

HACKNEY HOMES Ltd
Resident Liaison Group Meeting

Thursday 21st February 2008 at 6.00pm to 8.00pm

**The Chief Executive's Conference Room, 1st Floor,
Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ**

Part A AGENDA (Open to the Public)

Item	Presenter	Subject	Status	Duration
1.	Chair	Welcome/Apologies/Introductions	Information	2 mins
2.	Chair	Minutes of 4 th December 2007 and matters arising	Decision	5 mins
3.	M Brewer	Satellite Dishes	Information (Report)	5 mins
4.	G Penticost	Digital Upgrades to communal aerials	Information (Report)	5 mins
5.	T Hogan	Service Standards	Information (Report)	5 mins
6.	C Taber	Resident Liaison Group Meeting – Terms of Reference Document	For Approval (Report)	5 mins
7.	C Taber	Updates on Panel Grants	Information (Verbal Report)	5 mins
8.	N Mukerji	Hackney Homes' Business Plan	Presentation	30 mins
9.	S Raphael	Hackney Homes Consultation Strategy Plan 2008/09	Information (Report)	10 mins

10.	T Hunt	Enhance TRA - Update	Presentation	10 mins
11.	C Taber	Hackney Homes' Tenants Compact (panel responses)	For Approval & Recommendation to the Board (Report)	10 mins
12.	C Taber / S Bradley	Youth Co-ordinator Report - Successes	Information & Decision (Report)	5 mins
13.	C Taber	New Parking Arrangements	Information (Verbal Update)	2 mins
14.	Chair	Any other business: <ul style="list-style-type: none"> • Rents Inequality (M Gordon); • Leasehold service charges (accuracy of documents & compensation - M Gordon); • Communications – responsiveness Clapton Representative); • Garages (lettings and rents) (Clapton Representative); • RLG Meetings - Chair (W Hare); • Any Other Tenant Representative Issues (each area). 	Information	20 mins
15.	Chair	Date of Next Meeting: 24 th April 2008 at 6.00pm (Christopher Addison House)	Information	1 min

Hackney Homes Ltd

Item 2

PART A Minutes of Resident Liaison Group Meeting, held at Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ
On 4th December 2007 at 6.00PM

Present	Board Members	Stakeholder Representative	Officers	Resident Representatives
	Rupert Tyson Alice Burke David Larkin Brian Marsh	Cllr Alan Laing (Chair of the meeting)	Nilavra Mukerji Clive Taber Alex Jarosy Tom Hunt Sally Raphael Robin Smith Gary Penticost Neil Isaac Pat Woods Tom Hogan	Walter Hare Muriel Gordon Ron Devoti Terry Edwards Peter Kinsey Sid Curtis Tony Goodchild Erdal Doganguzel Jean – Paul Lawrence Tampu - Eya

Item	Open to the Public	Action	Date
1. Welcome / Apologies / Information Introductions	Apologies were received from the following: <ul style="list-style-type: none"> • Susmita Noonan; • Audrey Villas. 		
2. Minutes of 25th October 2007 and matters arising	The Resident Liaison Group agreed the minutes of the 25 th October 2007.		

	<p><u>Matters Arising from the Minutes of 25th October 2007</u> The Resident Liaison Group requested the following:</p> <ul style="list-style-type: none"> • Satellite dishes – a detailed review report with recommendations. The report should contain (a) full review of the current Hackney Homes Satellite Dishes Policy; (b) commentary upon satellite dishes enforcement and legality issues; • Digital upgrades to communal aerials – a report to confirm how many systems there are and provide a full update of this programme; • Residents' Conference (20th February 2008) – invitations will be sent out in the week beginning 12th December 2007. • Service Standards – a summary report of all comments to all panels. In addition, a report should be submitted to the Hackney Homes Board for approval (17th March 2008). 	<p>M Brewer</p> <p>G Penticost</p> <p>C Taber</p> <p>T Hogan</p>	<p>By 21st Feb 08</p> <p>By 21st Feb 08</p> <p>W/C 12th Dec 07</p> <p>By 21st Feb 08 & 17th March 2008</p>
<p>3. Resident Liaison Group Meeting - Draft Terms of Reference</p>	<p>The Resident Liaison Group asked that the draft Terms of Reference document be drafted and circulated to members of the RLG before the next meeting (21st February 2008) and the Hackney Homes Board in March 2008.</p>	<p>C Taber</p>	<p>Before 21st Feb 08 & 17th March 08</p>
<p>4. Update on Panel Grants</p>	<p>The Resident Liaison Group requested the following:</p> <ul style="list-style-type: none"> • a 12 month Panel Grants Review; • that the Panel Grants Review project be publicised before the next Resident Liaison Group Meeting; • a report submitted to the Hackney Homes Board (17th March 2008) for Board Members' to decide which projects and panels are to receive the monies associated with this project. 	<p>C Taber</p>	<p>By 21st Feb 08 & 17th March 08</p>

<p>5. Delivery Plan</p>	<p>The Resident Liaison Group advised that the Hackney Homes Delivery Plan should be “refreshed” on an annual basis.</p> <p>Nilavra Mukerji explained that the Hackney Homes Delivery Plan document had two aims:</p> <ul style="list-style-type: none"> • obtaining 2 * Audit Commission status for Hackney Homes; • to deliver excellent goods and services to Hackney residents. <p>The Resident Liaison Group stated the following as Hackney Homes strengths and weaknesses:</p> <ul style="list-style-type: none"> • <u>Strengths</u> <ul style="list-style-type: none"> - Management commitment to listening to residents (via meetings); - Hackney Homes’ Tenant Participation is better than other ALMOs; - Refuse Cleaning / Estate cleaning; - Improvement in repairs; - Ground Maintenance. • <u>Weaknesses</u> <ul style="list-style-type: none"> - Lack of communication; - Lack of feedback to residents; - Residents’ views not take into account; - Residents / Customers are not treated as people; - Lack of penalties where Hackney Homes fail to deliver services; - “Mixed messages” from Hackney Homes; - Complaints not being dealt with efficiently / effectively; - Hackney Homes is very bad at publicising good services, projects etc; - Hackney Homes’ failure at publicising that Hackney is a excellent place to live / work; - Hackney Homes’ inability to prove it can provide publicised services; - Inability to highlight the good services Hackney Homes provides; - “Blame culture”; 	<p>NM / HHMT</p>	
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	<ul style="list-style-type: none"> • The EIB 2007/08 Budget could be used as “grant aid money”; • Projects need to be identified and costs worked out well in advance of summer 2008; • Hackney Homes was in the process of arranging meetings with TRA Chair persons to discuss EIB Budget 2007/08 project funding; • Any/ all EIB Budget underspends by TRAs would be absorbed into the Hackney Council budget; • Any/ all projects that are currently complete would be integrated into the EIB Budget 2007/08 Project; • All TRAs would receive EIB 2007/08 Budget Funding letters before 25th December 2007 (letters would indicate how much EIB Budget funding monies each estate had been allocated and would request information from estate chairs as to which projects should be nominated for funding); • Hackney Homes would compile a “list of EIB Budget projects” for each EIB Budget cycle; • That there was flexibility with regards Leaseholder re- charges for all / any EIB Budget funded projects. <p>Tom Hunt advised that there were a range of projects that would not qualify for section 185 finding and these projects would be eligible for funding under the new EIB Budget system. All projects via this scheme would be coordinated by Hackney Homes and given KPI indicators.</p> <p>The Resident Liaison Group advised that the EIB Budget Project should consider the following items:</p> <ul style="list-style-type: none"> • Youth schemes; • Security Systems; • Elderly services (e.g. door entry systems i.e. motor assisted doors). <p>The Resident Liaison Group asked that all EIB Budget projects to be identified by the end of January 2008.</p> <p>The Resident Liaison Group requested a report for the next RLG Meeting which should provide;</p>	<p>AJ</p> <p>AJ</p>	<p>By 31st Jan 08</p> <p>By 21st Feb 08</p>
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	<p>– in events” in shopping centres throughout Hackney and that residents would be encouraged to complete consultation questionnaire via telephone follow up calls and prize draws (£50).</p>		
<p>8. Enhanced TRA Update</p>	<p>Tom Hunt confirmed that:</p> <ul style="list-style-type: none"> • Hackney Homes was recording “action points” from meetings; • Officers were being made accountable for their actions; • That the next round of meetings would concentrate on provision of better services, improvement of standards (especially in property services) and analysis of issues; • Areas which do not have TRA organisations could work with Hackney Homes to obtain TRA status (Hackney Homes had already provided these areas with TRA guidance information); • That smaller TRAs, if they so wish, could amalgamate with larger TRAs within the areas; • TRA “walkabouts” would occur two weeks prior to any TRA Meeting; • The roles of Resident Participation Officers / TRA Estate Managers were different. <p>The Resident Liaison Group asked for a report at the next RLG Meeting. The report should address the following issues:</p> <ul style="list-style-type: none"> • How smaller blocks could be amalgamated into larger TRAs; • Negative feedback issues – how they are being traced through the system; • How negative feedback issues are being closed off; • How Hackney Homes intends to conduct “quality checks” on the system e.g. attendance of Hackney Homes Estate Managers at TRA Meetings & completion of TRA Officer action points; • Publication of TRA Meetings displayed on estate notice boards (all notices must be translated into the 10 different languages within the Hackney community). 	<p>T Hunt</p>	<p>21st Feb 08</p>

9. Any Other Business	<p>The Resident Liaison Group requested the following:</p> <ul style="list-style-type: none"> • That an invitation be sent to Sonya Bradley (Youth Co-ordinator) for the next Resident Liaison Group Meeting; • A Youth Co-ordinator Report for the next Resident Liaison Group Meeting which must outline the successes of this department; • A report detailing the feedback from individual panels on the Hackney Homes Tenants' Compact. <p>The Resident Liaison Group agreed that all RLG Resident Representatives would use the "Any Other Business Section" of the meetings to highlight important Hackney community issues.</p>	<p>C Taber</p> <p>S Bradley / C Taber</p> <p>C Taber</p> <p>RLG</p>	<p>Before 21st Feb 08</p> <p>21st Feb 08</p> <p>21st Feb 08</p>
10. Date of Next Meeting	<p>Thursday 21st February 2008 at 6.00pm, The Chief Executive's Conference Room, 1st Floor, Christopher Addison House. Agreed.</p>		

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

Report Title: Satellite Dishes– Practical Enforcement Issues

Date of Meeting: 21 February 2008

Background

The issue around the number of satellite dishes, that have been erected throughout the Borough, including those on Hackney Homes housing estates, has been a very contentious one.

The number of satellite dishes proliferated, following the cessation in the 1980s of the proposed national cabled TV network, being financed and installed by the private sector. The cessation of the network, was entirely due to insufficient demand, at that time, for the additional pay for view satellite TV channels, over and above the 5 terrestrial channels that were being provided, free of charge. Only a small percentage of our blocks of flats, still have cabled TV (currently provided by Virgin Media).

Since that time, the number of satellite TV providers has shrunk, following financial collapses and company mergers. Currently, there is only one satellite TV Company (Sky) and one cabled TV Company (Virgin Media). These two companies now derive their main income, not from TV channels, but from other sources; such as broadband, telecommunications and download (such as films and music). These two companies still only cater for a small percentage of the total UK TV viewing market.

Many residents of Hackney, who have settled in the UK or have strong ties with their ancestral countries, have installed satellite dishes to enable them to receive ethnic based satellite TV channels. This has directly led to many larger sized satellite dishes being erected on blocks of flats.

Introduction

Due to the poor TV reception in blocks of flats, particularly in built up urban areas such as Hackney, residents have installed satellite dishes, as a way of achieving good TV reception; indoor TV aerials and booster boxes having proved inadequate, for that purpose.

With the onset of Digital TV, it will only be able to access the 5 terrestrial TV channels (and the Freeview channels), if you either have a digital box or a satellite dish. However for a digital box to work it is necessary to have good TV aerial coverage and many residents' homes in Hackney do not currently have good TV aerial coverage.

Planning guidelines – Satellite Dishes

The Government have issued clear Planning Guidelines to local authorities and it is clear that all our blocks of flats, have far exceeded the number of permitted satellite dishes that would be allowed, if planning permission would have been granted.

Over the past years, we or Hackney Council Planning, could not determine, who erected their satellite dish first (or second or third). In addition, it has been proven, that we had given written permission to residents, in some cases, for the erection of a satellite dish.

A copy of the Planning Guidelines is available.

Options to install communal cabled TV network or a communal satellite dish

We have looked at the option of just installing a communal cabled TV network, but that would not address the resident's demands and aspirations, which is to have the option to access the very wide range of pay for view satellite TV channels.

