

Hackney Homes Ltd Resident Liaison Group

Part A meeting (open to the public)

Thursday, 19th January, 2012 from 6.30 pm to 8.30 pm

**Chief Executive's Conference Room - First Floor,
Christopher Addison House, 72 Wilton Way, London E8 1BJ**

Distributed to:

Group Members

Councillor Philip Glanville, Rupert Tyson MBE, Shanaz Ali, Denise Bingham, Joyce Brown, Doreen Bullock, Cynthia Diminieux, Terry Edwards, Sandra Foot, Muriel Gordon MBE, David Larkin, George McGee, May McGee, Douglas Mitchell, Danny Neeson, Saleem Rahiem, Andrea Rawlings, Deborah Salvador, Ida Scoullos, Ben See, Sean St Louis and Jean-Paul Lawrence Tampu-eya

Hackney Homes Officers

Charlotte Graves, Judith Morrison and Neehara Wijeyesekera

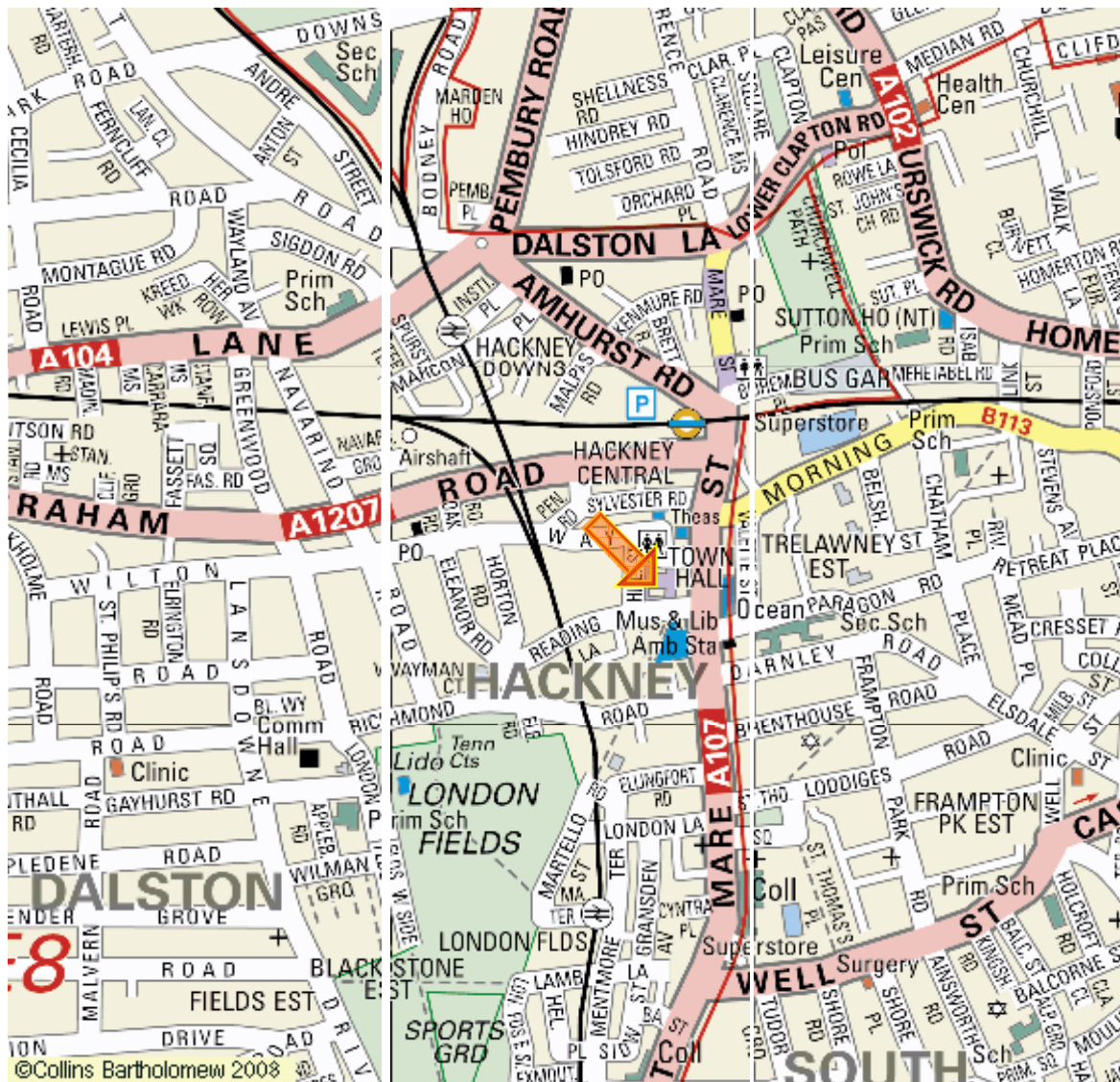
Contact:

Governance Team

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Christopher Addison House, 72 Wilton Way, Hackney, E8 1BJ



The above map shows the location of Christopher Addison House.

