



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 13 January 2011 at 6.30PM

Present	<p>Rupert Tyson (Joint Chair) Tom Price (Joint Chair) Tony Goodchild Ida Scoullos Muriel Gordon Tony Osborne Deborah Salvador David Larkin Doug Mitchell Mavis McGee George McGee Joyce Brown Ben See Nicholas Corbett (part)</p>	<p>Officers Malcolm Brewer Neehara Wijeyesekera Faisal Pirbhai Jim Paterson Christophe Tabi Sonia Bradley (part)</p> <p>Rising Tide Shanaz Ali (part)</p> <p>Minutes Tess Merrett</p>
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1. Welcome & Introduction	<p>The Chair welcomed everyone to the meeting and asked Jim Paterson to give an update on the current service from the Call Centre. Jim Paterson said that the recent inclement weather which had been the worst for a century had resulted in far more incidents of burst pipes and boiler breakdown than was usual for this time of year. He commended the workforce for the speed in which roads had been cleared and the amount of out of hours work undertaken. Bottled water had been delivered to residents who had had no water. However, the 23,000 telephone calls in December alone had caused serious problems in the Call Centre and the recently introduced new system together with some issues with the Council's system resulted in long delays for callers. The full complement of 20 staff had been in work during this period</p>		



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	<p>but the volume of calls had been overwhelming and the Call Centre didn't have the physical capacity for any more stations. Officers were now analysing all the data and considering possible solutions which would be discussed with the Chief Executive and be brought back to the RLG. He was aware that residents may have been affected by other issues since July. Members of the RLG provided general examples reflecting this position.</p> <p>There was a further issue with repair requests being sent in via email. There was currently a backlog of c500 emails and c200 were received on a daily basis. The system meant that Call Centre staff had to call the originator of the email and leave a message if contact was not made first time round so this delayed the issuing of job tickets. Again, this was part of the review by officers and Civica to try and find a solution.</p> <p>The Group asked that they be kept better informed of the situation and that updates on progress be sent round via email.</p> <p>The Chair thanked Jim Paterson for an honest appraisal of the situation and said that the three key things were</p> <ul style="list-style-type: none"> • More training for staff • Better communication to residents about the problems and what was happening • A review of the whole system. 		

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<p>2.</p> <ul style="list-style-type: none"> • Apologies • Declarations of interest 	<p>Apologies were received from: Denise Bingham, Danny Neeson, Terry Edwards, Clive Taber, Charlotte Graves, Lorraine Wright.</p> <p>Rupert Tyson and David Larkin both declared that they were Board Members of Hackney Homes.</p>		
<p>3.(a) Minutes of 3 June 2010</p> <p>3 (a) Matters arising</p>	<p>It was noted that the action points from the special RLG meeting had not been re-listed in the minutes although they had been sent round separately. The Group had asked for separate meetings with Charlotte Graves. Neehara Wijeyesekera said that Charlotte Graves was content with this suggestion and dates would be arranged going forward.</p> <p>It was also noted that the details of the work carried out by an ASB officer in Stamford Hill were not included in the minutes. Namely, Stuart Limbrick an ASB officer in Stamford Hill responded to a complaint from an elderly terminally ill tenant in respect of children throwing rubbish at her door. In the course of his duties, he discovered that this tenant had been befriended by a local man who had been taking advantage of her financially and had been persuading her to change her Will. With the help of other agencies this situation was resolved and the tenant was well cared for and able to live peacefully.</p> <p>With these corrections, the minutes were agreed as a true record and signed accordingly.</p> <p>There were no matters arising.</p>		

