



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 November 2009 at 6.00PM

Present	<p>Rupert Tyson (Joint Chair) Muriel Gordon Gordon Guthrie Terry Edwards Danny Neeson Jean-Paul Lawrence Tampu-eya Walter Hare</p> <p>Housing Partner Representatives Elliot Brooks Nii-Amon Nikoi John Ferman</p>	<p>Officers Charlotte Graves Gary Penticost (Part) Tom Hogan Christophe Tabi Clive Taber Kevin Kingston Martin Weaver Neehara Wijeyesekera Wayne Hylton Judith Morrison</p> <p>In attendance Alice Burke Paul Smith (Hounslow Homes) Rene Wootten (Hounslow Homes) Davinder Sahans (Hounslow Homes)</p>
---------	--	---

Item	Open to the Public	Action	Date
1. Welcome Introduction	Rupert Tyson welcomed everyone to the meeting and all those in attendance introduced themselves. .		
2.	Apologies were received from:		
<ul style="list-style-type: none"> • Apologies 	<ul style="list-style-type: none"> • Joyce Brown • Shirley Bogan • Mavis McGee • David White 		
<ul style="list-style-type: none"> • Declarations of interest 	<ul style="list-style-type: none"> • Tom Price 		



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 November 2009 at 6.00PM

Item	Open to the Public	Action	Date
	<p><u>Fire Risk Assessments</u> Gary Penticost updated the Group on progress to date with the Fire Risk Assessments. Hackney Homes had a £3.2m budget to spend this year on works required as a result of the assessments and the following work had already been undertaken:</p> <ul style="list-style-type: none"> • 189 new communal fire door sets installed in 16 blocks in 2008/9 • New communal fire doors are being installed in 40 blocks this year and the largest three blocks on this programme, comprising 324 door sets, have been completed. • Automatic smoke ventilation systems are currently being installed in five blocks and an automatic fire detection system in two blocks. • New dry risers have been installed in two blocks. • 23 blocks have been programmed for new emergency lighting installations. • The Safer City front entrance door programme has been adapted to replace doors where risks have been identified. <p>Officers offered to give presentations to Panel Meetings on fire and risk assessments and Panels were asked to contact Gary Penticost if they wanted such a presentation. The Group asked how long it would take to complete the lower priority works. Gary Penticost said that work was being finalised on prioritisation of works and a full report would be available at the end of November at which time Officers would have a clearer idea of timescales. In the meantime, Property Services, Estate Cleaning and Housing Services were working closely together to ensure high risks such as rubbish were dealt with immediately. The Group asked for clarification on grilles being fitted by residents over the new Gerda doors. Gary Penticost said that any grilles installed in communal areas would be removed and that Officers were working</p>		



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 November 2009 at 6.00PM

Item	Open to the Public	Action	Date
<p>3(b) Rolling Register</p>	<p>with the Council to agree a position about grilles over individual front doors as if a fire did break out, these grilles caused unnecessary delays for both residents evacuating the buildings and the fire brigade gaining access. It was acknowledged however that the grilles made residents feel more secure as it was not always possible to see through the spyholes. Officers would consult with Gerda about the possibility of a incorporating a viewing window in the doors rather than a spyhole.</p> <p>The Rolling Register was noted.</p>		
<p>4. What's happening at Hackney Homes?</p>	<p>The Chief Executive and Heads of Service then gave a verbal update on the key issues in their areas.</p> <p><u>The Chief Executive</u></p> <ul style="list-style-type: none"> • At the half year point, Officers were reasonably comfortable that targets would be met. • Voids performance had been under performing recently. This was as a result of some properties coming back into the housing stock and local housing associations having more empty properties than usual. However, the situation had started to improve. • The Delivery Plan would be out for consultation shortly. • Hackney Homes had received some poor publicity over our fire risk assessments. We had inadvertently sent out some incorrect information which portrayed our position as worse than it was. However, we had now rectified the situation. • The TSA had published its draft standards but were still working through 		

the proposed Inspection regime.

- There had been three shootings and several stabbings in the Borough in the last few weeks. A case conference had been called with the police to ensure that Hackney Homes was doing all it could for Residents.
- An organised squat had taken place at Kings Crescent over the last weekend. However, our emergency procedures had worked well and we had been able to re-possess several flats immediately. Everyone was urged to let officers know as soon as possible of any squatters.
- The results of the staff survey were very positive.

