

**HACKNEY HOMES Ltd**  
**Resident Liaison Group Meeting**  
Thursday 12 March 2009 at 6.00pm to 7.32pm  
The Chief Executive's Conference Room, 1<sup>st</sup> Floor,  
Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ

**Part A Meeting (Open to the Public)**

**Distributed to:**

**Resident Liaison Group Members:**

Rupert Tyson (Joint Chair)  
Karen Alcock (Joint Chair)  
Tom Price  
Audrey Villas  
Danny Neeson  
David Larkin  
Brian Marsh  
Joyce Brown  
Feryat Demirci  
Terry J Edwards  
Muriel Gordon  
Alice Burke  
Rhonda Dewsnap  
Peter Kinsey  
Erdal Doganduzel  
Jean – Paul Lawrence Tampu-eya  
Denise Bingham  
Tony Goodchild  
Michael Gills  
Susan Fajana-Thomas  
Gordon Guthrie

**Officers:**

Charlotte Graves  
Neil Isaac  
Gary Penticost  
Neehara Wijeyesekera  
Tom Hunt  
Robin Smith  
Tom Hogan  
Judith Morrison  
Clive Taber  
Alex Jarosy  
Alan Turner

**Housing Partner Representatives:**

Mouchel: John Newbury  
David Saxon  
Nii-Amon Nikoi

Pinnacle: Elliot Brooks  
Pathmeads: John Ferman  
Sarah Chapman  
Fergal Ward

**London Tenants Federation:**

S Haywood

**Contact:**

**Governance Team**  
**020 8356 3432/2264/4225.**  
**Governance.team@Hackneyhomes.org.uk**

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Resident Liaison Group Meeting**

**Thursday 12th March 2009 at 6:00pm to 7.32pm,  
The Chief Executive's Conference Room, 1<sup>st</sup> Floor,  
Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ**

**A Part A AGENDA (Open to the Public)**

Item	Presenter	Subject	Page	Status	Duration	Time
1.	Chair	Welcome and Introduction		Information	5 mins	6.00-6.05
2.	Chair	<ul style="list-style-type: none"> <li>• Apologies</li> <li>• Declarations of Interest including Hackney Homes Board Members declaring they are Board Members</li> </ul>		Information	2 mins	6.05-6.07
3.	Chair	a) Minutes of 8 <sup>th</sup> January 2009 and Matters arising	1-8	Decision	10 mins	6.07-6.17
		b) Rolling Register	9-10			
4.	C Graves/ Exec team	What's happening at Hackney Homes Update?	11-16	For Information	10 mins	6.17-6.27
5.	S Haywood	Presentation from the London Tenants Federation		Presentation	20 mins	6.27-6.47
6.	N Isaac	Housing Revenue Account – How it Operates		Presentation	15 mins	6.47-7.02
7.	C Taber	Alternative Forms of Engagement	17-20	For Information	10 mins	7.02-7.12

8.	C Taber	Enhanced Tenants and Residents Association (ETRA) Meetings Review	21-22	For Information And Consideration	10 mins	7.12-7.22
9.	N Wijeyesekera	Concierge Service – Service Review	23-26	For Information Only		
10.	C Taber	Tenant Services Authority National Conversation events	27-29	For Information Only		
11.	Chair	Any Other Business		Information	10 mins	7.22-7.32



# 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 8 January 2009 at 6.00PM

Present	<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><b>Housing Partner Representatives</b>          Elliot Brooks- Pinnacle          John Ferman- Pathmeads          John Newberry Mouchel</p>	<p><b>Officers</b>          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
<b>1. Welcome &amp; Introduction</b>	Rupert Tyson opened the meeting and asked the Governance Team to send get well wishes to Ron Devoti on behalf of the RLG.	<b>Governance Team</b>	
<b>2.</b> <ul style="list-style-type: none"> <li>• <b>Apologies</b></li> </ul> <ul style="list-style-type: none"> <li>• <b>Declarations of interest</b></li> </ul>	<p>Apologies were received from:</p> <ul style="list-style-type: none"> <li>• Audrey Villas</li> <li>• Robin Smith</li> <li>• Clive Taber</li> <li>• Neehara Wijeyesekera</li> <li>• Sid Curtis</li> <li>• Ron Devoti</li> <li>• Joyce Brown</li> <li>• Karen Alcock</li> </ul> <p>None</p>		

Item	Open to the Public	Action	Date
<p><b>3.a Minutes of 30 October 2008.</b></p> <p><i>Matters arising</i></p> <p><b>3(b) Rolling Register</b></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 &amp; 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 &amp; bathroom arrears policy.</u> The Group asked which forum would discuss the kitchen &amp; 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><b>Tom Hogan</b></p> <p><b>Tom Hunt</b></p>	<p><i>Tbc</i></p> <p><b>January 09</b></p>