Therefore, we are currently examining the only other option, which is for communal satellite dishes, on each block of our flats. Our initial investigations have concluded that to meet the majority of residents needs and aspirations, this will result in the erection of a unit on the roof of each block; comprising of 3 satellite dishes (Sky, Hot Bird and Turk Sat) and a Digital master aerial. This is the system being installed for existing communal systems as part of the upgrade programme. Please see separate report Digital Upgrades to Communal Aerials.

On high rise flat roofed blocks, this is a viable and practical solution. We could negate the environmental visual affect, by some form of screening. Low rise flat roofed blocks could present a challenge, in terms of the environmental visual impact and discussions will need to take place with Hackney Council Planning, to agree solutions.

The main challenge will be, to those block of flats, that have pitched roofs. In those cases, we will have to consider, whether we can provide a unit, to house the three satellite dishes and the digital master aerial nearby, in a designed and secure enclosure. Those blocks of flats, located within a conservation area, will be big challenge and we will consult the residents of those individual blocks and Hackney Council Planning, to look at an off-site location or the provision of a digital TV mast, which has been suitably disguised, to conceal its true purpose.

The other main problem, is overcoming the considerable financial capital outlay required, which is estimated to be in the region of £10 to £12M. The initial costs (and on-going maintenance) could be recovered by an annual service charge, to both tenants and leaseholders. The only viable option to finance this would be through a long term financial leasing arrangement. This will avoid the need to submit a bid for capital resources from the Council, at a time, when we are targeting any such available financial resources, towards the Decent Homes and Planned Maintenance programmes.

At the time of writing this report, the above options have not been fully researched or costed. Whatever option is decided upon, we will have to obtain corporate capital spending approval.

If approval for the proposed scheme is given the go ahead, it will have to be positively marketed and sold to all our residents, as we will require all homes, whether tenanted or leasehold, to have this system installed. This will then enable us to arrange, for all the existing satellite dishes and TV aerials to be removed.

Practical enforcement

We have had discussions with Hackney Council's Planning Department, who do not have the physical (staffing), financial or legal resources to tackle the excessive number of satellite dishes erected on privately owned or housing association blocks of flats.

Hackney Homes has concluded that we also do not have the physical (staffing), financial or legal resources, to remove all the existing satellite dishes and it is very unlikely that the County Courts would provide any legal backing to any such plan, even if we contemplated doing so.

The current position that we have taken, is that should any new satellite dish be erected and the flat location is identified, we will require the residents to remove the satellite dish.

In addition to which, we have required our neighbourhood offices to refuse access, to the roof or associated structures, to either repair, re-site, erect a new or replacement satellite dish. The same criterion has also been applied to TV aerial requests.

Hackney Homes is in the process of finalising a Policy and Procedure, on TV aerial and satellite dishes. The Policy will require all residents to apply to their neighbourhood housing office, confirming that:

- The current number of erected satellite dishes, on their block of flats, is below the maximum permitted by Government planning guidelines.
- Their property is not located within a Conservation Area.
- Their property is not a Listed Building.
- Their proposed satellite dish will not exceed 130 centimetres across.
- They have taken out Public Liability Insurance cover, of up to £2M.

Only if they meet all the above criteria, will they be granted permission by Hackney Homes, to erect a satellite dish on the wall of their home. Not on the roof of the building.

Summary

We have had some success in the enforcement area, particularly when residents have asked permission for the repair, re-siting, replacement or the erection of a new satellite dish. This has resulted in numerous complaints going through our complaints procedure and a number have been considered by the Local Government Ombudsman; who has at this stage, decided that this is a clear

management decision that has been uniformly applied. Representations have also been made to the Secretary of State for Culture, Media & the Arts

As we move towards the digital TV switch-over date for London (2012), pressure will build and intensify, as many residents will have poor or no TV reception and will look to Hackney Homes, to come up with a clear option(s) that will meet the aspirations of residents, in the provision of terrestrial TV and also the increase demand to view satellite TV programmes, and to meet the increasing demand for access to ethnic satellite TV stations.

Malcolm Brewer
Neighbourhood Housing Contracts Manager

Report To: Resident Liaison Group

Item 4

Report Title: Digital Upgrades to Existing Communal Aerials

Date of Meeting: 21 February 2008

Background

- 1.1 Hackney Homes are currently undertaking a programme to upgrade existing communal aerial systems so that they can receive digital TV services upon switch off of analogue transmitters in 2012.

Programme of Works

- 2.1 All blocks which are known to have communal systems installed are detailed in a spreadsheet. Copies of this spreadsheet are available from Martin Weaver (Head of Planned Maintenance), showing works carried out to date and this year's programme.
- 2.2 The spreadsheet also details existing systems where works have not yet been allocated, giving budget costings to update these systems to full Integrated Reception Systems (IRS) (£2,552,800.00).
- 2.3 The primary driver of upgrading existing systems is to update to allow digital TV reception. Hackney Homes also have a problem where residents have installed their own satellite dishes which can be unsightly, breach Planning Regulations or cause damage to the building fabric upon their installation. Please see separate report on this issue.
- 2.4 New IRS systems are being installed which in addition to digital services, also allow the reception of 3 satellites:
 1. Sky
 2. Hotbird (European Channels); and
 3. Turkstat (Turkish TV)
- 2.5 Reception is, however, dependant upon residents taking up a subscription with an appropriate provider. By installing such systems, residents should be able to receive a host of TV channels without having to install their own satellite dishes.
- 2.6 Consideration could be given to installing such systems in blocks currently without communal TV aerial systems, making enforcement of planning rules and Housing policy far more straightforward. The cost for such a programme is estimated to be in the order of £10-£12M. Hence a four year programme would require annual funding of between £2.6M-£3.1M.

- 2.7 It should be emphasised, however, that there is no current proposal to undertake such a programme of work. The fitting of such systems borough-wide may inhibit residents from fixing satellite dishes to the building fabric in contravention of tenancy agreements and Planning Regulations, but robust application of these obligations is a lower cost solution. Please see separate report on Satellite Dishes-Practical Enforcement Issues (Item 3 of the RLG Agenda).

Term Contract

- 3.1 It should be noted that the current term contract for communal TV installation and maintenance expires in the next 6 months, as such, we are currently reviewing procurement options thereafter.
- 3.2 It should be noted that the level of access provided by residents at blocks where upgrade works have already been carried out has been very poor at around 50%. We are currently working with our term contractor to ensure that systems are connected to all properties.

N.B. Details of the programme are available on request

Martin Weaver
Head of Planned Maintenance
0208 356 1658

February 2008

REPORT TO RESIDENT LIAISON GROUP

REVIEW OF SERVICE STANDARDS

Item 5

1. Summary

The review of Hackney Homes' Service Standards is nearing completion. This report details the issues which have arisen during consultation period and the revisions made to the draft Standards as a result of the feedback received.

2. Recommendation

It is recommended that the content of the report be noted.

3. Background

Hackney Homes has commissioned a thorough review of all Service Promises and Service Standards. Reports on the review process and on progress made were brought to the November and December 2007 meetings of this Group.

4. Resident Involvement in the Review

Resident Involvement in this review has been maximised:-

- All TRAs and members of Resident Panels received copies of the draft Standards for their consideration;
- Presentations were made to this Group and to Resident Panels;
- Focus groups were convened to discuss the draft Standards in detail;
- The consultation papers were placed on the Hackney Homes' website.

The review has also involved Hackney Homes' staff, Hackney Council, partners and other stakeholders. Details of the comments received are available on the website or on request to Tom Hogan on 020 8 356 4017.

5. Summary of Feedback received

The response to the feedback received is summarised in the Table in Appendix 2 below. Detailed summaries of the initial feedback received and of service managers' responses to all those involved in the initial consultation, enabling their further comment on the revised proposals.

Many of the proposed Service Promises and Service standards received no comment. Others were the subject of a variety of comments and alternative proposals. Some new standards were proposed. The changes made as a direct result of resident feedback include:-

- Clarification is needed setting out specifically which services are available to tenants and which to leaseholders;
- Change from a mobile to a landline telephone number for reporting Environmental issues;
- Review of cleaning schedules and bulk refuse arrangements for services currently provided by external providers;
- Introduction of manuals, which will include photographic examples of required cleaning standards;

- Extension of the advice available for leaseholders to include debt advice and introduction of a Dispute Resolution Service;
- Reduction in the target times for dispatch of requested assignment packages; account balances and statements for leaseholders;
- Reduction in target times for undertaking repairs in empty properties; repair of door entry systems; TV aerials; satellite dishes and CCTVs;
- Reduction in target times for taking action against unauthorised/illegal parking;
- Reduction in target time for response to applications to move home;
- New provision of a breakdown summary of actual service charges on request, together with appropriate job tickets;
- Additional information to be provided within the Leaseholder and Freeholder handbook;
- During repairs works, use of a password for added security against bogus callers;
- Changes to standards relating to carrying out work inside residents' homes and in communal areas;
- Clarity about definition of vulnerability and of additional works undertaken for vulnerable tenants;
- Revision of arrangements for repair appointments and for checking works;
- Clearer definition of repair categories and of arrangements for servicing gas appliances and central heating;
- Changes to arrangements for the review of the Resident Participation Compact and new Standard for the timely dispatch of papers to formal resident meetings.

It was not possible to accept all proposed changes but where this was the case an explanation is provided. Other proposals require further consideration by service managers, for example where acceptance of a proposal would require a change in policy or has resource implications. Once considered further, appropriate further resident consultation has taken place and the proposed outcome is known, these issues will be reported to a future meeting of this Group.

6. Performance Monitoring and Review

Implementation of robust a performance monitoring and review framework is a critical element of quality assurance. As a part of the review of Service Standards, service managers are also reviewing the performance monitoring processes in place, to ensure that services are delivered in line with the new Standards. The outcome of this element of the review, including the way in which performance outcomes will be reported to residents, will be reported to a future meeting of this Group.

7. Board Approval of New Standards

Following discussion at this meeting, the review outcomes will be reported to the Hackney Homes' Board in March, when approval to the new Standards will be sought.

Report Author: Tom Hogan (Landlord services) Tel: 020 8356 4017

TABLE 1: SUMMARY OF RESIDENT FEEDBACK AND MANAGERS' RESPONSES

Ref.	Service Standard	Feedback and Hackney Homes' Response
1	Customer Services	
1.1	Access to services	In response to requests, information about access to services which is relevant to leaseholders will be included in the Leaseholder and Freeholder Handbook, at the next revision.
1.2	Contact by letter, personal visit, fax or Email	The Standard states that <i>'We will reply to all letters, faxes emails and enquires made during a visit to our offices, with a written response, within 10 working days of receipt'</i> . A range of suggestions were made about the need to reduce this timescale. The costs of this proposal and other priorities must be considered further, in discussion with residents.
1.3	Contact by Telephone	The appropriate response to emails is also being considered further. Comments were made about the telephone response. The Council's telephone system limits what can be achieved. However, this system is to be replaced in 2009.
1.4	Responding to Complaints	The Standard states that <i>'All complaints will be answered in full within 15 working days.'</i> Hackney Council has indicated that it may review current response times and reduce the reply period to 10 days. However complainants' priority is that HH ensures that replies are full and answer all the matters raised.
1.5	Hackney Homes' Newsletter	Feedback stated that the newsletter is not always received. The annual survey tells us that most residents are aware of the Newsletter. The Customer Service Team should be informed, if the newsletter is not being received.
2	Estate Environment Services	
2.1	Publishing Standards for Cleaning and Grounds Maintenance	Concern was expressed about a lack of noticeboards on some estates and the need for specific information. Schedules for Grounds Maintenance are published for all estates served by the in-house provider. The information is displayed within lockable estate noticeboards or, where there are no noticeboards, displayed within communal entrances.
2.1	Publishing Standards for Cleaning and Grounds Maintenance	Schedules for areas currently served by the external provider are being produced and will be published within all areas during December and January. Schedules for Estate Cleaning will be reviewed upon transfer to the in-house service.
Ref.	Service Standard	Feedback and Hackney Homes' Response
2.2	Bulk refuse	Concern expressed about disposal of bulk refuse and frequency of removal. There is a free bulk refuse

collection service provided by Hackney Council (waste Management – 0208 356 6688). Bulk refuse which has been dumped on estates is removed by HH’ cleaning service. Whilst cleaners will move bulk refuse to a safe location, the bulk is collected on the scheduled collection date in the in-house areas. This will be the arrangement everywhere, when the contracts return in-house.