In respect of squatters, the Group said that it would help if Estate Managers informed the TRAs when voids were being let as this would help differentiate between legal and illegal activity.

Director of Property Services

- Decent Homes and repairs and planned maintenance were progressing well.
- Hackney Homes had received a grant of £2.9m from the HCA for hard to insulate homes. The work would be undertaken by Lovells, one of our Decent Homes contractors.
- Building Maintenance had kept its BSI accreditation.

The Group asked if any street properties were in the hard to insulate programme? Gary Penticost said that properties needed to be over four storeys to qualify. The Group asked how this grant would impact on leaseholders. Gary Penticost and Judith Morrison would investigate this.

G Penticost/J Morrison

13.1.10

Interim Head of Resident Services

- 10-11% of the questionnaires on Housing Management Contracts had been returned
- Hackney Homes had achieved 100% in rent collection this week
- The worklessness agenda was moving forward and a worklessness co-ordinator had now been appointed
- The Youth Awards had recently taken place and a question time in Shoreditch and the Active Tenants Awards would take place shortly.

Service Manager Estate Environment

- The Tree programme for vulnerable tenants was now up and running.
- The cleaning statistics were being verified and a report would be available in the New Year
- We had four new apprentices and it was likely that this number would double in the New Year.

Head of Leasehold Services

- The first meeting of the Leasehold Advisory Group had taken place. This would be trialled for a year.
- The service charge bills would be sent out at the end of November in a new format which would compare the estimates with the actuals. The majority of the bills were lower than estimated.

Update from Partners

Pathmeads

- Voids had been a major issue with twice as many voids this year. However, all the historic voids had now been let and Officers were only dealing with the routine day-to-day voids.
- The Worklessness Contract was now in place and Group Members were invited to a job fair which would be held on Friday in St Paul's Church, Stoke Newington.
- Work was being undertaken to raise the visibility of Officers particularly in respect of victims of ASB, vulnerable tenants and tenants in debt.

Pinnacle

- Officers had worked hard on recovering rent arrears. Out of hours telephone calls had been very successful in one neighbourhood but not as successful in another. This would be looked into.
- Voids had been an issue but great efforts had been made to improve on the letting times.
- Pinnacle were raising the profile of the Neighbourhood Leasehold Officers.

Mouchel

- Mouchel was working closely with the police following the serious recent ASB in the neighbourhoods.
- Voids had been an issue and officers were ensuring that security was increased
- The employment and outreach organisation A for E had now rolled out its programme and this had generated positive responses.



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 November 2009 at 6.00PM

<p>5. Update from Peter Naughton, Woodco</p>	<p>Peter Naughton from Woodco gave a verbal update on the Woodberry Down Regeneration. Since the Government had withdrawn the funding, the whole situation was even more stressful as the worse case scenario was that it would now take 20-30 years for the scheme to be completed. There would also be 800 fewer social housing homes built. Work was continuing on the new neighbourhood management units which would co-ordinate Hackney Homes' and the London Borough of Hackney's activities under one supervisory body. However, residents felt that the social issues were not being addressed and it was suggested that Hackney Homes took the initiative and undertook a social impact assessment.</p> <p>Charlotte Graves said that a comprehensive list of all the regeneration sites and the expected programmes had now been drawn up. Curtis Taylor from Hackney Homes was working closely with the Council on all the regeneration sites. The idea of a social impact assessment was an interesting one to explore. A suggestion was made as to whether the voids could be brought back into use for temporary accommodation. Peter Naughton said that there did not appear to be any budget to bring the voids back into use and as a result, over crowded families could not be rehoused.</p> <p>Kevin Kingston said that the position had improved and it was hoped that we could secure some resources to bring the voids back into use. The £20m interim repairs programme would begin shortly and Officers were working very hard on community development.</p> <p>The Group felt strongly that the loss of 800 social housing units was not acceptable and that the residents at Woodberry Down had been very badly let down. There was no guarantee that funding would be made available which meant that money would have to be found from across all the budget heads</p>		
---	---	--	--