Item	Open to the Public	Action	Date
<p><b>4.Chief Executive's Report – Strategic Overview.</b></p>	<p>4.1 Charlotte Graves introduced the report and highlighted the key issues.</p> <ul style="list-style-type: none"> <li>• Emergency cover had been put in place over the Christmas period and there had been no major incidents.</li> </ul> <p>The Resident Liaison Group noted the report.</p>		
<p><b>5.Inspection Update</b></p>	<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>		
<p><b>6.Resident Awards</b></p>	<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>		
<p><b>7 EIB</b></p>	<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 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</p>		

Item	Open to the Public	Action	Date
	<p>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"> <li>• Why the procedure did not work</li> <li>• Where the procedure had fallen down</li> <li>• Identification of who had responsibility for managing the budget</li> <li>• Production of a step-by-step guide on how to use EIB.</li> <li>• Establishment of clear criteria between EIB/184</li> </ul> <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 agreed that any monies not spent would be transferred to the 184 Budget.</p> <p>The Resident Liaison Group noted the report.</p>	<p><b>Tom Hunt</b></p>	<p><b>7 May 09</b></p>

Item	Open to the Public	Action	Date
<p><b>8. Leaseholder Issues Independent Audit of Service Charges and Miscoding of job tickets</b></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><b>9 Ipsos Mori Leaseholder Status Survey</b></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"> <li>• How to improve communications</li> <li>• How to accommodate the different needs between the different groups of Leaseholders</li> <li>• How to accommodate the needs of people sub-letting from our Leaseholders</li> </ul> <p>The Group was very concerned that the issues of Leaseholders were not being heard and wanted to know how officers were going to move the position forward. Although the Group acknowledged that all London boroughs had low satisfaction levels</p>		



Item	Open to the Public	Action	Date
<b>11. Decent Homes</b>	<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>	<b>G Penticost</b>	
<b>12. Key Delivery Plan Priorities 2009-10</b>	<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>		
<b>13. Hackney Homes Good News</b>	<p>13.1 The Chair congratulated the Communication Team on all their hard work.</p> <p>The Resident Liaison Group noted the report.</p>		
<b>14. AOB</b>	<p>14.1 The Group expressed disappointment that ETRA had not been put on the Agenda. There was also some frustration that non-emergency works identified through estate walkabouts could not be carried out as there were no funds available. Faisal Pirbhai said that the recent priority had been the Inspection. However, the ETRA review would now roll out to all the Panels and TRAs across the borough with the outline proposals.</p> <p>14.2 It was also noted that it was difficult to get a surveyor to attend the quarterly estate walkabouts. Gary Penticost said that Property Services did not have the resources to send surveyors on all the quarterly estate walkabouts on every estate.</p>	<b>N Wijeyesekera</b>	<b>TBC</b>

Item	Open to the Public	Action	Date
	<p>He informed the Group that £1.6m had been spent on reactive communal repairs and £1.9m had been spent on planned communal repairs following the estate walkabouts. He acknowledged that the feedback mechanism on unraised orders needed to be strengthened. There was currently a backlog of £6m in the painting programme and the asset management strategy would be revisited.</p> <p>14.3 The Group queried who was responsible for deciding the rent increase levels. Neil Isaac said that the Council was responsible for setting the rents.</p> <p>14.4 It was agreed that an explanation of how the Housing Revenue Account operated would be given to the next Resident Liaison Group.</p>	<p><b>Neil Isaac</b></p>	<p><b>12 March 09</b></p>
<p><b>15. Meeting Closed</b></p>	<p>The Meeting Closed at 8.00 pm</p> <p>The next meeting would take place on Thursday 12 March at 6.00 pm at Christopher Addison House</p>		

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

Item 3b)

## Rolling Register Resident Liaison Group

<b>1. Repairs- 184/EIB 8.1.09</b>	Final report on EIB to be prepared  Final Report on 184 to be prepared..	<b>Tom Hunt/ N Wijeyesekera  G Penticost</b>	<b>7 May</b>
<b>2. What's happening at Hackney Homes Update? 11.09.08</b>	Alice Burke requested a schedule of all TRA meetings.	<b>C Taber/N Wijeyesekera</b>	<b>2009</b>
<b>3. Central Diary</b>	Muriel Gordon suggested the creation of a central diary for reference in arranging meetings to ensure that meetings do not clash.	<b>N Wijeyesekera/ C Taber</b>	<b>2009</b>
<b>4. Garages Update 30.10.08</b>	<b>Garages update</b>  Report and Strategy on Garages to consider <ul style="list-style-type: none"> <li>• Demand</li> <li>• Condition</li> <li>• Future finance</li> <li>• Viability</li> <li>• Whether to demolish</li> </ul>	<b>A Turner</b>	<b>From 09/10 budget year</b>
<b>5. Update on Decent Homes Programme</b>	8.2 Equalities Impact Assessment report on kitchens and bathrooms and arrears policy in respect of kitchens and bathrooms to be brought back to the RLG following discussion at Service Improvement Committee	<b>T Hogan</b>	<b>Tbc</b>



**Item 3b)**

## **Rolling Register Resident Liaison Group**

<b>7. Woodberry Down</b>	Representatives of WDCO to be invited to give a presentation to RLG on what was happening	<b>R Smith</b>	<b>July 09</b>
<b>8. Resident Participation Strategy</b>	Report on outcomes of ETRA Review	<b>C Taber</b>	<b>July 09</b>