Below are the nearest public transport links to the venue.

Please note that car parking facilities outside the building are limited.

Buses: 30, 48, 55, 106, 236, 253, 254, 276, 394, D6, W15


Underground: Bethnal Green (Central Line)

Overland: Hackney Central (Overground) and Cambridge Heath (Rail)

Item	Title	Pages(s)
1.	Welcome and Introduction 2 mins	
2.	a) Apologies	
2.	b) Declarations of Interests - including HH Board Members declaring they are Board Members Information - 3 mins	
3.	Minutes and Matters Arising Decision – 10 mins	(Pages 1 - 13)
4.	Housing management Information and discussion - 1 hour and 45 minutes	

A special RLG meeting will be held on **Wednesday, 22nd February 2012.**

Then the next RLG meeting is scheduled for **Thursday, 22 March 2012.**

 <p>HackneyHomes In partnership with Hackney Council</p>	<p>Hackney Homes Ltd</p> <p>Part A Minutes of Resident Liaison Group Meeting, held at Christopher Addison House, 72 Wilton Way Hackney E8 1BJ</p> <p>On 8 September 2011 at 6.30PM</p>	
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<p>Present</p>	<p>Charlotte Graves (Chair) Muriel Gordon David Larkin Ben See George McGee Andrea Rawlings Deborah Salvador Doug Mitchell Jean Paul Lawrence Tampu-eya Sandra Foot Doreen Bullock Alison Evelyn</p>	<p>Officers Faisal Pirbhai Neehara Wijeyesekera (Part)</p> <p>Jim Paterson Neil Isaac (Part)</p> <p>Minutes Tess Merrett</p> <p>HH London Tenant Federation Rep Pat Turnbull</p>	<p>Observer Benita Fernandez Irene Lewington</p>
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Item	Open to the Public	Action	Date
<p>1. Welcome & Introduction</p>	<p>Charlotte Graves introduced herself and all attendees then introduced themselves</p>		
<p>2.</p> <ul style="list-style-type: none"> • Apologies • Declarations of interest 	<p>Apologies were received from: May McGee, Ida Scoullos</p> <p>There were no declarations of interest.</p>		
<p>3. Minutes from the meeting held on 12 May 2011</p>	<p>There was one correction to the minutes of the meeting held on 12 May 2011. The fourth bullet point on page 5 of the minutes should read “If inspections were suspended” rather than “If work was suspended. With that correction the minutes were agreed as a true record of the meeting held on</p>		

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<p><i>Matters arising</i></p> <p>4. Update from the Chief Executive</p> <p>Update from Officers</p>	<p>12 May 2011 and signed accordingly.</p> <p>Neehara Wijeyesekera said that the Panels had been contributing to the publicising of ASB resolutions in their neighbourhood areas. Some Panels had produced individual newsletters about this although not all Panel representatives had seen these.</p> <p>Recruitment in property services was now in the final stages and Johanna Evans had just been appointed as the Communal Works Manager. The recruitment of the 5 neighbourhood communal works officers would commence shortly.</p> <p>Mel Cameron had produced an update on 184 works and this would be circulated to Panels.</p> <p>Charlotte Graves highlighted the following key areas for Hackney Homes during the summer months</p> <ul style="list-style-type: none"> • ASB • Grass cutting • Flower planting • Events <p><u>ASB</u> Apart from the recent disturbances, there appeared to be fewer incidences of ASB which often increased in the summer months owing to the longer evenings and school holidays. Charlotte Graves asked the Group</p>	<p>J Paterson</p>	<p>ASAP</p>



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	<p>members if this had also been their impression this summer.</p> <p>The Group agreed that Hackney had been reasonably quiet this summer but it was noted that there were few places for young people to go which meant that they tended to just hang around. It was also noted that it had been unusually quiet in the immediate aftermath of the disturbances.</p> <p>Youth Provision in Stoke Newington was much better and there were some good TRA run youth clubs and council provision. Hackney Homes was very good at dealing with high level ASB such as drug dealing but the low level ASB such as noise nuisance still presented a challenge.</p> <p>Some suggestions were made by Group members for youth opportunities next summer such as music workshops and educational opportunities.</p> <p>Faisal Pirbhai and Neehara Wijeyesekera said that there had been lots of activities organised for young people this summer but that they would ensure that publicity about summer opportunities for young people was circulated well in advance next year.</p> <p><u>Grass Cutting and Gardening</u> Charlotte Graves said that the planting in the spring had produced some lovely flowers this summer around the borough. She also noted that the grass cutting generally had been good throughout the season but that in the last couple of weeks, some parts of the borough had looked a little untidy. Charlotte Graves asked the Group for their views on grass cutting and planting.</p>	<p>N Wijeyesekera, F Pirbhai, Coms</p>	<p>Spring 2012</p>