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 November 2009 at 6.00PM

	<p>which would have an adverse impact on all Hackney's estates.</p> <p>The Group asked for Peter Naughton to give a further update in March.</p>	Peter Naughton	3.3.10
6. Woodberry Down Update	The Group noted the report.		
7. Discussion on input from RLG/Neighbourhood Chairs	<p>Whilst some improvements had been made to the Agenda setting process, it still needed further reworking. It would be helpful if all the Panel Chairs gave an update on what was happening in their areas. There was still a feeling that the Group was not being used as a consultative forum and therefore the Group could not add the value it should although it was acknowledged that policies were beginning to be brought to the Group from the very first draft. It would also be helpful to have a forward plan so that items could be taken to Panels at the appropriate times. There was a suggestion that alternative arrangements for the chairing of the meeting be explored.</p> <p>Charlotte Graves said that all the Members of the Group could put forward items for the Agenda and if they wanted something on the Agenda to contact Tess Merrett, the Governance manager.</p> <p>Neehara Wijeyesekera said that In respect of the consultation for the management contracts, a residents' readers' panel had been used for feedback on the content of the questionnaire and these comments could be circulated to the RLG. In future, Hackney Homes was looking to collect the profiling information in a different format and a form had been drafted which would be circulated at the end of the meeting.</p>	C Graves/R Tyson/T Price	3 .3.10

	<p>Charlotte Graves said that any changes to the format of the RLG would need to go out to Residents for consultation. The Chair asked the Group to take the matter back to the panels. In the meantime, Officers would draw up some proposals to bring back to the Group.</p> <p>The Group agreed to these proposals</p>	<p>Group Members N Wijeyesekera /C Taber</p>	<p>3.3.10</p>
<p>8. Enhanced TRA Meetings Review</p>	<p>Clive Taber introduced the report which was a consultation draft for RLG members to consider and make recommendations. A further report would be brought back to the Group on 13 January 2010.</p> <p>The Group had concerns over the involvement of Councillors as in some neighbourhoods there was little participation in ETRAs from Councillors and in others, there was too much. The Group also wanted continuity from Officers attending to ensure that matters were consistently followed up. Some TRA members held the view that there was a lack of team-working amongst officers and that too much focus had been given to alternative forms of engagement. Communal repairs was still an issue and the Group felt it was important that stronger enforcement measures be put in place to ensure that promises were kept. There was also an issue in respect of administrative support from Hackney Homes. Charlotte Graves said that some TRAs wanted assistance from Hackney Homes with the administration and others did not so Officers were looking into where we could provide more support. Councillors had difficulty with meeting some of the dates set for meetings which was why there</p>	<p>C Taber</p>	<p>13.1.10</p>



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 November 2009 at 6.00PM

	<p>was sometimes poor attendance. The Group felt very strongly that dates should not be set for the convenience of Councillors and that a document should be drawn up clarifying the role of Councillors in TRAs/ETRA's.</p> <p>Clive Taber said that continuity of attendance from Officers would be taken on Board and Officers were also looking at communal repairs to try and get consistency across the Borough.</p>		
<p>9. Anti-Social Behaviour, revised policies & procedures</p>	<p>Wayne Hylton and Alice Burke gave a presentation on Anti-Social Behaviour – revised policies & procedures. All the Partners outlined their involvement in this project and explained that they had been consulting with each other to ensure consistency throughout the Borough and to disseminate good practice. Wayne Hylton and Alice Burke were hoping to visit all the Panels to talk about ASB and time slots would be arranged with the Panel Chairs. The Group asked for clarification on the different timescales given for dealing with ASB. Wayne Hylton said that a 5 day standard response was for anything that wasn't an emergency. The 1 day emergency response was for Domestic Violence, Race and Hate crimes.</p> <p>All staff were receiving training on ASB and were mandated to report ASB. It was clarified that Residents could report ASB anonymously. The Group asked for clarification on how low level ASB would be handled in future. Wayne Hylton said that as much use as possible would be made of CCTV but where there was no CCTV the staff training would embed ASB procedures throughout the organisation and would ensure that action was taken. The Group was asked to take this back to their panels and to pass on any feedback received to Wayne Hylton and Alice Burke.</p> <p>The Group thanked Wayne Hylton and Alice Burke for their presentation.</p>	<p>Group Members</p>	



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 November 2009 at 6.00PM

10 Domestic Violence and Hate Crime Policies	The Group agreed that these would be brought to the meeting on 13 January 2010.		
13.AOB	There was no other business. The meeting closed at 8.30 pm.		

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