Title of Report: <b>What's happening at Hackney Homes Update?</b>	
Decision Making Body: <b>Resident Liaison group</b>	Date: <b>12<sup>th</sup> March 2009</b>
Classification: <b>FOR INFORMATION</b>	Report of: <b>Chief Executive – Charlotte Graves</b>
Item Previously considered at: <b>This is a monthly standing item</b>	On Which Date: <b>N/A</b>
Report Author: - <b>Charlotte Graves, Chief Executive</b>	Appendices: <b>N/A</b>

**Report Outline:**

- |   |
|---|
| <ul style="list-style-type: none"> <li>• <b>Paragraph: 1.0 - Summary of Report</b></li> <li>• <b>Paragraph: 2.0 - Recommendation(s) to the Board / Committee</b></li> <li>• <b>Paragraph: 3.0 - Background</b></li> <li>• <b>Paragraph: 4.0 - Property Services</b></li> <li>• <b>Paragraph: 5.0 - Estate Environment</b></li> <li>• <b>Paragraph: 6.0 - Resident Services</b></li> <li>• <b>Paragraph: 7.0 - Leasehold Services</b></li> </ul> |
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If you have any questions about this report, please contact Charlotte Graves on 0208 356 3671 or email [charlotte.graves@hackneyhomes.org.uk](mailto:charlotte.graves@hackneyhomes.org.uk)

## **1.0 SUMMARY OF REPORT**

**1.1** The purpose of this report is to ensure that the Resident Liaison Group have an overview of activity, performance and strategic issues at Hackney Homes.

## **2.0 RECOMMENDATION**

**2.1** The Resident Liaison Group is asked to note the contents of this report.

## **3.0 BACKGROUND**

**3.1** This is my regular report providing an update on key issues affecting Hackney Homes.

## **4.0 PROPERTY SERVICES**

### **4.1 Repairs and Maintenance**

Ongoing improvements to the Building Maintenance section continue to progress well.

### **4.2 Workforce meetings**

Every two months the Building Maintenance division has joint workforce and management meetings, where topical issues and current business is discussed. There were seven meetings held between 23<sup>rd</sup> – 27<sup>th</sup> February, with around 25/30 operatives attending each meeting. These meetings were also attended by the Chairman and Vice Chair of Hackney Homes Board of Management and the Chief Executive. The workforce were praised and thanked for the contribution they have personally given in enabling the organisation to achieve 2 Stars. Feedback from the successful 2 star inspection was provided as well as the MORI Status report.

### **4.3 Opti Time**

Opti-time continues to progress well. This is currently being piloted in the plumbing section and enables the section to schedule repairs appointments with residents as well as an after service customer texting facility. The pilot is showing huge benefits and will be rolled out to other trades over the coming months, this will improve several KPIs.

The Opti Time is a software package which enables at the point of the resident reporting the repair to the Repairs Call Centre to provide a specific appointment date in agreement with the resident. The system allows us to load the number of operatives we will have available each day, taking into account holiday, training and their productivity levels, thus allowing us to provide a date and an indicative time for the appointment. The times are classed as early morning, morning afternoon or late afternoon. There is also the facility for an early evening appointment, if really necessary. 4.30 p.m. to 6.00 p.m.

Currently we are nearing the end of the pilot for Plumbing (12 no.). During this time we have sorted out many teething problems, racked out all plumbing

vans, provided an imprest stock on the vans, upgraded the mobile phones. There is also a 5 text system which backs up the service.

The system works as follows:

1. Resident calls Call Centre to report repair
2. Repair logged and agreed appointment time via Opti-Time say 10.00 a.m. Wednesday
3. Tenant receives text confirming date and time with Job reference number
4. Operative will text to Call Centre that he/she say completed his 9.00 a.m. job and is on his way to the 10.00 a.m. appointment
5. RCC texts tenant to inform the resident plumber is on his way
6. After the repair is completed plumber texts back to Call Centre to inform that job is complete.
7. RCC then texts resident to ask enquire: *Were you happy with repair?* – Text Y or N back to Call Centre – no charge.
8. If Yes repair logged as satisfactory if No, immediate call from Call Centre enquiring why they are not satisfied with the repair and any follow up work required is handled there and then.

We intend to roll out the electricians and then carpenters in the next two months, and then the big one! – Gas around May / June.

The impact for residents is, it will undoubtedly provide a much improved service, as the tenant is being kept informed all the way through how the repair is progressing and if plumber for example is running late, we can keep the resident informed of progress. The system has many benefits including, the scheduling of operatives will be dynamic which will ensure jobs are passed to operatives who are in the area, reducing fuel costs and increasing productivity because of the saving of travel time the materials ought to be available from the imprest stock on the van, the resident is being kept fully of progress in real time. Staff in the contact centre, have access to 'real time' information updating them on jobs completed as they happen, it also has the benefit of an after sales service with the texting facility.