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	<p>The following day, the town hall had received a call from the police at midday to evacuate the council's central Hackney complex immediately. This was done although in the event, there were no further major incidents in the Hackney central area.</p> <p>The Group asked if Hackney Homes and the council had business continuity plans. Charlotte Graves said yes but that when they were drawn up, no one could have envisaged such an incident of major civil unrest. However, the plans would be reviewed to take account of lessons learned from the disturbances.</p> <p>Jim Paterson said that Hackney Homes' operatives were on standby as night fell and Dave Mordey and Paul Norey worked through the night. The police service was exemplary ensuring for example that the sweepers were right behind the riot police as they pushed the rioters back to ensure that any missiles such as bricks were cleared away so they could not be used to cause more harm. The council is assessing what happened before coming to any decisions about dealing with perpetrators.</p> <p>The Group noted that whilst the disturbances had been dreadful, it had been heartening to see the community pull together after the events. The situation had been managed in Hackney very well but it had been disappointing to hear all the usual stereotyping of the Hackney communities in the media.</p>		

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<p><i>Update from Officers</i></p>	<p>Jim Paterson said that the</p> <ul style="list-style-type: none"> • Decent Homes programme had been approved by Cabinet at its last meeting so works were now commencing. • The restructure in Building Maintenance was now in its final stages. Officers were trying to grow the DLO business, make it more efficient and increase income. 1000 minor voids were now completed each year by the DLO teams. • Sickness levels in Building Maintenance were average • 184 walkabouts had now been completed and a list of works had been prepared. Works were on target to be completed. <p><u>Estate Maintenance</u></p> <ul style="list-style-type: none"> • Sickness levels had been unacceptably high but Officers have been proactively managing this and the levels have considerably reduced. By the end of the year, the levels should be average. • A patch review was underway and changes to how estate cleaning was managed would be introduced i.e. individuals would be allotted specific properties for which they would have total responsibility and accountability. A core programme was being created and this would be agreed by the unions and circulated to Panels. 		

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	<ul style="list-style-type: none"> • Supplies of grit had been ordered for winter and officers were looking at ways of best managing this around the borough. • Officers were involved in a range of initiatives such as garden swaps and community payback schemes. <p>The Group asked if officers were looking at putting water supplies on the estates to help with gardening and cleaning. Jim Paterson said that the supply of taps on estates was being investigated.</p> <p>The Group asked how cleaners were supervised. Jim Paterson said that supervisors were more active. Furthermore, not only had a 10% sample inspection regime been introduced but also Neehara Wijeyesekera's team actively monitored the cleaning standards. The unions had been informed that management would be taking a very firm line with operatives who were not performing their duties satisfactorily.</p> <p>The Group asked if the motorised sweepers were value for money as they seemed to sweep regardless of whether the area was dirty or not. Jim Paterson said that they were as they could cover more distance than an operative on foot. There were different ways of managing their use however. One was either to sweep regardless of the cleanliness and the other was to sweep only when dirty. It was possible however, to lift the brushes if an area was already clean, and move on to an unclean area.</p>		

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	<p>Neehara Wijeyesekera said that</p> <ul style="list-style-type: none"> • the period of consultation with the housing managers had finished on 31 August. The interview process would begin in October. Feedback from residents had been taken into account when scoping the recruitment requirements. • Ruth Clapham and David Saxon had looked resident profiles and had targeted a vulnerability homecheck initiative accordingly. This had proved very successful. • A customer services review was underway as residents had commented on the behaviour and attitude of some staff. Two of our resident board members were sponsoring the project and Neehara Wijeyesekera would update the Group as the project progressed. • 7 new trainee housing management placements had been filled as part of the initiative to recruit and develop new housing management staff. • ASB continued to be a priority particularly addressing the regular low level nuisance. <p>The Group said that how staff answered the telephone needed to be reviewed as not all staff introduced themselves or behaved appropriately. The Group was reluctant to name names but Charlotte Graves said that concerns could not be addressed if managers were not informed of where the problems were.</p> <p>The Group expressed concern about the Panels' future relationships with their estate managers as many services had become centralised – e.g. the rent teams and the ASB team. Neehara Wijeyesekera said that interaction between estate managers and residents was vital and there had been many</p>		



