap concerning water pressure. Gary Penticost said that there was an agreed procedure for adding booster pumps and these were installed as and when necessary funded from the capital installation works budget.</p>	<p>N Wijeyesekera</p> <p>C Tabi</p> <p>G Penticost/T Hunt</p> <p>N Isaac/G Penticost</p>	<p>May 09</p> <p>May 09</p>



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<p><b>3(b) Rolling Register</b></p>	<p>3 (b).1 David Larkin said that there had been a ground-breaking ceremony at Woodberry Down and that the selected RSL partner was Genesis.</p> <p>3 (b) .2 There were some items missing from the Rolling Register.</p> <ul style="list-style-type: none"> <li>• Provision of a meeting space at Clockhouse</li> <li>• A presentation from EPAG</li> </ul> <p>3 (b).3 Clive Taber said that if there were no funds available in this financial year for providing a meeting space at Clockhouse. This would be reviewed in the next financial year.</p> <p>3 (b) .4 The Group agreed that EPAG could be invited to give a presentation to RLG on the same basis as WDCO later in the year.</p> <p>3 (b) .5 The Group asked that conflict of interest between Chairs of Panels also being Board members be added to the Rolling Register</p> <p>3(b) .7The Group suggested obtaining a legal definition of a conflict of interest and circulating this to the Group.</p> <p>The Group noted the Rolling Register.</p>	<p>Governance Team</p>	<p>July 09</p> <p>May 09</p>
<p><b>4.What's Happening at Hackney Homes.</b></p>	<p>4.1 The Chief Executive introduced the report.</p> <p><u>Inspection</u> Hackney Homes would be subject to another full Inspection within the next 3 years as well as the possibility of a Short Notice Inspection. As a result, it was essential that Hackney Homes were prepared for both possibilities. The Chief Executive wanted to ensure that engagement with Residents remained at the high</p>		

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	<p>level it was during Inspection and asked the Group to report back if this was not the case.</p> <p>The Group noted the report.</p>		
<b>5.Presentation from Sharon Haywood from the London Tenants' Federation</b>	<p>5.1 Sharon Haywood from the London Tenants' Federation (LTF) gave a presentation on the role of the LTF and how Hackney Homes' Tenants could get involved. The Group asked how much influence the LTF had on key issues which affected London Tenants. Sharon Haywood said that changes to London plans and policies had been made as a result of suggestions from the LTF. The Group expressed its disappointment that the TSA was led more by professionals than Tenants. Sharon Haywood said that this was not the case with the LTF and its voice was heard by the Mayor. Sharon Haywood invited members of the Group to attend the next LTF meeting.</p> <p>The Group thanked Sharon Haywood for attending the RLG and noted her presentation.</p>		
<b>6.Presentation on the HRA</b>	<p>6.1 Neil Isaac gave a presentation on the HRA. The Group asked whether, given the announcement from the Government on rent increases, could Hackney Homes ask for a moratorium on the increase. Neil Isaac said that although a moratorium may be possible, it was optimistic. Officers were in discussion with the Council on the best way forward in this matter. The Group asked whether RTB sales formed part of the HRA receipts. Neil Isaac said that funds from RTB sales formed part of the Capital Receipt which was to be spent on Capital Works. The Group asked what was the level of debt across Hackney's estates. Neil Isaac said that whilst we knew the aggregate amount of debt, it could not be ascribed on an estate by estate basis.</p> <p>The Group noted the presentation.</p>		
<b>7 Alternative Forms of Engagement</b>	<p>7.1 Clive Taber introduced the report.</p> <p>The Group asked how many people attended the focus groups. Clive Taber said that</p>		