In addition, there will be better management of communal repairs, emergencies and immediate repairs. We hope to be able to extend the system further later in the year by giving actual appointment times to residents once all the operatives are on Opti-time

This has been a huge culture change for the operatives but it is beginning to pay dividends now as part of the overall change agenda necessary.

#### **4.4 Insurance Claims**

Recently a very constructive meeting took place with Hackney Council's Insurance Claims Department, to improve the reduction of claims made against Hackney Homes. Options are now being considered in how to address the issue of reducing the number of successful claims against the department and hence the amount of money which is paid out from out from Hackney Homes budgets.

#### **4.5 Repairs Quality**

Continuing improvements were achieved on the quality of repairs from our operatives. The work is carried out by the Technical Audit Team continues to show year on year improvements, with a reduction from 15% – 25% in 2007/08 down into single figure percentages of 4 – 7%.

#### **4.6 Greater efficiency**

The many efficiency drives being implemented throughout the service is now paying dividends. The workforce is responding magnificently to the need to show flexibility, becoming multi-skilled and with a positive attitude. The organisation without increasing its establishment numbers has taken over the Voids in the North East of the borough; and from this week will take over the North West also. This will now give the in-house service 60% of all minor voids, whereas before it was 10% - 15%. Plumbers are showing great flexibility and are working in the Gas section supporting them with the implementation of a radiator programme and the water Quality Team are carrying out some major works traditionally passed to Thames water to complete on our behalf.

#### **4.7 Audit of Fuel System**

The Transport section recently had a successful audit on the management of the Fuel system for our vehicles and received several recommendations to address there was nothing of a major nature, including several issues for us to take up with the SLA agreement we have with the Council. We are currently in discussion with Hackney Council in reviewing our fleet needs and the Service Level Agreement for 2009/10.

There is nothing too much which will assist residents per se from this audit, other than it is a reassuring report, that confirms things are in order with our management of the fuel system. However there are some benefits, the overall system is now simplified. Drivers have their own fuel cards which can be used for any Hackney Homes vehicle and since we have found that they have less down time, less down time enables the operative to continue with their main duties.

All issues and risks highlighted in the fuel audit have either now been addressed or are close to resolution.

There are benefits in relation to other work we are doing with vehicles e.g. the racking of vehicles and the imprest stock on vans together with Opti-Time will enable improved efficiencies to be realised, reduce mileage being incurred etc. Hence why we are now able to increase the number of Voids from 20% of the borough to 60% and create a work programme from within our own workforce to fit radiators. We currently have 42 operatives (19 plumbers, 23 gas fitters/engineers) working on vehicle imprest with electricians and carpenters to be scheduled imminently. It is intended that the full roll-out of the vehicle imprest scheme will be completed by 31<sup>st</sup> May 2009.

## **5.0 ESTATE ENVIRONMENT**

### **5.1 Service Planning Away-Day**

An event was held for all Estate Environment Managers to consider the development of the Service Plan. In addition to service staff, the event was attended by the Chief Executive, Director of Property Services, the Interim Head of Resident Services and the Head of Asset Management.

### **5.2 Performance**

Performance continues to remain at a high level (Estate Cleaning 94% & Grounds Maintenance 95%.)

Deep Cleaning, Mechanical Sweeping and Programmed Bulk Collection are all being provided as additional services to those areas previously supported by external cleaning contractors.

## **6.0 RESIDENT SERVICES**

**6.1** The London Fire Brigade has commissioned the development of a DVD to promote the removal of metal gates over residential front doors. The Borough Fire Commander for Hackney oversaw the project for the London Fire Brigade and commissioned and paid Hackney College to produce the DVD. College students on the Colleges Media Course were tasked with the project and to use the final DVD as part of their outcome project for their degree course. Hackney Homes Resident Services were approached to provide a suitable filming location, Clapton Common was selected for the filming scenes. The filming took place on the 23<sup>rd</sup> January and was assisted by staff from Resident Services, Hackney Homes Regeneration Team, Estate Safety and North East Neighbourhood.

**6.2** 3 new TRAs established at Regents Court, High Hill and Morris Blitz estates

**6.3 TSA National Conference** – 10 places secured for Hackney residents at the London event and a separate local Hackney event organised

**6.4** Successful rent increase consultation – over 2000 responses – majority supported 6.2% increase maintaining current service levels

**6.5** Information sent out to residents on service charges and fuel charges for those on District heating systems

## **7.0 LEASEHOLD SERVICES**

**7.1** Preparation of the 2009/10 service charge estimates is underway with invoices proposed to be issued on 20 March.

**7.2** Leasehold Services is on course to achieve its annual target for major works invoicing with 6M invoiced up to the end of January. However, we are not on course to achieve the collection target of 5.2M. Resources have been rearranged within LRS to increase the likelihood of the target being achieved.