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<p>4. Chief Executive's Update</p>	<p>In Charlotte Graves' absence, Neehara Wijeyesekera gave the Chief Executive's update.</p> <ul style="list-style-type: none"> • Festive Hampers had been delivered to some residents who had been in the elderly and disabled decoration programme this year. • An estate cleaner, Marcus Joseph nominated by residents, won a staff excellence award recently and estate team manager Loulla Timeneys had been highly commended. • The Community Payback Service provided nearly 400 hours in gritting and clearing snow in the recent bad weather. • Dialogue was continuing with Pinnacle and staff consultation meetings were planned with Mouchel and Pathmeads in respect of bringing the Housing Management Contracts back in house • Hackney Homes has successfully gone through the first judging round in the Clean Britain Award • User acceptance testing is being undertaken in Project Excellence for Housing Management systems • The Guardian Family Podcast recently featured the luncheon club at the Nightingale Estate • The Council, working with Hackney Homes, had submitted the Decent Homes Backlog funding bid for 2010/2011 to Government • Officers were awaiting details of the HRA subsidy • Issues with Capital Funding had resulted in a voluntary redundancy programme being offered by Hackney Homes to those staff whose salary was paid via the capital programme e.g. Decent Homes, Capital Funded Works & Planned Maintenance. • 70 tons of salt and grit had been used around Hackney in the recent bad weather but 50 tons were still available for any similar weather 		



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	<p>conditions</p> <ul style="list-style-type: none"> • There had been an issue with a Digital TV system just before Christmas but Hackney Homes' staff and contractors had worked hard and resolved the issue in time for the holiday period • Young people in Hackney had been recently involved in making films on estates • The Living in Hackney Scrutiny Commission had produced its draft report on Resident Participation in the Borough and Hackney Homes' responses would go back to the Commission for approval in February. • A Winter Warmer event for over 55s in the Borough was taking place on 19 January in the Assembly Halls. <p>The Group commented that the side roads around the borough had remained treacherous during the recent bad weather. Chris Tabi said that Hackney Council had a snow plan which prioritised areas such as hospitals, schools, public buildings to be gritted and cleared first. Operatives had a list of vulnerable and elderly residents and regularly visited them during the bad weather to make sure that they were safe and had essentials in the house.</p> <p>It was noted that whilst grit had been delivered, on some estates there was no one to actually physically grit the area and several estates appeared not to have been gritted at all. Furthermore, members of the public had been stealing whole bags of grit which had been left unattended. Christophe Tabi said he would take these issues on board. However, MESH reported that the gritting in Homerton had been excellent.</p> <p>David Larkin had said that he had heard a rumour that in respect of Decent Homes, residents would now only be offered either a kitchen or a bathroom but</p>		



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<p>5. Youth Issues</p>	<p>not both. Neehara Wijeyesekera said that officers were unaware of this and would investigate.</p> <p>Faisal Pirbhai gave a brief introduction and said that the work on youth issues recently undertaken had been as a result of the special RLG. Unfortunately, owing to unforeseen personal circumstances, the young people who had written the presentation had not been able to attend this evening. Sonia Bradley from Hackney Homes, and Shanaz Ali from Rising Tide gave the presentation.</p> <p>The outcome of the work was that the Youth Parliament was recommending that a Youth RLG be established which would interact with the RLG or any subsequent format of a Residents' group as the RLG was being reviewed. Minutes would be exchanged between the groups and issues reported back to the Board.</p> <p>The RLG was very impressed with the presentation but some members noted that they didn't know a great amount about youth activities in the borough and Sonia Bradley said that she and Shanaz Ali could come to the Panels to pass on information on youth issues but due to resources the young people from YEP may have time constraints. Stamford Hill sub-committee said that they would be willing to contribute money from the Panel Budgets and MESH offered to assist from their grant. . Shanaz Ali encouraged the Panels to let her have names of interested youths who wanted to become more involved. The Panels were also encouraged to explore the Youth Engagement Project Website. The minutes of the Youth Engagement Project would be sent to the Panels.</p>	<p>N Wijeyesekera</p>	<p>ASAP</p>