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	<p>the focus groups usually had 10-15 attendees. It was suggested that the RLG receive feedback from these focus groups at every other meeting. The Group asked if there was engagement with the youth of Hackney through the Youth Parliament. Clive Taber said there was. The Group congratulated officers on the success of alternative forms of engagement but noted that not all resident inspectors had been utilised. The Group also noted that individual youth groups were successful but that it would be useful if they could mix with each other. Clive Taber agreed that officers needed to encourage the separate groups to get to know each other.</p> <p>7.2 Cllr Tom Price asked how people were recruited to the focus groups. Clive Taber said that officers used a tenant participation tracker system on the computer</p> <p>7.3 The Group said that it was important to disseminate the outcomes from these focus groups to the wider communities. It was also noted that certain communities didn't know of the existence of the focus groups. Clive Taber said that officers were trying hard to integrate and engage these groups with the wider communities.</p> <p>The Group noted the report.</p>	<b>C Taber</b>	<b>July 09</b>
<b>8. Enhanced Tenants' and Residents' Association Meetings Review</b>	8.1 Clive Taber introduced the report. The Group were asked to contact Clive Taber with any suggestions on the proposals for undertaking the ETRA review.	<b>All RLG Members</b>	<b>ASAP</b>
<b>9 Concierge Service</b>	9.1 The Group were dissatisfied with the length of time it had taken to bring the report to the Group. Elliot Brooks said that a considerable amount of work had been undertaken in the background in order to prepare the report. For example, regular meetings were now held between the Partners and Carlyse. Overlapping shifts had now been arranged so that there should no longer be any gaps in the service provision. Once all the changes had become embedded in the service, a report would	<b>N</b>	<b>September</b>

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	be brought back to the Group in about six months' time. However, in the meantime, Alice Burke would receive progress reports.	<b>Wijeyesekera</b>	<b>09</b>
<b>10. Tenants' Services Authority</b>	10.1 This report was for information only and was noted. The group asked if these information reports could be circulated outside the formal Agenda. Charlotte Graves said they could.		
<b>11 AOB</b>	<p><u>District Heating Charges</u> There was concern at the level of increase in these charges and Joyce Brown asked for further information about this. Neil Isaac said as the contract for energy provision between the Council and the provider was commercial in confidence, he would investigate what could be released to the wider public.</p> <p><u>Conflict of Interest – Chair of Cabinet Finance/HH Audit &amp; Finance Committee</u> There was concern about a possible conflict of interest for the Chair of Cabinet Finance and the Chair of Hackney Homes' Audit &amp; Finance Committee as it was one and the same person. The Chair of the RLG agreed to bring this matter to Hackney Homes' Board</p> <p><u>Service Improvement Committee</u> Muriel Gordon asked for further information on the Service Improvement Committee. Tess Merrett said she would contact Muriel Gordon to discuss this.</p> <p><u>Increase in Panel Budgets</u> Muriel Gordon asked if there would be an increase in the Panel Budgets. Clive Taber said that the budgets increased with inflation. An information item on the Special Projects Budget would be prepared for the Group after year end.</p> <p><u>Emails</u> Muriel Gordon asked if officers could be encouraged to open their emails in a timely fashion.</p> <p><u>Purpose of the Resident Liaison Group</u> The Group asked if most of the meeting scheduled for 7 May 2009 could be devoted to discussing the role of the RLG.</p>	<p><b>R Tyson</b></p> <p><b>T Merrett</b></p> <p><b>C Taber</b></p> <p><b>C Graves</b></p>	<p><b>July</b></p> <p><b>March 2009</b></p> <p><b>July 2009</b></p> <p><b>ASAP</b></p>



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	<p><u>Hackney Homes' Estate Board</u> There was some discussion about the existence of the Hackney Homes' Estate Board. It was agreed that Clive Taber and Alice Burke would speak about this outside of the meeting.</p> <p>The Group congratulated officers on the 2* achievement</p>	<p><b>Clive Taber</b></p>	<p><b>7 May 09</b></p>
<p><b>15. Meeting Closed</b></p>	<p>The Meeting Closed at 8.15</p> <p>The next meeting would take place on Thursday 7 May at 6.00 pm at Christopher Addison House</p>		

Signed as a true record of this meeting \_\_\_\_\_ Chair      Dated \_\_\_\_\_