- 7.3** The Major Works Team continues to serve Section 20 Notices to leaseholders on regeneration estates with recent Notices served to Leaseholders on the Colville Estate. Following the decision of Cabinet to give leaseholders on regeneration estates the option of having a charge placed on their property, consideration is being given to the qualifying criteria.
- 7.4** A report recommending a wide range of repayment options for leaseholders with major works recharges, is due to go to Cabinet at the end of March. The report sets out a series of recommendations to provide support and assistance to leaseholders, particularly those with invoices of £10,000 and above where agreement may be given to allowing payment to be made over a period of 4 or 5 years.
- 7.5** Hackney Borough-Wide Leaseholder and Freeholder Forum to hold a Special General Meeting at 7pm on Wednesday 11 March 2009 at Hackney Town Hall, Assembly Hall, to elect a new committee and review its constitution.

**CHARLOTTE GRAVES**  
CHIEF EXECUTIVE  
HACKNEY HOMES

Title of Report: <b>Alternative Forms of Engagement</b>	
Decision Making Body: <b>Resident Liaison Group</b>	Date: <b>12 March 2009</b>
Classification: <b>FOR INFORMATION/VIEWS</b>	Report of: <b>Head of Resident Services</b>
Item Previously considered at: <b>N/A</b>	On Which Date: <b>N/A</b>
Report Author: - <b>Clive Taber, Resident Services</b>	Appendices:

**Report Outline:**

- **Paragraph: 1.0 - Summary of Report**
- **Paragraph: 2.0 - Recommendation(s) to Resident Liaison Group**
- **Paragraph: 3.0 – Background**
- **Paragraph: 4.0 - Details of Alternative Forms of Engagement**

If you have any questions about this report, please contact Clive Taber on 0208 356 2058 or email [clive.taber@hackneyhomes.org.uk](mailto:clive.taber@hackneyhomes.org.uk)

**1.0 SUMMARY OF REPORT**

- 1.1 The purpose of this report is to inform the RLG about the alternative forms of engagement and outcomes from these activities.

**2.0 RECOMMENDATION**

- 2.1 The Resident Liaison Group is asked to note the report and make any suggestions for service areas to be considered in next years programme.

**3.0 BACKGROUND**

- 3.1 As an outcome of the Review of Resident Participation Arrangements in 2007 the range of alternative forms of engagement were greatly expanded. In addition the Resident Participation team were able to devote more staff time to this area and further develop these forms of engagement. The objective was to reach out to those residents who are willing to engage with Hackney Homes but did not want to access the service through the traditional routes of involvement.

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## **4.0 DETAILS OF THE ALTERNATIVE FORMS OF ENGAGEMENT & OUTCOMES**

4.1 Over the last 18 months the following alternative forms of engagement have been in operation:

Focus Groups – Single Issue/Service Related

African Forum

Turkish Forum

Asian Women's Focus Group

Disability Focus Group

Street Property Sounding Board

Resident Inspectors

Maintenance Steering Group

Readers Panel

Youth Committees and Engagement work

4.2 The majority of the forms of engagement listed in 4.1 above are undertaken and coordinated by the Resident Participation service with each Resident Participation Officer leading and responsible for the provision of one of the forms of engagement. The engagement work with young people is led by the Youth Coordinator within the Resident Participation team. In addition to the Resident Participation Team's work the Maintenance Steering Group is run by property Services, Resident Inspectors by Service Development and the Readers Panel by Communications.

4.3 The details of the activities and outcomes are set out below:

### **Focus Groups**

Focus groups were held on repairs, resident participation, new lettings, anti-social behaviour (ASB) and complaints. Valuable feed back has been obtained and used to influence changes to the service. Examples are getting more repairs done on the first visit, more training for call centre staff to enhance accuracy of repair ordering, development of the ASB procedure, more support provided to tenants moving in/out of properties and revisions to letting standard.

### **African Forum**

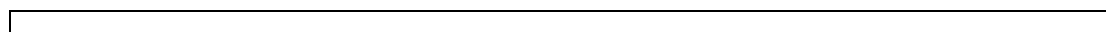
Contributed to service standards consultation and repairs service issues – similar issues to the repairs focus group but did request more door entry fobs for larger families and Decent Homes work to include provision of showers. Considered rent arrears strategy and undertook joint work with Hackney Homes on increasing the relatively low take-up of housing benefit by African tenants.

### **Turkish Forum**

Contributed to service standards consultation and repairs service issues – similar issues to the repairs focus group but did request more publicity of the new flexible appointment flexible. Considered rent arrears strategy and recommendation of more help for vulnerable residents was taken on board. Currently exploring issues around transfer system and overcrowding with Hackney Homes and Hackney Council.

### **Asian Women's Focus Group**

As above the group contributed to the service standards and feedback on repairs service. Group identified the need for more information about planned maintenance.



## **Disability Focus Group**

As per above with the other forms of engagement but in addition concentrated on issues affecting disabled residents. Contributed to changes in the process by which disabled adaptation works are carried out including switching from using general contractors to a few specialist contractors that enhanced the quality and speed of works. Changes to the Service level Agreement between Hackney Homes and Hackney Council including target setting for completion of adaptations from the initial point of application. Requested single point of contact for disabled residents covering Hackney Homes and Hackney Council and that when maintenance/improvements to communal areas are carried out we ensure that there is a level access to the communal entrance.