2.3 Estate Walkabouts

A number of queries about the arrangements for estate Walkabouts. The Walkabout process has historically been arranged by the Estate Manager and/or the TRA. Arrangements differed between Neighbourhoods. Issue raised by Audit Commission inspectors. The Walkabout process is now co-ordinated by Estate Environment Services. It is intended that all Walkabout dates and times will be agreed with TRA Chairs at the start of the year. This process has started. The dates will be published both in HH’ publications and on the HH’ Website. Estate Managers are now expected to record actions arising from Walkabouts in a similar fashion to those recorded at TRA meetings. The same timeframes for responses apply. Responses will be collated and quality checked by Estate Environment Services. TRA Chairs and Estate Managers will be notified by Estate Environment in the same way as the TRA meetings are currently reported. It is the role of the Estate Manager to check that work has been completed to the required standard.

2.4 Cleaning duties

Comments about standards, frequency and capacity of existing workforce.

Audit Commission Inspectors judged the Estate Environment Service to be operating at a two star level across the Borough. Standards differ across the Borough. Areas currently enjoying a high standard will be maintained and standards elsewhere will be raised to this standard.

Cleaning Schedules are located in each block. Manuals, which will include photographic examples of required cleaning standards, will be available upon request, or via the HH’ website, in the next two months.

At least 35 Residents have been trained to inspect using the published standards and more are to be trained as part of the Resident Inspectors Initiative. (Anyone interested should contact Tom Hogan at Lower Clapton Road).

A scheme to take enforcement action against litter dropping is being developed by Estate Environment Services and will be introduced shortly. This includes consideration of a £50 fine for offenders.

Ref. Service Standard

Feedback and Hackney Homes’ Response

2.4 Cleaning duties

Where it is recognised that workloads are too high, arrangements have been made to resolve the problem. However, Estate Environment work within tightly controlled budgets and must manage resources accordingly. Comments about standards, frequency and the need to liaise with gardening clubs.

2.5 Grounds Maintenance

All Grounds Maintenance work is programmed and stipulates when particular activities will be performed. Grounds Maintenance will maintain all areas to which there is access. Estate Environment at Dunloe Street

should be informed if problems occur.

Frequencies are defined by the programmes and all landscaping is done in conjunction with Residents. Gardening Clubs are recognised and supported by Estate Environment and in many cases have been able to start due to funding support through the Hackney Greening budget.

2.6 Window cleaning

A number of comments were made about standards; frequency; design of windows; the notice given to residents and the need for better information. All of the issues raised will be taken into consideration when developing the services.

Comments made about the speed of removal, the need to repair paintwork following removal and request for Freephone number for reporting. The standard is achievable and is delivered.

2.7 Removal of Graffiti

Graffiti is identified during inspections. Where repairs to damage paintwork are needed following removal of graffiti, these are reported to the Repairs Report Centre.

Comments made about the need to clean play areas; repair target times and the need for evidence that inspections have taken place.

2.8 Play Areas

It would be too onerous routinely to issue inspection reports. These can be requested from the Estate Manager. Repairs to play areas are undertaken within target times.

Request to change mobile contact number to a landline number, Freephone suggested.

2.9 Use of Mobile Number

Changeover from mobile to a landline is being actioned. The new number will be publicized. It is not possible to provide a free telephone number.

Need for all staff to wear uniform expressed.

2.10 Uniforms

All HH staff currently wear a uniform and carry photographic identification. Upon transfer, all contract staff will wear this uniform and will also be issued with standard photographic identification.

Ref.	Service Standard	Feedback and Hackney Homes' Response
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3.	Home Ownership Services	
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3.1	Services for Leaseholders	Dedicated L/H officer requested in all Neighbourhood Offices, not an Estate Manager with enhanced role. Service promise revised to state <i>'We will ensure that a dedicated Leasehold Officer is provided in each Neighbourhood Housing Office to assist Leaseholders and Freeholders who pay service charges'</i> . There is a dedicated L/H officer in every Neighbourhood Office. Contact details will be advertised on the HH' website and in HH' newsletter. This post has specialist responsibilities for leaseholder enquiries relating to estate management matters. Partners may decide whether additional duties are undertaken by this officer.
3.2	Dispute Resolution	Service required. New Promise: <i>'We will offer a Dispute Resolution Service'</i> .
3.3	Advice Given	Promise revised in response to request to include 'debt' <i>'We will provide support and debt advice and also offer referral to independent financial advice'</i> .
3.4	Supply of Assignment	

	Package	Standard revised to state: <i>'We will supply an assignment package, containing essential information for leaseholders selling their home, within 10 days of receiving payment for this service'</i> . (was 15 days).
3.5	Information about Home Ownership Services	New Promises: <i>A Major Works Advice day will be held every year.</i> <i>A Leaseholders and Freeholders Conference will be held every year.</i>
3.6	Applying to Buy	Standard revised, for clarification: <i>'We will send out a Right to Buy application form within 24 hours of one being requested. (was formerly 'one day')</i> .
3.7	Confirming the Price and Making the Formal Offer	Standard revised, for clarification: <i>'If you do qualify, we will make the formal offer, setting out the terms of your proposed purchase, including the price, within 12 weeks of the RTB2 (8 weeks if you are buying a freehold property)'</i> .
3.8	Cancelling the Application	Standard revised, for clarification: <i>'If you do not respond to the Offer we will not cancel your application until at least 12 weeks after your offer and after we have given you at least a further period of 4 weeks notice, in writing.'</i>
3.9	Services for Leaseholders	Request for clarity about the March and September invoices. Both bills are correct. The March bill is an estimate for the coming financial year. The bill sent in the following September is the final, actual, bill for the previous financial year.

Ref.	Service Standard	Feedback and Hackney Homes' Response
3.10	Information about the Account Balance	Proposed revision of Standard agreed: <i>'A/C balance should be sent within 72 hours of request.'</i> (Was within 5 days).
3.11	Providing a Statement	Proposed Standard agreed: <i>Additional service charge statements will be sent within 72 hours of request.</i>
3.12	Collection of Service Charges	Comment that collection of 100% of service charges must allow enough time to make payment. The lease states that monthly charges are due on the 1st of each month. The September balance is payable on demand, however reasonable payment terms will be agreed, if there are payment difficulties.
3.13	Benchmarking of Service Charges	Request that service charges should be benchmarked. They are. HH participates in the London Councils' Leasehold Management Benchmarking Group.
3.14	Breakdown of major works charges	Request for clearer breakdown of major works charges. The component costs of major works are broken down within bills. This issue will be discussed further with the Leaseholder Forum, to identify any changes needed to the approach taken.
3.15	Payment books	Payment books requested.

Payment books are sent to all leaseholders with their March estimated bill. Replacements are provided on request.

3.16 Information for Freeholders
Request for freeholders to receive more information.
Freeholders who pay service charges receive a range of information, including the HH' newsletter; the bi-annual Leaseholders and Freeholders' News; the Leaseholder and Freeholder Handbook and have access to a range of leaflets.

3.17 Accuracy of service charges.
Comment re. need to review accuracy.
There is an on-going review of the process of validating the information which informs leaseholders' service charges.

Ref.	Service Standard	Feedback and Hackney Homes' Response
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3.18	Checking Job Tickets	Job tickets should be checked and coded correctly before they appear on the actual service charges. We are moving to a process of checking all communal job tickets, before including these on leaseholder's bills.
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3.19	Breakdown of Service Charges	In response to request, new Standard agreed: <i>'A breakdown summary of actual service charges will be provided on request, with appropriate job tickets'</i> . Whilst this breakdown is provided as quickly as possible, a requested 7 day target could not be achieved at all times, in particular after the dispatch of the September, actuals bill. The feasibility/IT capability of providing leaseholders and freeholders with direct, on-line, access to this information is being reviewed.
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Quarterly summary of job ticket information requested.

3.20	Job ticket information:	An on-going and evolving pilot (started in June 2007) of the proposed arrangement is in progress in Stamford Hill. This involves the review, by a leaseholder representative, of all tickets raised by the Repairs Report Centre (RCC) which contribute to leaseholders' service charge bills. Once this pilot is complete, the findings will be reviewed. If applied elsewhere/ permanently, this would raise a resource issue for the RCC.
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3.21	Disputed job tickets	Proposed standard: <i>'A dispute will be resolved within 14 working days of it being raised'</i> . This Standard is not possible. Disputes must be thoroughly checked with the initiating department and such checks can be lengthy.
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3.22	Estate Management input to leasehold services. Repair Policies	Standards requested for estate management input to leasehold services. The Tenancy Services standards will apply to all HH' residents, regardless of tenure. Request that details of HH and tenant's repairs responsibilities be included in the Leaseholder and Freeholder
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3.23 Handbook.

Agreed. Details of those Repairs and Maintenance Service Promises and Service Standards which are relevant to leaseholders (e.g. those relating to communal repairs and district heating) will be included in the Leaseholder and Freeholder Handbook, at the next revision.

Ref.	Service Standard	Feedback and Hackney Homes' Response
3.24	Nuisance, Anti-Social Behaviour, Hate Crime and Domestic Violence	Request that information about services available for victims of Nuisance, Anti-Social Behaviour, Hate Crime and Domestic Violence be provided in the Leaseholder and Freeholder Handbook. The Leaseholders Handbook mentions ASB and Nuisance but not Hate Crime and DV. Proposal agreed. DV and Hate Crime leaflets will be issued with the Leaseholder and Freeholder Handbook, pending the next update, when an appropriate reference will be included in the Handbook.
4.	Repairs and Maintenance	
4.1	Terms used	Request that 'we aim' be changed to 'we will'. Agreed. Request that the term 'residents' be used, not 'tenants'. Agreed, where applicable.
4.2	Raising Orders for Work and Making an Appointment	Agreed that Service Promises include:- <i>'As part of our service we will offer you the use of a password for added security against bogus callers'.</i> Comment re. suggested Promise:- <i>'We will monitor that work is completed within allowed time and will contact the resident to explain and arrange a new appointment if it is not'.</i>
4.3	Raising Orders for work and Making an Appointment	The need for adequate monitoring is accepted and routine monitoring does take place. An additional Service Promise will be considered, subject to the introduction of appropriate procedures and IT capability.
4.4	Working in Tenants' Homes	Extended Promises agreed:- <i>'Repair operatives will work in a professional way. They will:-</i> <ul style="list-style-type: none"> <i>• introduce themselves and show identification where requested give a password , before entering the home;</i> <i>Repair operatives will not:</i> <ul style="list-style-type: none"> <i>• use the resident's phone without consent;</i> <i>• make private calls on mobiles during their work'.</i> Revised Service Promise agreed:-
4.5	Leaving Communal areas Clean	<i>'Repair operatives will work in a professional way. They will:-clear up rubbish and leave internal and communal areas tidy at the end of each working day'.</i>

Ref. Service Standard**Feedback and Hackney Homes' Response**

Clarity over definition sought. Information must be included within the Tenants' Handbook
Revised Promise agreed:-

'We will give additional priority to repairs needed by our vulnerable tenants and, when necessary, will provide extra support when doing work in their homes. Please refer to Vulnerable Tenants' Repairs Policy for further details.'

The definition within the Service Promise has been revised, as follows:-

Vulnerable residents include:-

- *Elderly – everyone living at the address is 65yrs or over;*
- *Disabled – mentally and physically. All adults who have difficulty walking or with their eyesight or have mental and learning difficulties which make it difficult to arrange repairs and there is no one else to do it. These individuals may also have received aids and adaptation modifications to their homes;*
- *Drug / Alcohol Addiction – where tenants are being supported by a drugs agency and the nature of the addiction prevents them undertaking their repairs responsibilities;*
- *Families with Young Children – where babies and children under school age are in residence;*
- *Domestic Violence and Abuse – where the individual's requirements are communicated via a recognised agency;*
- *Hate Crime – individuals who are victims of hate crime, as defined by those agencies on the list.*

4.6 Extra Help for Vulnerable Tenants

HH is currently collating information regarding vulnerability, to ensure that service provision meets individual resident's needs.

When a repair is reported, the RCC will establish whether the resident has specific needs. A repairs policy leaflet has been produced and circulated to residents with the December HH' newsletter. The amended policy, which includes repairs priority for vulnerable tenants, is also detailed on the HH website. It will be included within the Tenants' Handbook, and, as appropriate within the Leaseholder and Freeholder handbook, at the next revision.

Ref. Service Standard**Feedback and Hackney Homes' Response**

Revision to Service Promises agreed:-

4.7 Checking Quality of Work

- *Our staff at the Hackney Homes Contact Centre will phone a sample of residents, after repairs have been completed, to find out how satisfied they are with the quality of work carried out.*

- *Our Technical Audit team carries out inspections of completed reactive repairs.*
- *Specialist inspectors will carry out inspection following repair of specialist items, such as lift breakdowns, gas and electrical repairs and door entry systems.*
- *Our repair operatives will leave customer cards for residents to comment on the services.*

Draft Standard: - *All homes will meet the Decent Homes standard by 2013.* Query as to when 2010 was extended 2013. The change is a consequence of the outcome of the Audit Commission report.