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	<p>discussions about this. Senior officers were working closely together to ensure that the concept of ownership was embedded throughout the neighbourhoods.</p> <p>The Group asked whether the recruitment was open to both public sector workers and private sector workers. Neehara Wijeyesekera confirmed that Hackney Homes' recruitment processes were open and the priority was to get the right people for the jobs regardless of which sector they came from.</p> <p>The Group asked whether conversations with housing officers could be recorded. Neehara Wijeyesekera said that feedback templates were in place to monitor face to face interaction between housing officers and residents.</p> <p>The Group asked that feedback from residents was not made personal as officers could be victimised.</p> <p><u>Feedback from Pat Turnbull Hackney representative on the London Tenant Federation (LTF)</u></p> <p>Pat Turnbull highlighted the following concerns discussed at the LTF's AGM</p> <ul style="list-style-type: none"> • Government policy would mean an end to life tenancies • The Government's definition of affordable was up to 80% of market rent but this was not affordable for London tenants • Cuts in housing benefit and the welfare system generally were starting to impact on registered providers' tenants. 		

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	<p>Pat Turnbull also said that there was a spare place at the Federation for another Hackney resident if any panel member was interested.</p> <p>Charlotte Graves said that Hackney Council had issued an interim position regarding tenancies and affordable rents and were not planning on changing current tenancies nor rents.</p> <p>Charlotte Graves thanked Pat Turnbull for her feedback</p>		
<p>5. 184 Budget and Street Properties with Communal Areas</p>	<p>Jim Paterson introduced the discussion. There was currently a budget of £1.4m for 184 works which was divided equally across the borough. There was a further £0.5 million for EIB works. However, it was stressed that there were no additional funds available on top of these budgets.</p> <p>The 184 budget when it was established was geared towards works on estates not for street properties with communal areas. If the Group decided that it wanted to amend the criteria for this funding stream, the proposals would need to be taken through council processes. It was also necessary to recognise that the majority of converted street properties would contain leasehold flats and as such, leaseholders would be fully recharged for any works carried out under 184.</p> <p>There was some concern that certain works to communal areas in street properties such as H&S works were not being carried out. Jim Paterson said that they should be carried out as routine and would not form part of 184 or EIB works and he asked that he be given details of where this was not happening.</p>		



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<p>6. Updates from the Neighbourhoods</p>	<p>The Group asked how residents could access this funding stream if their properties were not part of a TRA. Faisal Pirbhai said that historically, the funding used to go through TRAs but now housing officers would visit those properties which were not part of a TRA to assess the works. David Larkin and George McGee said that the Clapton Panel had very good processes for including non-TRA estates and street properties in Panel business.</p> <p>The Group agreed that converted properties with communal areas should have access to this funding stream. The only issue was the process of how these properties could access this. Faisal Pirbhai and David Larkin would look at how this matter could be progressed.</p> <p>It was noted that the 184 process in Stamford Hill had been delayed this year.</p> <p><u>Central Panel</u></p> <ul style="list-style-type: none"> • Concerns about 184 works and ASB • Some smaller issues in a number of areas such as Decent Homes but these were being addressed. • David Saxon was doing a very good job. <p><u>Stoke Newington Panel</u></p> <ul style="list-style-type: none"> • The Panel was working with the Decent Homes Team to build relationships 	<p>F Pirbhai/D Larkin</p>	

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	<ul style="list-style-type: none"> • The Community themed meeting in August had been very cathartic • The Panel was being very proactive in visiting the TRAs and TMOs to promote engagement in the neighbourhood. • Howard Road Resource Centre Community Choir would start at the end of September. • Between 20-30 people a day were dropping into the Resource Centre. <p><u>Stamford Hill Panel</u></p> <ul style="list-style-type: none"> • The Panel had moved away from the NIB and were setting up a property services meeting • The Panel had had to use the complaints process to elicit responses to emails and queries • There was an issue with Avonline charging residents whatever they wanted to install the digital panel. The customer service at Avonline was very rude <p><u>Shoreditch Panel</u></p> <ul style="list-style-type: none"> • The Panel had been working closely with officers and there was now a successful working relationship <p><u>Clapton Panel</u></p> <ul style="list-style-type: none"> • A training weekend had been arranged for September • The 73 newbuild units in the neighbourhood had now been signed over to Hackney Homes to manage and a community party was being organised to welcome the new tenants 		



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<p>7. Agenda Items for the themed meeting on 3 November</p>	<ul style="list-style-type: none"> • Decent Homes work to street properties in the neighbourhood had been allocated for this financial year. <p>The Group agreed that the theme for the meeting scheduled for 3 November should be Housing Management and Estate Plans.</p> <p>The meeting closed at 8.30 pm.</p>		

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