## **Street Property Sounding Board**

As per above with the other forms of engagement but in addition concentrated on issues that affect street property residents. As a result it was agreed in future Decent Homes work there would be a protected element for street properties to ensure these residents did not miss out. The Sounding Board raised the issue of greater sound proofing in converted properties.

## **Resident Inspectors**

Residents who have volunteered to inspect Hackney Homes services to provide a residents view of service quality. Recent areas looked at are empty properties, both before and after works completed, and the condition of communal areas.

## **Maintenance Steering Group**

Regular meetings with contractors carrying out planned maintenance work, gave feedback on performance and effected improvements in the performance of contractors and the way works are carried out.

## **Readers Panel**

Residents review the content of Hackney Homes News and other communication material.

## **Engagement with Young People**

Extensive work carried out engaging with young people and promoting activities for young people on Hackney Homes estates. This has included the setting up of 9 youth committees, a range of activities on estates such as bike schemes and dance groups, individual projects e.g. producing films on issues affecting young people, and working with the Hackney Youth Service and other agencies to develop activities for young people on Hackney Homes estates. We now have active participation from young people with Hackney Homes and as result young people now have much more access to facilities on estates and feel they have a voice on housing matters.

- 4.4 People and The Resident Participation Service is currently drawing up the programme of service areas for 2009/10 to form the main themes to be considered by the alternative methods of engagement. Suggestions from the Resident Liaison group would be welcomed.

Title of Report: <b>Enhanced Tenants &amp; Residents Association (ETRA) Meetings Review</b>	
Decision Making Body: <b>Resident Liaison Group</b>	Date: <b>12 March 2009</b>
Classification: <b>FOR INFORMATION AND CONSIDERATION</b>	Report of: <b>Interim Head of Resident Services</b>
Item Previously considered at: <b>N/A</b>	On Which Date: <b>N/A</b>
Report Author: - <b>Clive Taber, Resident Services</b>	Appendices: <b>N/A</b>

**Report Outline:**

- **Paragraph: 1.0 - Summary of Report**
- **Paragraph: 2.0 - Recommendation(s) to Resident Liaison Group**
- **Paragraph: 3.0 – Background**
- **Paragraph: 4.0 - Proposals for Undertaking a Review of the Enhanced Tenants & Residents Association Meeting**

If you have any questions about this report, please contact Clive Taber on 0208 356 2058 or email [clive.taber@hackneyhomes.org.uk](mailto:clive.taber@hackneyhomes.org.uk)

**1.0 SUMMARY OF REPORT**

- 1.1 The purpose of this report is to set out proposals for undertaking a review of the Enhanced Tenants & Residents Association (ETRA) process and obtain the views of the Resident Liaison Group about the proposals and how the review should be conducted.

**2.0 RECOMMENDATION**

- 2.1 The Resident Liaison Group is asked to give its views on the proposals for conducting the ETRA review.

**3.0 BACKGROUND**

- 3.1 A year ago in September 2007 the new ETRA meetings were established with the estate managers being the main liaison point on estate based issues. As part of the consultation process and the establishment of the ETRA system it was decided that after the system had been operating for a year a review would be carried out to measure its effectiveness.

#### 4.0 PROPOSALS FOR THE ETRA REVIEW

4.1 The feedback Hackney Homes has is that the system is working well in some areas and not that well in others. Where it is not working well there are a variety of reasons being identified. It is therefore important that the Review takes into account as wide as possible feedback from as many TRAs as possible. In addition we will obtain views from participants in the alternative forms of engagement, Councillors and staff.

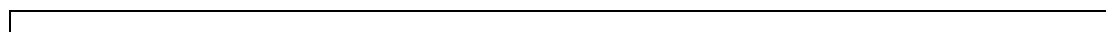
4.2 The proposed arrangements for carrying out the Review are as follows:

Action:	Timing
Telephone/Postal/e-mail survey to all TRAs	March 09 – April 09
Discussions with Panels	Jan 09- April 09
Views from Alternative forms of engagements/Non-TRA Residents	Feb 09 – April 09
Discussions with Estate Managers	Feb 09 – March 09
Discussions with Councillors	Feb 09 – March 09
Discussions with key HH service Departments & Members support	Feb 09 - April 09
Feedback from AC Report	Feb 09
Report to RLG on outcomes	May 09
Consideration of outcomes and Proposals by Hackney Homes Executive Team and Board	May 09 – June 09
Implementation of changes	June 09 onwards

4.3 The discussions with Neighbourhood Panels could either be as part of their regular meetings or specially arranged sessions if individual Panels would find this helpful.

4.4 We have left a large amount of time for the TRA survey as it is important to ensure all views are captured. It may be that we consider a phone survey by an external company that would have the advantage of being independent. There would be a cost implication that would need to be addressed and could delay matters.