4.8 Decent Homes

Revised Standard:-

'Subject to availability of resources, all homes will meet the Decent Homes standard by 2013.' This will be publicized in the Hackney Homes' newsletter and on the website.

Standard states:- *'We will reply within 5 working days to repairs requested in writing or by Email to:-*

Repairs.rcc@hackneyhomes.org.uk.' Comments that target is too long (various changes proposed); query re. number of repairs requested in writing and request for tenants to be advised if an appointment cannot be kept.

4.9 Responding to Repair Requests

Reduction in the target time is not agreed. Whilst the majority of RCC e-mails are responded to either on the same day or within 24 hours, the Contact Centre (RCC) priority is to deal with incoming calls, these sometimes being in excess of 1000 calls daily.

Very few repairs requests are received in writing (non urgent repairs).

It is unacceptable for appointments not to be kept. If an appointment cannot be kept, the RCC attempts to contact the resident, using the given telephone contact number, to advise of our inability to meet the appointment and to arrange another suitable appointment. Before that call, every effort will be made to get another operative to keep the appointment.

4.10 Appointments

Comments made re. appointment times available; monitoring of contractors; need to discipline operatives who regularly fail to keep appointments.

Revised Service Promise states: - *'We will issue an order the day a repair is reported, unless it is necessary to inspect the job first.'*

Ref. Service Standard

Feedback and Hackney Homes' Response

4.10 Appointments

The quality and duration of works, both of in-house operatives and external contractors is regularly monitored. Remedial repairs are undertaken where the required quality standard has not been achieved. Where workmanship does not meet required quality standards, or operatives do not follow procedures correctly, additional training and/or disciplinary action is taken, as appropriate.

Operatives are required to meet all appointments. A newly revised productivity scheme rewards operatives who follow procedures correctly. HH 'no-access' procedure requires an operative to phone the RCC before leaving the resident's home. The RCC will then attempt to contact the resident, using the known contact number,

before the operative is authorised to leave the site. Only when the RCC is satisfied can the operative leave a no-access card.

Any change to an appointment time must be agreed, in advance, with the resident.

Appointment choices have been extended, to accommodate tenants' needs. This includes the adoption of early morning, late afternoon and Saturday morning appointments. This is now the appointment standard and represents an improvement on previous provision.

HH is working with our IT department to enable the provision of more specific time slots, in order to enhance residents' choice.

In response to request for clarity, Standard revised:-

We will carry out immediate repairs to ensure your safety within 2 hours.

Immediate repairs are undertaken in response to:-

4.11 Immediate Repairs

- *Major damage*
- *Flooding*
- *Home is insecure*
- *Real danger to life or limb*

Our aim is to attend within 2 hours and make safe.

4.12 Emergency Repairs

Comments included: too many different categories; emergency and urgent repairs are virtually the same and require clarification; immediate repairs, emergency repairs, urgent repair, non urgent repairs, too complex and confusing. If repair is a danger should be done sooner.

Ref. Service Standard

Feedback and Hackney Homes' Response

Standard revised for clarity:-

'We will carry out emergency repairs to ensure your safety within 24 hours (usually same day, if reported before 12 noon). Emergency Repairs include:

4.12 Emergency Repairs

- *Bad Water leaks (i.e. where uncontrollable by using a bucket or bowl);*
- *Blocked toilet (if you only have one);*
- *No drinking water;*
- *No electricity supply to home'.*

Comments made re. the need to shorten target time and request to clarify contact number.

Revised standard agreed: - *'Non-urgent repairs, which do not pose any danger to occupants or members of the public, will be carried out within 20 working days (Usually within 3-10 days by appointment)'.*

4.13 Non Urgent Repairs

The contact number for non-urgent repairs is the routine Contact Centre number.

4.14 Inspecting Quality of Work

Comments made re. communal repairs; inspection levels, completing work at the 1st visit and quality. Revised Standard agreed: - *'We will inspect 10% of completed repairs for quality, cost and customer satisfaction'. Specialist inspectors carry out inspection of completed specialist repairs, such as lift breakdowns, gas and electrical works and door entry systems. Our operatives will leave customer cards for residents to comment on the services.*

4.15 Servicing Gas Appliances and Central Heating

The response regarding unacceptable quality is as at (4.7) above.
 Comments regarding the required inspection rates are being considered.
 It is intended that Resident Inspectors will be involved in the inspection of completed repairs.
 Queries re. Management of contractors and missed appointments. Standard revised:-
'We will carry out an annual gas check in all tenants' homes, where gas appliances have been installed by Hackney Council or Hackney Homes, to make sure that any gas appliances and the central heating system are safe and work properly. We will issue the tenant with a copy of a valid gas safety certificate. We will replace any Hackney Homes' supplied appliance that has become obsolete, with an up to date more energy efficient one, as when necessary'.

All missed gas appointments are re-scheduled to enable 100% access. Since April 2007 all gas servicing has been done in-house. The management of this important service is being reviewed, to ensure 100% delivery.

Ref. Service Standard

Feedback and Hackney Homes' Response

4.16 Repairs in Empty Properties

Comments made re. need for checks after completion of works; the need to publish the Minimum Letting Standard; unacceptable quality and that all voids should be brought to Decent Homes' standard.

All empty property repairs are post inspected. Our current letting standard is being reviewed and will be published at the end of this review, which includes the involvement of tenants. Procedures are also being reviewed, to address inconsistencies in quality.
 Revised standard agreed: - *'All repairs outstanding at the start of a tenancy will be completed within the target time for non-urgent repairs (20 working days)'.*

4.17 Painting the Outside of the Property

Comments made about the need for better information and queries about the cycle.
 Revised standard agreed: - *'We will paint the outside of all properties every 8 years, unless the property is involved in a separate improvement programme'.*

4.18 Repair of Door Entry Systems

Comments that handsets should be repaired within 48 hours; the need to publish the new emergency number; the need to consult with residents and/or the TRA if a new/replacement door entry system is planned.

The Contact Centre number should be used when reporting an emergency or a defective door entry system.
Standard revised: - *'We will attend to faults within 7 days unless circumstance requires a faster response, e.g. for a vulnerable tenant'*.

Comments made about the need to remove old systems and the repair target time.

4.19 TV Aerial/Satellite Dishes

Revised Standards: - *'We will upgrade all Hackney Homes provided communal systems to receive digital TV by 2010. We will repair notified faults within 5 days'*.
Request for reduction in repair target (was 28 days).

4.20 CCTV

Revised Standard agreed:-
'We will check that CCTV cameras are working and will carry out necessary repairs within two working days. If a replacement is required we will provide this within 10 working days'.

Ref. Service Standard

Feedback and Hackney Homes' Response

4.21 Lifts

Revised Standard agreed:- *'We will respond to lift breakdowns within 2 hours between 8am and 6pm, Mon- Fri and 3 hours at other times, if there is no other lift available'*.

Request to that all components are replaced, to make the lift work
There is a cost implication regarding this suggestion. Parts are replaced as and when require.
Revised standards:-
'Individual light fitting faults will be remedied by estate cleaners, for re-lamping, within 7 days. If cleaners are not able to remedy fault, or a whole section of lighting is faulty, we will attend within one working day of receiving the report.'

4.22 Estate Lighting

We will, where necessary, upgrade and replace estate lighting, including replacing old fittings with energy efficient lighting and fitting additional lights to improve the quality of illumination and rewire where necessary, on a 4 year cycle'.

A number of comments were received:

4.23 Design Issues

- Design protocols required;
- Suggested Promise: All work over £300.00 will conform to our published 'design protocols' to a 3 star standard;
- When repairs on communal parts of estates are undertaken, more thought should be given to the design detail of any replacement. Care should be given to matching original features. If there are to be changes made in the replaced element, there should be discussion with the TRA before the change is made;

- Before the work is done a completed design purchasing procedure form will be available for residents to view to facilitate a discussion about appropriateness of work i.e. materials colours etc. These comments are being considered further.
- 4.24 Information about the planned major works programme
- Request that all residents should receive detailed notification as received by leaseholders within the Section 20 Notice of Intended Works.
- The feasibility/cost of introducing this will be investigated.

5. Paying Rent

- 5.1 Access Information
- The Town Hall Cashier office has moved and the Stoke Newington office has closed.
- Information revised to delete references.

Ref.	Service Standard	Feedback and Hackney Homes' Response
5.2	Annual Rent Increase	Query re future rate of increase. The rent increase decision is the responsibility of the London Borough of Hackney. Consultation over the rent levels for 2008/09 will take place during December/January Requests to increase notice period.
5.3	Notice of rent increase	4 weeks is the statutory notice period. Standard revised for clarity: - <i>'We will write to you each year (in January or February), to confirm the rent and other charges for the coming year'</i> .
5.4	Supply of information to HB	Incorrect Standard to be deleted: - <i>'We will supply HB officers with all information within 10 working days'</i> . To be replaced with: - <i>'We will notify HB within one working day of any change in a tenant's circumstances'</i> .
6.	Tenancy Services	Requests for clarification of Pack content and for formation about the location of stopcocks and operating instructions for equipment e.g. heating time clocks, extractor fans, double glazed windows to be included. Request for confirmation of keys to be provided (door and windows).
6.1	New Tenant Starter Pack	The content of the Starter Pack is currently being reviewed. Once the review is completed, new leaflets will be published. Content details are available, on request, from Malcolm Brewer. Windows are to be replaced under Decent Homes. HH will obtain spare copies of instructions, for issue to new tenants; Plastic stop-cock 'tags' have been produced; these are to be issued during gas safety checks and as voids occur. New extract fans are 'moisture sensitive – no instructions required. The information provided for new tenants will be reviewed, including the information about heating and ventilation systems and other appliances.

6.2 Abandoned Vehicles

Service Standard revised. The Council has advised that it is not possible to remove vehicles in 7 days. After inspection, a ticket is placed on the vehicle allowing the owner 7 days to make contact - only then can removal be arranged.

Revised Standard: - *HH will commence investigations within 3 days of receiving a report of an illegal/unauthorised/abandoned vehicle. We will work with Hackney Council to remove abandoned vehicles within 10 days.*

Ref.	Service Standard	Feedback and Hackney Homes' Response
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6.3	Parking on Estates	<p>Standard states:-<i>We will:- Process and register parking applications within 15 working days of receipt; undertake estate inspections not less than once a month to identify illegal or unauthorised parking;</i></p> <p>Comments that residents should have the right to park in front of their home; the response should be with 10 days and query re. responsibility for estate inspections, to identify illegal/unauthorised parking.</p> <p>Due to the shortage of parking spaces it is not possible to guarantee availability or location.</p> <p>The standard will be revised, as requested, to <i>10 working days</i>.</p> <p>Estate Managers are responsible for estate inspections.</p>
6.4	Permission to Make Improvements	<p>Proposal that the target response time be reduced from 15 to 5 days.</p> <p>A surveyor's input is often required and it is not possible to reduce the timescale. However, whenever possible, responses are made more quickly.</p>
6.5	Visits to new tenants	<p>Comment made that the Standard is not being achieved.</p> <p>This is a new Standard. If agreed, implementation will be monitored.</p>
6.6	Anti-Social Behaviour, Hate Crime, Nuisance and Domestic Violence	<p>Comments made about the need for a prompt response to disputes and other problems and delays in removal of graffiti.</p> <p>The target of 3 days to respond to neighbour disputes, reports of Nuisance and incidents of Anti-Social Behaviour and Hate Crime is a new Standard. If adopted, any failures to meet the standard will be addressed.</p>
6.7	Moving Home	<p>Service standard revised: - <i>We will confirm the outcome of an application to move within 10 working days'</i> (draft stated 15 days).</p>

Ref.	Service Standard	Feedback and Hackney Homes' Response
7.	Resident Involvement	
7.	Compact'	Proposal agreed. Compact is the 'Resident Participation Compact'.
7.	Review of Compact	Proposed new standard agreed: -' <i>Monitoring of the Compact will take place on a six monthly basis reporting back to the Resident Liaison Group. In addition, one annual meeting of the Resident Compact Review Panel will meet formally to review the content. Feedback from the six monthly reviews will be presented to this Panel'</i> .
7.	Tenants' Levy	Queries re. annual rate. This is to remain at 10p/week.
7.	Providing Information for Residents' Groups	Requests forward planning and early dispatch of meeting papers. New standard agreed: - ' <i>Papers will be submitted to all resident groups at last 10 days before a meeting'</i> . We are also developing a set of consultation standards, which will include a Consultation Plan.
7.	Involvement Database	Suggestions regarding need for a database. The Housing Views Team database will provide a record of all residents who wish to engage with us, together with their preferred methods of engagement.