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	<p>The Group thanked Sonia Bradley and Shanaz Ali for the presentation and asked Officers to take the recommendation to establish a Youth RLG to the Board.</p>		
<p>6. Equality of Access to Services for Street Properties</p>	<p>Malcolm Brewer gave a presentation. The Group noted that the situation with Street Properties had much improved with for example, a Street Property Forum having been established. However, it was important to get residents from street properties involved in the Panels and to integrate all the different groups so everyone knew what was going on. There was a perception in the group that the Council had a policy of selling off street properties. Malcolm Brewer said that some properties which had been void and in a state of significant disrepair for many years and were just too expensive to rehabilitate e.g. the costs were in excess of £200k. It was more cost effective to sell these properties and the Council Officers had indicated that they would recommend if possible that any proceeds be ring-fenced to the HRA and would then be used to bring other long term void properties back into use.</p> <p>In respect of Decent Homes works, once the Council and Hackney Homes knew the result of the funding bid, then officers would be able to see what funding was available and prioritise the restart of the Decent Homes Programme. Once the outcome of the bid was known, information would be given to Residents and to the Neighbourhood Investment Boards.</p> <p>The Group queried how Hackney Homes ensured that Leaseholders in flats in street properties had gas safety checks for boilers. Malcolm Brewer said that Hackney Homes had no legislative power but encouraged leaseholders to maintain their boilers with regular services and checks. Hackney Homes now</p>		

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	<p>offered a gas safety check to leaseholders at a very competitive price.</p> <p>It was noted that converted flats in street properties were noisier than purpose built flats and often led to ASB problems. Malcolm Brewer said that any ASB in street properties was dealt with in the same way as any other reported ASB. Furthermore, whilst Hackney Homes encouraged Residents in upper flats to have adequate floor covering, there was no legislative power to enforce this.</p> <p>The Group thanked Malcolm Brewer for his presentation.</p>		
<p>7. Issues from the Neighbourhoods</p>	<p><u>MESH</u></p> <p>Communal Heating charges continued to be an issue for Residents in Homerton. Joyce Brown referred to a response (not circulated at the meeting) provided by the Company Secretary for Hackney Homes. She asked that officers liaise with the Council and report back on what was being done and give a clear explanation on how the points system worked and a further explanation of how pooling worked as charges to residents were high. David Larkin said that this matter was currently being reviewed by Hackney Homes' Audit & Finance Committee and once that review had been completed, further feedback could be given to the Group.</p> <p><u>Stamford Hill</u></p> <p>Muriel Gordon said that linked to the communal heating worries, was a problem over electric meters as the underfloor heating systems were on the same meters as the general electricity supply which meant that some leaseholders were paying for electricity charges which they should not have.</p>		

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	<p><u>Clapton Sub- Panel</u></p> <p>Mavis McGee said that residents in Clapton were concerned about the original Decent Homes survey which was flawed and asked what was being done about this. It was noted that with the recent Government announcements, the programme would take longer to complete. The original Decent Homes programme would be completed first. The Group urged the Council to re-consider this approach.</p> <p><u>Stoke Newington</u></p> <p>David Larkin said that the Stoke Newington Panel had taken a deputation to Council on the Decent Homes Programme as it was grossly unfair.</p> <p>Community work in the Neighbourhood was going well as was the youth work. The service in the Neighbourhood office was good and the Resource Centre was attracting a higher footfall.</p> <p><u>Shoreditch</u></p> <p>Tony Goodchild advised there was total dissatisfaction with everything in the Neighbourhood.</p>		



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<p>8. Agenda Setting for 8 March Meeting and 12 May Meeting</p>	<p>Members of the Group had submitted suggestions for future meetings and they were asked to prioritise these.</p> <p>The Group decided that the Agenda items for the 8 March meeting were</p> <p>Decent Homes priority for disabled/elderly tenants Housing Management Contracts – in house service</p> <p>The Agenda items for the 12 May meeting were</p> <p>Communication – what is being put in place to improve/the continued use of the language of bureaucracy Communal Heating</p> <p>The meeting closed at 8.30 pm</p> <p>The next meeting will be held on 8 March 2011</p>		

Signed as a true record of this meeting _____ Chair

Dated _____