4.5 The Resident Liaison Group's views are requested on the proposals for undertaking the ETRA Review.



Title of Report: <b>Concierge Service – Service Review Proposals</b>	
Decision Making Body: <b>Resident Liaison Group</b>	Date: <b>12<sup>th</sup> March 2009</b>
Classification: <b>FOR INFORMATION ONLY</b>	Report of: <b>Interim Head of Resident Services</b>
Item Previously considered at: <b>Service Improvement Committee</b>	On Which Date: <b>24<sup>th</sup> February 2009</b>
Report Author: - <b>Malcolm Brewer, Neighbourhood Housing Contracts Manager</b>	Appendices: <b>N/A</b>

**Report Outline:**

- **Paragraph: 1.0 - Summary of Report;**
- **Paragraph: 2.0 - Recommendation to RLG**
- **Paragraph: 3.0 - Background;**
- **Paragraph: 4.0 - Proposals**
- **Paragraph: 5.0 - Conclusions**

If you have any questions about this report, please contact (Name of the author of the report) on 0208 356 5033 or email [malcolm.brewer@hackneyhomes.org.uk](mailto:malcolm.brewer@hackneyhomes.org.uk)

**1.0 SUMMARY**

1.1 A member of the Resident Liaison Group had raised a question, that there were concerns from a couple of residents, that the concierge service was not delivering a quality, customer focused service or providing value for money.

1.2 The Service Improvement Committee of Hackney Homes Board agreed to the proposed service review of quality and management of these services.

- 1.3 An initial review of the concierge service was prompted. This looked at the services provided by Neighbourhood Partners to ascertain if there is any significant concerns that have been raised by residents or residents groups or if there was a loss of confidence in the overall concierge service being provided.
- 1.4 The report has examined the methods of how the concierge service is being monitored and proposes how customer satisfaction with the concierge service should be measured.
- 1.5 The proposals are limited to the performance management aspects of the contracts implemented by Partners as part of their housing management contracts. The costs of the service are therefore excluded from this review.

## **2.0 RECOMMENDATION(S)**

- 2.1 That the Resident Liaison Group note the recommendations from the Service Improvement Committee to complete the review as outlined in the report

## **3.0 BACKGROUND**

- 3.0 The current concierge service is provided to every neighbourhood, at a total of 14 locations throughout the Borough. The numbers of homes serviced (both tenanted and leasehold) within each location varies widely, from 41 up to 114 homes. One of those concierge locations is directly managed by a TMO (Tower TMO).
- 3.1 For those concierge locations, managed by the neighbourhood partners, this is part of their overall housing management service contracts and the costs of the service provision, is contained within each contract.
- 3.2 All 3 partners and Tower TMO, do not directly employ any concierge service staff, but have contracted out that service to a specialist company. In the case of the 3 partners, they have all placed that with one company, Carlisle Security Ltd.
- 3.3 Originally the concierge service was delivered by a combination of former Hackney Housing Services staff (transferred under TUPE Regulations to the partners) and via specialist companies.
- 3.4 Pinnacle who had taken over the North East Neighbourhood, reviewed the existing concierge staffing arrangements and decided to procure a contract with one company, to achieve a uniform approach to concierge service provision and obtain specific management monitoring arrangements, which would benefit residents.
- 3.5 Pinnacle worked with residents' representatives of concierge locations in the North East and fully involved them in procuring a concierge service contract, which met residents' needs and aspirations, with dedicated Hackney Homes' supervisory arrangements.
- 3.6 The remaining partners' concierge locations were included within that framework, over the past year. This has resulted in one company providing the staffing resources, for all Hackney Homes concierge locations.

- 3.7 Each partner individually meets the Carlisle Security management monthly, to review service delivery. As outlined in recommendation 4.1. It has been agreed, that there will in future be one joint bi-monthly meeting, which will include Resident Services management.
- 3.8 During this review, all Neighbourhood partners have indicated, that the level of concerns raised by residents has been few; each of which has been addressed, through the monthly meetings with Carlisle Security Ltd. Action against a staff member was instigated directly in one case.
- 3.9 As outlined in recommendation 4.2 the partners will introduce a universal monitoring format for the Hackney Homes concierge service; the results will be discussed at the bi-monthly meetings
- 3.10 It was agreed by Neighbourhood Partners and Resident Services that there needs to be an independent assessment to determine whether the concierge service delivers a quality focused customer service. The proposals outlined in recommendations 4.3 and 4.4 will address that, through a combination of Mystery Shoppers and customer satisfaction surveys.

#### **4.0 PROPOSALS**

- 4.1 That senior management from all 3 Neighbourhood Partners and Resident Services will meet with the Commercial Director of Carlisle Security Ltd; the provider of the staffing resources for the concierge service, on a bi-monthly basis, to review the management of the overall service and address any identified service deficiencies.
- 4.2 That the neighbourhood Partners will work together to agree a universal monitoring format, for the overall concierge service
- 4.3 Hackney Homes will work to recruit Mystery Shoppers to measure and monitor the concierge service to ascertain if the service is meeting its objectives and is delivering a customer focused service.
- 4.4 Hackney Homes to introduce a customer satisfaction survey programme which will independently measure residents' views and will be developed through Hackney Homes' service development team.
- 4.5 All Partners will be requested to set-up a neighbourhood meeting of resident representatives from concierge service blocks, on the same basis as the North-East. This will receive and address service delivery concerns.