Appendix 1 Review Process and Timetable

PROCESS	DATE
Initial review of existing service standards and draft proposals for change.	Sept 07
Draft Documents presented to Resident Panels and request for nominees to participate in specially convened Focus Group.	Oct/Nov 07
Presentation of review process to Resident Liaison Group (RLG).	Oct 07
Draft service standards sent to all TRAs for comment.	Oct 07
Draft documents discussed with Focus Groups.	Nov 07
Draft documents on HH website.	Nov/Dec 07
Agenda item, all HH team meetings; draft documents on staff intranet; consultation with Council and other stakeholders.	Nov/Dec 07
Closing date for receipt of initial comments.	21 st Dec 07
Comments considered/managers' response collated in Comments and Response documents.	Dec 07
Comments and Response documents sent to all TRAs, Resident Panel members; Focus Group participants and stakeholders for further comment. Documents also placed on HH website and staff intranet.	Dec/Jan 08
Outcome of consultation presented to all Resident Panels and to RLG.	Jan/Feb 08
Closing date for second round of comments.	15 th Feb 08
Report to Hackney Homes' Board; approval of new Standards.	March 08
Further consideration of proposals with policy/resource implications.	Ongoing
Review of Performance Monitoring and Review arrangements.	Ongoing
Publicity in Hackney Homes' newsletter and on website; copies sent to all TRAs; insert in new Tenants' Information Pack and in Tenants' Handbook and Leaseholder and Freeholder Handbook; Service Standards' leaflets printed.	April 08

Resident Liaison Group

Terms of Reference

1. Membership

- a) The Membership is as follows:
- Two representatives from each of the five Neighbourhood Panels
 - One representative from each of the three established BME Groups
 - One representative from the Disability Group
 - One representative from the Leaseholders' Forum
 - The Council's Cabinet member for Neighbourhoods and Regeneration
 - The Chair or nominated deputy of Hackney Homes Board.
- b) Each Panel and Group has the right to nominate a deputy to represent their Panel or Group in the absence of their normal representatives. Some flexibility in attendance may be considered on occasions when issues being discussed merit this.
- c) With regard to resident representatives, an appropriate balance should be sought between tenants and leaseholders - but no compulsory limit is set.
- d) The membership can be extended by the Hackney Homes Board.
- e) Senior Managers from Hackney Homes will attend as required.
- f) Subject to practicalities, it may be that observers from Panels and other Groups may attend to understand how the Group operates.
- g) The Chairing of the meeting to be shared on rota basis between the Cabinet member for Neighbourhoods and Regeneration and the Chair of Hackney Homes.
- h) The RLG can set up sub-groups to look into specific issues including a residents-only sub-group if required.

2. Remit

- a) The RLG will have a Borough-wide remit to consider and to advise on issues of housing strategy and policy.
- b) Service issues will only be considered where they affect the whole or a large part of the Borough. Service improvements should be discussed on a service-wide basis.
- c) In addition, the RLG will consider matters referred by the Neighbourhood Panels if they are considered to be of sufficient importance.

- d) The results of consultations will be reported to the RLG.
- e) The minutes of the RLG will be reported to the Hackney Homes Board and Hackney Homes Management Team for consideration in their decision making.
- f) Resident members of the RLG to report back to their Panels, Forums etc.

3. Organisational Matters

- a) Meetings will be held bi-monthly.
- b) A designated Hackney Homes officer will service the group and undertake all meetings arrangements.
- c) All participants can put forward items for the agenda - to be sent to Hackney Homes at least 15 days before the date of the meeting.
- d) The agenda and papers will be despatched at least 10 days in advance of the meeting.

Hackney Homes Consultation Strategy & Plan 2008/09

Background:

Hackney Homes wants to engage residents and other stakeholders in the housing issues facing the borough. We are committed to providing residents and stakeholders with the opportunity to be involved in the planning, prioritising and monitoring of our services.

The Hackney Homes Consultation strategy is concerned with how Hackney Homes undertakes public consultation exercises. It sets out a framework to guide managers and staff as to why we need to consult, to decide when they should consult, at what level and about what. We are determined to ensure all consultations have a clearly defined purpose and scope, are conducted in a professional and appropriate manner, are coordinated with one another and are properly evaluated.

The strategy acknowledges that consultation refers to a wide range of activity, including one-off and ongoing public and stakeholder meetings, forums and focus groups as well as surveys and market research. There is no single correct way to consult and the strategy states that each method has both strengths and weaknesses that have to be weighed in deciding the most appropriate format.

Practical implementation measures are also set out in the strategy to ensure that all consultation initiatives are coordinated and successful. In addition it sets out our standards in relation to consultation with our stakeholders and has been made widely available.

Approval of the Consultation Strategy:

The Hackney Homes Consultation Strategy was approved by the Board at their meeting on January 21st 2008.

Implementation of the Strategy:

The implementation of the strategy will be led by the Communications Team.

The Consultation and Events Officer Tracey Dunn will be leading this programme and has the skills and expertise within the area of consultation to do this successfully.

The programme will be developed as follows:

- Meeting with key managers and officers involved in consultation to explain the new strategy, how they must comply with the new strategy and why it is important. These meetings will take place over February and March. This is a good time to do this work as service planning for 2008/09 will be taking place and we'll be looking at the consultation work that will be taking place over the coming year.
- Presentation at the February Manager's Meeting to highlight the new strategy.
- Development of database to track consultations and record findings. This has been developed and updating the database will be overseen by the Consultation and Events Officer.

- Additional work will be done with managers to ensure consultation consideration is given as part of service planning for 2008/09.
- Work is being done on developing an online consultation and events calendar. This will be launched by the end of March.
- Quarterly reports outlining consultation activity will be provided to the senior management team and to the Hackney Homes Board.

Additional Activities:

In addition to the implementation of the consultation strategy, there are a number of other activities taking place that will enhance consultation and resident involvement:

- Hackney Homes has successfully applied to be part of the Beacon Mentoring Programme. Local authorities gain Beacon status for demonstrating best practice in a certain service area. Part of the responsibility of being a Beacon authority is to share this best practice. Hackney Homes will be working with Croydon Council who are a Beacon authority for resident involvement. They will provide free mentoring over the next few months and will help Hackney Homes to improve resident involvement and participation.
- The first consultation, events and communications planning session was held in December 2007, bringing together all of the teams and officers responsible for these areas of work at Hackney Homes. The event was extremely positive and the theme was about working better together and better planning in the provision of consultation and events. These events will now be held every 6 months.
- 'Have your say on housing in Hackney' has been launched and is creating a database of residents interested in getting involved in various ways. This information is being stored on a specialised resident involvement software which allows resident involvement to be tracked and analysed. More importantly, we are now asking residents for the first time how they want to be involved and the issues that are important to them. This will allow us to better target the types of consultation we offer and to invite residents to events that interest them.
- The Resident Participation Team are taking the lead on alternative methods of engagement with residents. They are working with TRA groups on a range of innovative events, for example, the International Day on Joseph Court which is being used to promote cultural awareness on the estate. They are leading a number of forums to work with different community groups such as Muslim women, Turkish residents, disabled residents and street property residents.

Further reports and progress will be provided to the Resident Liaison Group in coming months.

Report To: Resident Liaison Group**Report Title: Resident Participation Compact****Date of Meeting: 21 February 2008****1.0 Background**

- 1.1 The Compact is part of the Government's agenda for improving services to local people. It is an agreement between Hackney Homes' residents, Hackney Homes and Hackney Council setting out how they will work in partnership.
- 1.2 The current version was finally produced (signed) in 2006. Since that time Hackney Homes has brought in a large number of changes and improvement to the way it provides the housing service to residents. As consequence the current Compact does not fully reflect the current Hackney Homes service and the means with which it engages with residents. This was picked up by the Audit Commission in their Inspection.
- 1.3 To address this situation and reflect current best practice the Compact has been re-drafted and worked on with residents to produce new Compact.

2.0 Discussion & Proposals

- 2.1 The existing Compact has been completely re-drafted to reflect every way in which Hackney Homes engages with residents and the standards that will be adhered to.
- 2.2 A Compact Working Group consisting of representatives from the Neighbourhood Panels and officers was set up. The aim of the working group was to review the draft and any comments received and make changes to reflect the residents' perspective.
- 2.3 The initial draft was put on the website, the subject of an article in Hackney Homes News, included in the staff bulletin and intranet. The working group considered the initial draft and comments made. A first draft was produced by the working group and sent to the Panels for views. Further meetings and drafts were produced. A final draft has been sent to each Neighbourhood Panel for final comments with a deadline of 31 January 2008.
- 2.4 The details of the process followed are set out below:

Resident Participation Compact Consultation Log

- A draft is produced to reflect the changes to resident involvement
- Nominees from the Neighbourhood Panels make up the Compact Working Group to consider the new draft

- Draft is on the Hackney Homes Internet for comments of all residents
- Article in the Hackney Homes News
- Inclusion in the Staff Bulletin
- Draft updated on to the Staff Intranet
- The working group produces a first draft after initial consultation comments and suggestions.
- The first draft is sent to all Neighbourhood Panel chairpersons
- Further comments and suggestions received and updated by the Compact Working Group. A second draft is produced.
- The second draft is sent to all Neighbourhood panel chairpersons.
- A final (3rd version) is produced after further comments and suggestion are received
- The final draft (3rd version) is promoted at the Leaseholder & Freeholder Conference)
- The final draft (3rd version) is sent out to all members of each Neighbourhood panel with a final deadline of 31st January 2008.

2.5 The views of Panels and other groups in the final consultation are summarised below and any amendments to the compact:

VIEWS TO BE INSERTED AT END OF CONSULTATION PERIOD

2.6 A copy of the final draft of the Compact is attached as **Appendix 1**.

3.0 Recommendations

3.1 That the RLG approve the attached draft of the Compact and recommend it to the Hackney Homes Board.

3.2 The RLG agree to be signatory to the Resident Participation Compact.

WORKING TOGETHER

Our Resident Participation Compact

All residents should be able to have a real say in how Hackney Homes is run and be able to be involved in decisions which directly affect them.

*Through this Compact, Hackney Council, Hackney Homes and residents are **working together** to make this happen.*

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Foreword

We are pleased to endorse and welcome you to this updated copy of Hackney Homes' borough-wide Resident Participation Compact. It demonstrates our recognition of the importance of resident involvement in decision making and our commitment to **working together** to ensure that Hackney Homes' residents receive excellent housing services.

Tenant Participation Compacts are part of the Government's agenda for improving services for local people. The Compact is an agreement between Hackney Homes, working in partnership with Hackney Council and Hackney Homes' residents.

Hackney Homes' resident representatives and Hackney Homes' staff have been **working together** to review and update the previous Compact which was produced in 2006. The Compact has been reviewed and updated to reflect the changes in resident involvement since then.

We know that Compacts that work well place residents at the heart of decision making and service delivery. The aim of the Compact is to give all our residents a greater say in the way Hackney Homes' services are provided and to offer the widest range of opportunities for involvement. We have described the many ways in which you can become involved and the help available to enable you to do so.

This Compact has been formally agreed by the Hackney Homes' Board, the Cabinet Member for Neighbourhoods and the Hackney Homes' Resident Liaison Group.

The Compact will be formally reviewed every year, to make sure that it is kept up to date and contains all the information that residents need. To test how well it is working and to check progress made against the Action Plan, it will be reviewed every six months, through a survey of all Tenant and Resident Associations.

- Councillor Alan Laing
Cabinet Member for Neighbourhoods
- Rupert Tyson
Chair Hackney Homes' Board
- ???????
On behalf of Hackney Homes' Resident Liaison Group
- ???????
Interim Chief Executive, Hackney Homes

For more information

If you are thinking about starting a Tenants and Residents' Association, more information can be found in the Hackney Homes' publication 'Tenants and Residents Associations Handbook- Start-up Resource Pack'.

If you would like to know more about how to get involved or would like further information about anything in this Compact, please contact our Resident Participation Team on 020 8356 7845.

Note – wherever used in this Compact, the term ‘residents’ refers to Hackney Homes’ tenants; to leaseholders and also to those freeholders who receive housing services from Hackney Homes, for which they pay through their service charges.

Other terms used in this document are explained in the ‘Explanation of Terms’ at Appendix 1.

This compact is available in large print, Braille, audiotape and translations in other languages. Please contact the Resident Participation Team to request a copy.

Translations of message (insert below)

1. Compact Promises

Hackney Homes will:-

- Support and encourage residents to play as full a part as possible, as individuals or as part of a group, in influencing decisions made about their homes and living environment and in improving the quality of housing services;
- Ensure that all residents who wish to get involved in the management of their homes and communities are aware of all the opportunities to do so and maximise the ways in which residents can be involved;
- Ensure that residents receive good, clear, timely information about their housing services, are directly involved in evaluating the service provided and receive regular feedback on performance.
- Encourage and support the empowerment of residents and build the capacity of individuals and groups, through the setting up of new resident groups and by continuing to provide advice and support to existing groups;
- Ensure that residents who want to get involved have well supported opportunities to do so at local, Neighbourhood and Borough level, including training on relevant issues and grants to meet basic running costs;
- Through more open and democratic structures and innovation, work to make resident involvement reflect the diverse communities in the Borough and encourage and support resident groups in their own efforts to become more inclusive and representative of their communities;
- Be innovative, to encourage and facilitate increased involvement amongst traditionally under-represented groups such as Black and Minority Ethnic groups, young people, young families and people with disabilities
- Widen the opportunity for resident involvement in other services provided by the Council and it's partners;
- Work together with residents, to establish, monitor and review the Resident Participation Compact;

- Implement an effective Communications Strategy, to inform residents of all the opportunities available for Resident Involvement; to define

clearly the roles of the Resident Participation Team and of Estate Managers;

- Involve Tenant and Resident Association representatives, residents, estate management staff and estate service providers in regular estate walkabouts, to monitor and improve the condition of estates;
- Ensure that all our publications are written in plain jargon-free language and, where jargon or technical terms are unavoidable, they are fully explained;
- Ensure that resident groups receive training on relevant issues and on the grants and other resources available to support them.
- Dedicate space to resident issues in Hackney Homes News and on the Hackney Homes' - website www.hackneyhomes.org.uk.

2. Introduction

2.1 Hackney Council and Hackney Homes

Hackney Homes is the Arms Length Management Organisation (ALMO) responsible for providing housing management and maintenance services for residents of Hackney Council homes. Hackney Homes is wholly owned by Hackney Council but run by an independent Board made up of five residents, one freeholder/ leaseholder, five Council nominees and five independent people.

Housing management services for tenants and leaseholders are carried out by three housing management partners (Pinnacle, Pathmeads and the Mouchel Group), who operate from five neighbourhoods.

Hackney Council remains the landlord and has a statutory duty to consult residents. Hackney Homes carries out consultation through the resident involvement arrangements detailed in this Compact. Hackney Homes also promotes and encourages resident involvement in Council services and in services provided by other partners.

Hackney Homes aims 'To deliver excellent, responsive housing services with decent homes and estates. To help residents lead healthy lives in safe and sustainable communities.'

Hackney Homes involves and consults residents on service provision, including:-

- Anti-Social Behaviour, Hate Crime and Domestic Violence policies;
- Business Plan and Performance Plans;
- Cleaning services;
- Comments and Complaints;
- Customer Services and Customer Satisfaction;
- Environmental works and budgets on estates;
- Equality and Diversity issues;
- Leasehold issues and charges;
- Letting of contracts;
- Major works and the Decent Homes programme;
- Re-letting standards;
- Rent and service charge levels and budgets;
- Arrears Collection;
- Rents and service charges and budgets;
- Repairs and maintenance services and priorities;
- Resident Involvement arrangements; and,
- Service Promises and Standards

2.2 Residents' Rights

Hackney Homes' residents, individually and collectively, have a number of rights, including the:-

- Right to information – Hackney Homes’ tenants have the right to information about the terms of their tenancy, including: - Hackney Council’s allocation policy and procedures; their rights as a tenant; Hackney Homes’ repair obligations and the arrangements for consultation. Leaseholders also have the right to information about issues which affect them, including: - Major works, Right-to-Buy and Service Charges.
- Right to be consulted – Hackney Homes’ residents have the right to be consulted individually and collectively about any changes which may affect them;
- Right to Manage – Hackney Council tenants and leaseholders have the right to take over the management of their homes, providing they meet certain conditions.

In addition to the above, every resident has the right to:-

- Access relevant papers or background information (excluding those of a confidential nature), in order to make an informed decision on services provided for them;
- Be involved in the decision making process concerning Housing Services, working in partnership with Hackney Council and Hackney Homes;
- Have their views recorded to reflect a true, accurate measure of their needs and to ensure there are no misunderstandings;
- Indicate at what level, stage, or by what method they wish to be consulted or involved and the level of responsibility they wish to take on;
- Establish or join a residents’ group;
- Get support to start a residents’ group;
- Receive training and information, to support resident involvement activities;
- Sit in for the public part of Hackney Homes’ Board meetings.

Residents living in a street property also have the right to take part in the Street Property Sounding Board.

Members of registered Tenant and Resident Associations have the right to:-

- Representation on the Neighbourhood Panel;
- Be consulted and have access to information;
- Influence Hackney Homes’ policies and spending priorities;
- Agree spending on environmental improvement budgets;

- Negotiate a local Compact with Hackney Council and Hackney Homes;
- Receive regular funding (if registered) to assist with running costs;
- Be invited to participate in regular walkabouts with Hackney Homes' staff;
- Have Hackney Homes' staff take part in your meetings;
- Have access to training, information, independent advice and other Tenant and Resident Associations around the country.

Members of Neighbourhood Panels have the right to:

- In addition to the above
- Send delegates to the Resident Liaison Group.

2.3 Equalities and Diversity

Hackney Homes promotes equality and seeks to eliminate discrimination.

Working together, we want to build a community where tolerance and acceptance are common, where diversity is truly celebrated and where people are on equal terms with their neighbours. We want to create social conditions that help people from all backgrounds to come together and develop a sense of inclusion and shared local identity.

Some groups of people often do not get a chance to have their say. We believe that everyone should have an equal opportunity to get involved. This includes older persons, younger residents, lone parents, residents of minority ethnic groups and people with disabilities. This Compact is intended to encourage the involvement of these groups.

Key to this commitment is making sure that the arrangements for involvement include options that meet all residents' needs. It is also essential to ensure that the membership of formal groups fully reflects the communities which they represent. Hackney Homes will work with underrepresented groups, to ensure any barriers to involvement are removed and so that all members of the community feel confident and welcome enough to take part in decisions affecting them.

By **working together**, Hackney Homes will support resident groups in their own efforts to become more inclusive and representative of their communities. This will be achieved specifically through training for existing groups on valuing the diversity of our communities and by providing training focussed on under-represented groups. When looked at in conjunction with the general training available to resident groups, as detailed in the Support section of this Compact, Hackney Homes believes that the goal of wider and fully representative resident involvement is realistic and achievable.

Working together we can create successful neighbourhoods and improve the quality of life for all members of the community.

Hackney Homes is committed to Equal Opportunities and strives to involve everybody. This is demonstrated by:

- At annual registration, all Tenant and Resident Associations are asked to share good practice on how they have achieved the involvement of all members of the community in their activities;
- Meetings held during the afternoon and evening – to ensure that as many people as possible can attend;
- Regular meetings of a number of special Black and Minority Ethnic (BME) Outreach Groups;
- Innovative partnership projects with young people;
- Regular meetings with Disability Hackney;
- Free transport to and from meetings (or reimbursement of travel costs);
- Child care and carer allowances

For further information on support available see Section 5.

3. The Resident Participation Compact

3.1 What is the Resident Participation Compact?

The Resident Participation Compact is an agreement between Hackney Council, Hackney Homes and residents. It explains how Hackney Homes and Hackney Council residents are **working together** to ensure that residents are involved in decisions affecting their homes and communities and how residents can become involved. It sets out standards for ways of working together.

The Compact is designed to ensure that Hackney Homes becomes more accountable to residents, by letting residents know who is responsible for decisions and how those decisions are made. Residents are invited to get involved in housing matters and, by **working together** with Hackney Homes, to look at ways of measuring success, and identify areas where performance can be improved.

3.2 How was this Compact produced?

Based on the Government's standards in the National Framework for Tenant Participation Compacts, this is the third version of the Hackney Homes' Compact. Hackney Homes' staff and residents have been **working together** to review and update the previous Tenant Participation Compact.

A number of changes were necessary, as a result of:-

- Changes made to the arrangements for Resident Involvement;
- Feedback received from residents about changes needed to the original Compact;
- The need to respond to issues raised in our recent Audit Commission inspection;
- Changes to Hackney Homes' services;
- Introduction of a 'clock rating', to respond to residents' requests for better information about the amount of time needed for the different types of involvement;
- Responding to external guidance and to reflect positive practice;
- To give an update about progress made against the original Compact Action Plan.

This Compact is a working document. The way it is being implemented will be reviewed every six months and the contents will be reviewed annually by the Resident Participation Team **working together** with Tenant and Resident Associations and other resident representatives.

3.3 What has the Compact Achieved?

Below are some examples of our achievements since the first Compact was introduced.

Working together we have:

- √ Residents on the Hackney Homes' Board;
- √ Reviewed the arrangements for resident involvement;
- √ Produced a Start-up Resource Pack for new Tenant and Resident Associations;
- √ Introduced a Tenant and Resident Association database;
- √ Produced a 'menu' of involvement opportunities for residents to access;
- √ Supported the development of two new Tenant Management Organisations;
- √ Created a 'Community Leadership' award, to recognise the voluntary efforts of resident representatives (now known as the Resident Award Scheme);
- √ Carried out telephone mystery shopping;
- √ Undertaken a residents' survey and published the results;
- √ Involved residents in the renewal of neighbourhood partnering contracts and in shaping both the capital and the Decent Homes programmes.
- √ Held focus groups with groups of residents from minority communities (Asian Women, Turkish and African and Caribbean);
- √ Held a number of 'Reaching Out' events with young people, people with disabilities and BME groups, to reach people who may not normally join a Tenant and Resident Association.

4. Resident Involvement

4.1 Levels of Involvement

Hackney Homes is committed to encouraging greater levels of involvement in the Resident Involvement structures described in this Compact. Whether starting up a new group, or expanding the membership of an existing one, Hackney Homes will do all it can to facilitate wider involvement through the training and support detailed in this Compact document. This section of the Compact describes all the arrangements which are in place for resident involvement.

The Compact defines levels of resident involvement as follows:

- **Information**

A letter or meeting to let you know what is happening.

- **Consultation**

Through a letter, questionnaire, exhibition or meeting, asking tenants to give their views on proposals. Following any consultation, residents are made aware of the outcomes.

- **Participation**

Hackney Homes and/or Hackney Council staff **working together** with Tenant and Resident Association members, to agree plans and procedures or develop proposals.

- **Delegation**

Residents control the budget or manage the service themselves.

4.2 Consultation

The word 'consultation' is used to describe the involvement and participation of residents at various levels all of which will have different outcomes. It is important that residents understand the level of the consultation exercise being carried out by Hackney Homes and the possible outcomes. This is described in more detail below.

In order for Hackney Homes to achieve Best Value for its residents, consultation must be at the heart of service delivery and improvements. Hackney Homes has produced a Consultation Strategy which reflects its commitment to ensuring that residents are at the heart of any decisions made. This Compact is consistent with that Strategy.

Housing is a very dynamic area with changes occurring all the time. Some changes are prompted by central government initiatives, others by more localised initiatives. Hackney Homes regularly consults with its residents and has in place the necessary structures for this consultation.

Following any consultation, residents will be made aware of the outcomes and how the final decision was influenced by the consultation. If the views of the residents cannot be implemented according to their stated preferences, Hackney Homes will explain why this is so.

Consultation can be a process rather than a one-off action. What starts as an exercise to get the opinions of residents by letter or survey may end through a letter to the affected people telling them what is going to happen. Equally it might result in the setting up of a new resident group or a partnership with delegated decision making powers.

As well as consulting with individuals and existing resident groups, ad hoc groups with specific functions and goals may be set up for particular consultation purposes.

The following table outlines what each type of group does.

Name	Function	Example
Focus Group	Focus groups look at specific issues and problems and will highlight the feelings and experiences of those affected – action can then be taken	Groups set up to find out why certain people are under-represented in the decision making process

	accordingly	
Steering Group	Steering groups will usually have some delegated decision making functions or will advise and guide those with delegated decision making functions	Tenant Levy Steering Group
Working Group	A working group will be set a particular task which it will aim to complete in a given timescale and will then report its findings/ recommendations	Tenant Compact Working Group
Panel	Panels are set up to evaluate services or to monitor agreements	Neighbourhood Panels

4.3 Resident Involvement Options

Hackney Homes recognises that many residents may not want, or be able, to get involved in a formal group. Residents can give their views on the services received informally by:-

- Letter writing;
- Telephoning;
- Fax or electronic mail (email);
- During a home visit or visit to the Neighbourhood Office;
- Going onto the website Hackneyhomes.org.uk;
- Completing surveys and questionnaires;
- Attending conferences and one-off events.