#### **5.0 CONCLUSIONS**

- 5.1 Hackney Council is committed to the continuation of the Concierge Service for those blocks that currently receive that service.
- 5.2 Hackney Homes is working with Neighbourhood Partners to ensure that the service delivers value for money and that customer service is at the centre of service delivery.
- 5.3 Review satisfaction and also performance reports from Partners at Service Improvement Committee after a minimum 6 months period.

Title of Report: <b>Tenants Services Authority (TSA) National Conversation</b>	
Decision Making Body: <b>Resident Liaison Group</b>	Date: <b>12 March 2009</b>
Classification: <b>FOR INFORMATION</b>	Report of: <b>Head of Resident Services</b>
Item Previously considered at: <b>N/A</b>	On Which Date: <b>N/A</b>
Report Author: - <b>Clive Taber, Resident Services</b>	Appendices: <b>Appendix 1 - TSA Copy for Newsletters</b>

**Report Outline:**

- **Paragraph: 1.0 - Summary of Report**
- **Paragraph: 2.0 - Recommendation(s) to Resident Liaison Group**
- **Paragraph: 3.0 – Background**
- **Paragraph: 4.0 - Details of TSA National Conversation Events**

**If you have any questions about this report, please contact Clive Taber on 0208 356 2058 or email [clive.taber@hackneyhomes.org.uk](mailto:clive.taber@hackneyhomes.org.uk)**

**1.0 SUMMARY OF REPORT**

1.1 The purpose of this report is to inform the RLG about events taking place for Hackney Homes' residents to participate in and contribute to the setting of standards for social housing landlords by the TSA.

**2.0 RECOMMENDATION**

2.1 The Resident Liaison Group is asked to note the report.

**3.0 BACKGROUND**

3.1 The Tenants Services Authority has been set up by the Government to monitor the performance of social housing landlords and where necessary take action to ensure services meet recognised standards. In order to do this the TSA is in the process of setting these standards and wants tenants nationally to contribute to this process. The TSA is organising a series of regional events and has asked that local authorities/ALMOs organise local events.

3.2 Further information about the TSA is contained in Appendix 1. attached to this report.

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#### **4.0 DETAILS OF THE HACKNEY HOMES CONTRIBUTION TO THE TSA NATIONAL CONVERSATION**

- 4.6 The TSA has organised a regional event for the London area at the Emirates Stadium on 26 February 2009. The aim of the event is for tenant's representatives to contribute to shaping the new standards framework. This will be setting standards by which the TSA will assess social housing organisation and hold them to account on. Hackney Homes has secured 10 places at the event and we have 10 tenant representatives attending. Hackney Homes is providing transport to and from the event. A further update will be provided at the meeting.
- 4.2 In addition the TSA have asked social housing organisations to arrange local events to engage tenants in the National Conversation. The purpose of the events are to inform tenants about the TSA and complete questionnaires provided by the TSA to find out tenants views on the standards that should be set for social housing landlords.
- 4.5 Hackney Homes organised two events, one in the afternoon and one early evening, on the 19 February 2009. The events were extensively publicised in Hackney Homes News and the website. The turn-out was relatively low with only a small number of tenants attending. The feedback obtained is being sent off to the TSA.
- 4.6 Details of the TSA National Conversation have been sent to all TRAs and they are invited to send of their views direct to the TSA.

## Appendix 1 – TSA Copy for Newsletters

*Copy for tenant's newsletter*

### Can you help?

#### Your chance to have your say about standards in social housing

The **Tenant Services Authority (TSA)** is the new regulator for homes owned by housing associations and co-ops. From spring 2010, they are likely to be responsible for local council and arm's-length management organisation (ALMO) landlords too.

The first thing the TSA needs to do is draw up a brand new set of standards for all social landlords. These standards are very important, as the TSA will be monitoring how landlords do in achieving them – and taking action against any who don't.

The Tenant Services Authority is going to listen to tenants across England to help them understand what you want to see in the new standards. It is calling this the **National Conversation**, and it will start on 19 January 2009.

This is your opportunity to help set the standards for all social landlords and make sure that services for tenants continue to improve. So do get involved.

There are lots of ways tenants can take part in the **National Conversation**. We will be holding a series of regional events for a number of tenants and other events for landlords. We are asking landlords to nominate tenants to the regional events and they will have details of how you can get involved.

We'd also like tenants to get involved in **Local Conversations**. To find out about events in your area, **contact your landlord**. Local Conversations don't have to be formal – they could be a group of tenants getting together over a cup of tea in somebody's home or in a community centre. If you'd like to organise your own event, from 12 January onwards, you can order a resource pack from the TSA on **0845 230 7000** (Option 1) and get more information on the website: **[www.nationalconversation.co.uk](http://www.nationalconversation.co.uk)**