The level of involvement is a matter of individual choice.

We are continually looking at innovative ways of increasing involvement opportunities.' New approaches which will be developed during 2008 include the creation of a 'Housing Views' team and the introduction of 'Resident Inspectors'.

There are many formal ways that residents and Hackney Homes are **working together**.

Resident Involvement Options

Group/ Activity	Purpose	Membership	How often takes place	Contact
One-off working groups, Road-shows and Focus Groups	To investigate/consult on issues put forward by Hackney Homes or the Resident Liaison Group	As required from residents, Tenant and Resident Groups (TRAs) and councillors	As/when required	Resident Participation Officer or other designated officer
Estate Inspection/ Walkabouts	Review work needed to be done on an estate	Anyone who lives on the estate/in the area	Quarterly	Service Development Section
Reading Panels	Read newsletters and feedback comments.	Any resident who has expressed an interest to become part of this group	As/when required	Communications Section
Mystery Shopping	Residents take part in mystery shopping , to check service quality	Residents who wish to/are able be involved and are trained	As/when required	Service Development Section
Tenant and Resident Association (TRA)	To facilitate tenant and resident involvement and community improvement	All residents in the catchment area	As/when required	Resident Participation Officer

Enhanced Tenant and Resident Association	Enhanced role at estate level – including certain functions and budgets, including the Environmental Improvement Budget (EIB)	TRA reps, Councillors, the Housing Manager and other officers, by specific request in advance of the meeting	Quarterly	Resident Participation Officer
Borough-wide Leaseholder and Freeholder Forum	An independent group working to improve services and raise leaseholder and freeholder concerns.	All leaseholders/freeholders in Hackney.	Quarterly	Leasehold & Right to Buy Services Team
Street Property Sounding Board	To facilitate street property resident involvement and community improvement	All residents in catchment area	To be agreed	Resident Participation Team
BME Forum meetings	To break down barriers to involvement by addressing people's needs and providing a safe, supportive environment for BME residents to have their say on the housing service.	BME residents who have expressed an interest in becoming part of this group	As/when required	Resident Participation Team
Disability Forum	To consult residents with disabilities on the housing services that affects them directly.	Residents with disabilities from Hackney Homes' estates	To be agreed	Resident Participation Team
Youth Committee	To engage with young people on Hackney Homes' estates on a wide range of issues	Young people from Hackney Homes' estates	As/when required	Housing Youth Co-ordinator
Quarterly Neighbourhood Performance Monitoring meetings	To review the performance of neighbourhood partners and services.	All residents in catchment area, Councillors, Housing Managers and other Officers.	Quarterly	Housing Services Division

Resident Compact Review Panel	Monitor the Compact, highlights non-compliance	Residents/nominees from resident groups, Neighbourhood Panels and BME Forums	Annual	Resident Participation Team
Estate Development Committee (EDC)	Work with officers and partners on an estate going through major redevelopment/regeneration	Elected residents	As/when required	Development Consultation Team
Tenant Levy Steering Group	Administer the Tenant Levy in the form of grants to resident groups	Resident reps. from Neighbourhood Panels	6 weekly	Tenant Levy Officer
Neighbourhood Panel	Neighbourhood wide and strategic issues	Two reps from each registered Tenant & Resident Associations & TMO's in the neighbourhood area	Monthly	Resident Participation Team
Resident Liaison Group	Borough-wide representative role (<i>replaced the Tenants and Residents Convention</i>) Considers: strategic and Policy issues service issues where they affect the whole or a large part of the Borough; service improvement on a service wide basis; matters referred by Neighbourhood Panels and Estate Service Boards; results of consultation.	1-2 reps. from each Neighbourhood Panel; 1 rep. from each established BME Forum; 1 rep. from Disability Forum; 1 rep. from the Leaseholders Forum, Cabinet member for Housing; Chief Executive, Directors and senior officers from Hackney Homes.	Meets every two months	Resident Participation Team
Tenant Management Organisation (TMO)	To allow residents to manage housing services on their own estate	Board consists of elected residents	Routinely monthly, may vary	Tenant Management Section

Executive Board of Hackney Homes	Main decision making forum for Hackney Homes.	5 residents, one freeholder/ leaseholder, 5 Council nominees and 5 independents	Monthly	Governance section
Internal Group				
Neighbourhood Services Board	Monitors progress/ communicates with residents on issues raised about estate services.	Hackney Homes' staff and reps of partner service providers/other agencies, invited as needed	Monthly	Estates Services Board

4.4 Tenant Management Organisations

Tenant Management Organisations (TMOs) are not a new concept in Local Authority Housing. Many TMOs in Britain have been in existence for more than 20 years and the option to 'do it yourself' has proved a popular path for many resident groups throughout the country.

Central Government has always supported Tenant Management to varying degrees. At times in the 1980s and 1990s, some form of Tenant Management was a pre-requirement to an estates' eligibility for *Estate Action* funding and various sources of funding have only been available to those estates that opt for a management structure which deviates from conventional Local Authority management. Tenant Management was promoted, by many of the agencies assisting resident groups, as a defence against the threat of 'stock transfer' and many groups pursued the initiative as a response to what they perceived as poor performance by the Council and a belief that they could 'do a better job'.

The motivation for the TMOs in Hackney falls in to one or more of the above categories, however in Hackney Homes, the policy is to promote and support Tenant Management as another sphere of partnership working and localised community empowerment.

Hackney, at present, has eleven Tenant Management Organisations that make up approximately 20% of Hackney Homes stock. These vary in size from a little over 100 units in Tower TMO to over 1400 units in Wenlock Barn TMO. They also vary greatly in the range of responsibilities they have taken responsibility for. (see 10.5 for contact details)


Tenant Management is inevitably more expensive in cash terms than conventional management although this extra expense can be justified by the belief that it is a more responsive and better quality method of delivering services on our estates and leads to greater levels of resident satisfaction. This belief is reinforced by successive resident surveys which suggest that those who report they are satisfied or very satisfied with estate based services are 20% higher if they live on a Tenant Managed estate. The fact that Tenant Management is more expensive can be attributed to factors such as economies of scale, higher staffing levels and enhanced allowances to provide committee training and servicing. It is also recognised that the collateral benefits of Tenant Management such as combating social exclusion, empowerment and general community development add to the value of the initiative.


Hackney Homes recognises and promotes the willingness to establish TMOs and have put in place specific provisions to provide guidance and support. Specialist TMO officers provide day-to-day advice and assistance on matters ranging from legislative framework, management agreement and maintenance allowances (see 10.1 for contact details).


4.5 Involvement Clock Rating






We recognise and value the commitment of residents who give their time to take part in resident involvement activities. Although it can only be a guide, the clock rating below aims to give an indication of the average amount of time required for each type of involvement activity.

Clock Rating

 Low level of commitment. As and when required.
An average of 2 – 4 hours a month.


 Medium level of commitment. Occasional involvement.
An average of 4 – 8 hours a month.

 High level of commitment. Regular involvement.
An average of 8 – 16 hours a month.

The Options	Star Rating	Level of Involvement
Conferences and one-off social events		Information Consultation Participation
Letters, Leaflets, Surveys and Questionnaires		Information Consultation
Reading Panel		Information Consultation Participation
Mystery Shopping		Participation
Focus Groups		Information Consultation Participation
Working Groups/Steering Groups/Special Interest Groups		Information Participation
Estate Walkabouts/Estate inspection		Information Participation
Tenant and Resident Association meetings*		Information Consultation Participation
Enhanced Tenant and Resident Association meetings*		Information Consultation Participation Delegation

Estate Development Committee (EDC)	⌚⌚	Information Participation Delegation
Tenant Levy Steering Group	⌚⌚	Information Participation Delegation
Borough-wide Leaseholder and Freeholder Forum	⌚⌚	Information Participation Delegation
Black and Minority Ethnic (BME) Housing Forum	⌚⌚	Information Consultation Participation
Disability Forum	⌚⌚	Information Consultation Participation
Youth Committee	⌚⌚	Information Consultation Participation
Quarterly Performance Monitoring Meetings	⌚⌚	Information Participation
Street Property Sounding Board	⌚⌚	Information Consultation Participation
Setting up Tenant Management Organisation	⌚⌚⌚	Information Consultation Delegation
Neighbourhood Panels	⌚⌚⌚	Information Consultation Participation
Member of Resident Liaison Group	⌚⌚⌚	Information Consultation Delegation

Hackney Homes Board of Directors – Representative		Hackney Homes' main Decision making forum.
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* Residents on the executive committee of Tenant and Residents Associations may find that they have regular involvement and require a high level of commitment - i.e. 

5 Support Available for Resident Involvement

Hackney Homes recognises the need to provide appropriate resources to support and maintain effective resident involvement and will make the following resources available:-

5.1 The Resident Participation Team

A dedicated, trained Resident Participation Team, comprising:-

- Resident Participation Manager;
- Tenant Levy/Compact Officer;
- 6.5 Resident Participation Officers (RPOs)
- Housing Youth Co-ordinator.

is **working together** with Tenant and Resident Association members (TRAs), supporting the entire range of resident involvement activities (see also 'Contacts' in Section 7).

The Resident Participation Team will:-

- √ Provide advice and assistance on all matters relating to resident involvement. When the advice sought is outside the remit of the Team, contact details will be provided for the relevant person(s) or organisation(s).
- √ Keep all tenant and resident associations informed on issues (both local and national) related to resident involvement.
- √ Listen to, consider and respect expressed views from members of tenants and residents' associations and uphold confidentiality at all times.
- √ Assist and advise tenants and residents associations where necessary. Any advice will always be for the benefit of the association. It is the responsibility of the association to make decisions based on the advice given.

The **Resident Participation Manager** has overall responsibility for resident involvement.

The **Tenant Levy/Compact Officer** provides guidance and advice to all residents on Compact issues; supports residents in monitoring the Compact; supports the Tenant Levy Steering Group and administers the Tenants' Levy Grant.

Resident Participation Officers are responsible for a geographical area, responding flexibly in response to demands. They also develop specialisms on a borough-wide basis.

The **Housing Youth Co-Ordinator** is responsible for youth provision on Hackney Homes Estates.

Resident Participation Officers will: -

- √ Support, guide and build TRA capacity within a neighbourhood/area;
- √ Develop new TRAs, forums and alternative methods of engagement;

- √ Offer intense support to all newly formed Tenant and Resident Associations for the first three months. (After this period all committee members shall be expected to fully (actively) take on the positions to which they were elected);
- √ Support estates without a Tenants & Residents Association on an individual basis;
- √ Take the lead in running focus groups and consultations, including BME groups;
- √ Provide comprehensive training for residents in all aspects of involvement;
- √ Provide guidance and assistance with funding applications;
- √ Manage the data-base of contact lists;
- √ Compile and collate local issues' surveys for existing and new groups;
- √ Work with Neighbourhood Panels and other groups;
- √ Work with TRAs on issues relating to the management of community halls;
- √ Set up and run issue specific groups; both short-life and long term;
- √ Work with under-represented groups;
- √ Assist the project management of local resident initiatives;
- √ Resident Participation Officers will attend, on request, TRA meetings, subject to any prior commitments. Where possible a minimum of 14 days notice (either in writing or via email) must be given. Relevant documents such as agendas and minutes from previous meetings should be supplied within 10 days of any meetings.

5.2 Estate Managers

In addition, to the work of the Resident Participation Team, within each Neighbourhood Office Estate Managers support the work of Tenant and Resident Associations (TRAs).

Estate Managers liaise directly with TRAs, ensure that issues raised are actioned and keep Tenant and Resident Associations informed of the progress of works.

Recognising the importance of **working together**:-

- √ New Estate Managers will make contact with TRAs in their management area within two weeks of starting employment;
- √ Housing Management Team Leaders will make contact with TRAs in their area within four weeks of starting employment;

Estate Managers will:-

- √ Maintain frequent and regular contact with all TRAs;
- √ Reply to written correspondence from TRA within ten working days;
- √ Arrange visits within 5 working days of the TRA's request;
- √ Confirm action in response to telephone calls from the TRA, in writing, within 10 working days;
- √ Attend all enhanced TRA meetings; take note of, and agree with the Chair, all Action Points and ensure that appropriate follow-up action is provided in a timely manner
- √ Attend other TRA meetings to which they are invited, subject to other work commitments;
- √ Undertake regular estate inspections/walkabouts with residents; Deal with all issues raised within 15 working days;

5.3 Funding

A range of funding is provided to assist registered¹ Tenant and Resident Associations to meet their running costs.

Funding Type	Available to	Purpose	Amount	Administered by
Start up Grant*	All registered Tenant & Resident Associations, Constituted Groups and Social Sub Committees of TMO	A start-up grant to enable new groups to cover initial administrative/ running costs (e.g. stationery/ postage/ photocopying/hall hire)	Up to £200	Tenant Levy Steering Group
Levy Grant**	All registered Tenant & Resident Associations, Constituted Groups and Social Sub Committees of TMO	Twice yearly grants to meet running costs of TRAs (photocopying, printing, typing and cost of computer equipment etc) and to fund special projects	Agreed maximum according to number of dwellings	Tenant Levy Steering Group
Tenants Levy Special Projects Grant	All registered Tenant & Resident Associations, Constituted Groups and Social Sub Committees of TMO	A grant for TRAs to undertake special projects such as fun days, improvements, bringing young and old together; for community development	Each application considered on its own merits	Tenant Levy Steering Group
Environment Improvement Budget	All registered Tenant and Resident Associations & some TMO's	Small scale projects which bring a physical benefit to the estate or schemes which develop a spirit of co-operation	£25.25 per household within the committee's catchment area	Tenant and Resident Associations & TMOs
Enhanced TRA Meeting Grant (Admin Costs)	All registered Tenant and Resident Associations	To cover the cost of providing administration support at the enhanced TRA meetings.	£300.00	Resident Participation Section
Section 184 Budget	Neighbourhood Panels	Large scale projects which bring a physical benefit to the neighbourhood or schemes which develop a spirit of co-operation	£200,000 - £400,000 depending on size of area	Neighbourhood Panel
Neighbourhood Panel Grant	Neighbourhood Panels	Yearly allocation paid quarterly to cover <ul style="list-style-type: none"> Administration Residents Training Publicity/ Promotions/ newsletters 	£16,000 – £21,000 depending on size of area	Neighbourhood Panel

¹ To become registered, TRAs must meet certain criteria – see 7.2

Personal Allowances

Hackney Homes believes that those participating should not incur any out-of-pocket expenses. Reasonable expenses, incurred in line with this policy will be reimbursed. All expense claims must be made on an 'official claim form' which is obtainable from the Resident Participation Team. All claims for expenses will be processed within 5 working days of receipt of the claim. All claims must be supported by the original receipt, whenever possible.

Type of Expense	Amount Reimbursed (Expense rates for 2007/2008)
Bus, tube, rail and taxi fares	Amount paid
Gift Vouchers	£20.00 per session ²
Car parking	Cost incurred.
Child Care/Carers allowance	Evidence (registered childminders only)

* The Tenant Levy fund is collected weekly from tenant's rents at the rate of 10p per week. The money is then distributed via applications from registered organisations, and in accordance to the criteria set by the Tenant Levy Steering Group.

² Provided for participants in Focus Groups and one-off working groups.

5.4 Resources

Resource	Details	Available to
Regular Meeting Place	Hackney Homes will, as far as possible, provide meeting places for associations and groups from available resources. A review of the availability of meeting rooms/halls is taking place.	All registered TRAs
Meeting Place for other consultative resident groups	Hackney Homes will, as far as possible, provide meeting places for consultative resident groups including Town Hall and neighbourhood facilities where these are available.	Properly constituted consultative groups
Computers	Residents can apply to the Tenants' Levy Fund to meet the costs of purchasing a computer (maximum limit applies).	Registered TRAs, where the intended users have attended an IT training course
Internet Access	Access points in housing offices*. Levy Grant for Internet access charges.	Subject to access. All TRAs.
Membership of external advice agencies	Membership and free independent advice from the Tenant Participation Advisory Service (TPAS) – as well as voluntary organisations and other public bodies.	All registered TRAs
Portable induction loop systems	To assist those with hearing difficulties to participate fully in meetings, these can be loaned from the Resident Participation Team. They must be booked at least 5 working days in advance of the meeting.	All registered TRAs
Projector and Screen	These can be loaned from the Resident Participation Team. They must be booked at least 5 working days in advance of the meeting.	All registered TRAs
Training	<p>Whilst not compulsory, all new Tenant and Resident Associations are encouraged to attend training as part of an induction process. Existing groups are encouraged to review their training needs regularly and to take advantage of any training available.</p> <p>Hackney Homes will facilitate and contribute to this process.</p>	

Individual and group training can be provided on: -

- IT skills
- Committee skills – including managing finances / Chairing skills / and the role of the secretary.
- Equalities and Diversity

Working with the Tenants On-line project, a limited number of laptop computers are available for training purposes.

Neighbourhood Panels and Tenant Management Organisations Committees are provided with funding for external training that they require.

Website	Web space on the Hackney Homes' website, www.hackneyhomes.org.uk dedicated to resident issues, is to be developed.
Newsletters	Support will be given to designated groups to enable information newsletters to be produced

*A full list of Hackney Council and Hackney Homes' Offices, Neighbourhood Housing Offices and libraries with public access points is included in the Contacts Section.

Please see Section 10 for a list of contact numbers including your local Resident Participation Officer, who will help with further details on any of the above.

6.0 Information

Hackney Homes recognises that comprehensive information must be provided in an accessible manner, to enable residents to access the services they require and to facilitate effective resident involvement in decision making.

6.1 Provision of Information

Information can be provided in many different forms including handbooks, reports, minutes, newsletters, on the website and directly at visits and meetings.

Residents must also receive information in a way that enables them to access services they need in the most appropriate way, as well as demonstrating how decisions affecting their homes are made and how they can be involved in the decision making process.

Hackney Homes commissions and produces various performance monitoring studies, reports and Best Value Reviews covering all aspects of service provision. In addition, many projects and programmes will have feasibility studies and research papers attached to them.

Much of this information is publicly available from Hackney Homes' website but the sheer volume of paperwork would be too much to send out to everyone in an efficient and effective way.

Certain reports and strategy documents will only be sent to relevant groups for consideration/information. It will then be the responsibility of the members of those groups to give feedback to those they represent (see below and Section on Standards for Meetings – standing items on agendas).

6.2 The Freedom of Information Act

Under the Freedom of Information Act 2000 and the Data Protection Act 1998, residents have the right to information. Hackney Homes will make sure that:

- All information considered to be in the public domain is available, on request, to residents. If a request cannot be met, a clear and justifiable reason will be given;
- The responsible section will deal with all requests for information within 10 working days, or earlier if possible;

Examples of the information residents can ask to see includes:

- Decisions made, through minutes and agendas, including minutes of Neighbourhood Panels, the Resident Liaison Group and of Hackney Homes' Board;
- Details of Hackney Homes' performance, measured against agreed standards and targets;
- Housing policy, strategy and procedures;
- Major work programmes and other plans for investing in housing;
- Options for involving residents in housing services;
- Details of major improvement work taking place on estates or in your area;
- Financial and budget information;

- Names, contact details, job descriptions, work plans and responsibilities of all staff, including contact details for a lead person working on a project where residents are consulted;
- How to complain about a service, officers, or contractors.

6.3 Hackney Homes Consultation Strategy

Hackney Homes Consultation Strategy adheres to the conditions set by Hackney Council as well as the legislative requirements to consult. This is detailed within Appendix 4.

6.4 Information Sources

Information is provided in the ways detailed below:-

6.4.1 HACKNEY HOMES INITIATIVES

Information Source	Method of publication	Frequency	Directly sent to	Copies available from
Letters to all residents	Post	As/when required	All residents	Housing Offices/on website
Hackney Homes News	Newsletter	Monthly	All residents	Housing Offices/ Libraries/on website
Tenants' Handbook	Booklet	At sign up	New tenants at sign up, existing tenants when updated	Housing offices/ Libraries/on website
Leaseholder and Freeholder Handbook	Booklet	As/when required	Leaseholders and Freeholders	Leasehold & Right to Buy Team/on website
Resident Participation Compact	Booklet	Yearly	Tenants & Residents Associations	Housing offices/ Libraries/ Neighbourhood Panels
Outcome of Estate Inspections	Response to individuals, as required.	Ongoing	Residents	Housing offices.
Neighbourhood Panel and Resident Liaison Group reports and minutes	Paper copy and email	Within 15 days of meeting	Members of Panel/Group	By request from Chair/ Secretary,
Hackney Homes' Board reports and minutes	Paper copy/Email	Within 10 days of the meeting	All members of the Committee	By request from Governance Team

The address of Hackney Council's website is www.hackney.gov.uk

The address of Hackney Homes' website is www.hackneyhomes.org.uk

6.4.2 RESIDENT INITIATIVES

Tenants and Residents Associations recognise that it is not possible for all their members to be involved in every participation/consultation group in the borough. However, all residents have a right to information about these groups and the issues the groups are considering. This requires that information is shared between groups in an agreed fashion and is made available to Hackney Homes and/or the Council upon request.

Name of Information	Method of Publication	Frequency	Directly sent to	Where copies are available from
TRA minutes*	Paper Copy	15 days after meeting*	Local residents	By request from Chair/ Secretary
Enhanced TRA meetings Action Points	Action Points taken at meeting by Estate Manager	Carbon pad copy provided to Chair at meeting	Chair of TRA	From Chair/ Secretary/Estate Manager/Resident Participation Section
TRA newsletter/ information sheet**	Flyer/ newsletter	As necessary to publicise meetings/ events	Local residents	By request from Chair/ Secretary
Tenants Levy Group minutes	Paper Copy/ Email	15 days after meeting	Group members	By request from Levy Officer
Tenant Levy Group Annual Report	Booklet	Annually	All registered TRAs and Neighbourhood Panels	By request from Levy Officer/ Hackney Homes' website

*It is recognised that some TRAs may not have committee members available to produce published minutes or may choose to publish update reports in the form of a newsletter.

**It is recognised that some TRAs may not have committee members available to produce newsletters/flyers, however AGMs must be publicised and Resident Participation Officers are available to help with this.

7. Standards

Within the involvement and decision making structures, there will be many meetings held by Hackney Homes³ and the various resident groups around the borough. Certain standards should be met to ensure that we are **working together** in an effective way. The standards will help to ensure that meetings achieve their purpose; that all those taking part are treated fairly and in an inclusive way and that meetings follow a format that is understood by all those taking part.

7.1 Standards for meetings

Meetings are called for a purpose, usually to consider items which need resolving in some way or to give out information to those invited to attend. It is important that the purpose of the meeting is known before the actual date of the meeting so that everyone can arrive fully prepared. Meetings should have clear agendas which are published in good time and in accordance with the constitution of the group that is calling the meeting or the Council's own standards.

Before a meeting takes place the following preparations should happen:-

- Set time and date avoiding clashes with other meetings and commitments that some people may have (i.e. child minding/other caring needs, faith obligations etc).
 - Avoid starting evening meetings too early as this may cause problems for those arriving from work;
 - Avoid finishing later than 9pm (especially in winter time);
 - Try to keep meetings under 2 hours in total duration and allow breaks if necessary.
- Book a meeting place ensuring it can hold the number of people expected to attend and is accessible.
- Draw up an agenda which includes the following items:-
 - Apologies for non-attendance;
 - Introductions (as necessary if new members/guests are present);
 - Minutes and matters arising;
 - Report from delegates/representatives;
(this is an opportunity for those attending other meetings or sub-groups to report back on what was discussed and to seek additional views to raise at the next sub-group meeting);
 - Any Other Business.
- Publicise meeting date and location giving adequate/required notice.
- Send out agendas with any accompanying papers which need to be considered at the meeting. Ensure that papers are circulated (if possible by email and hard

³ Official Hackney Homes' meetings are bound by the requirements of Hackney Council's Standing Orders.

copy) in a timely manner, (if possible, a minimum of 10 working days before the meeting) so that they can be thoroughly considered before the meeting.

During a meeting the following should happen:-

- The meeting should be chaired in a manner that allows for maximum involvement of all those present and entitled to take part.
- The meeting should be minuted (or noted) to reflect the item under discussion and the action agreed for that item.
- The Chair should attempt to deal with all agenda items.
- An opportunity should be given for items to be raised which do not appear on the agenda (Any Other Business). (The Chair may ask for notice of these items at the start of the meeting and will be entitled to put off items to a later meeting, if there is insufficient time or the necessary people are not present to fully deal with the item at the present meeting*.)

*It is crucial that residents are able to suggest items for inclusion on the agenda. Therefore provision must be made within each group to allow for properly notified items to be dealt with.

Behaviour at meetings

- The behaviour of all those present must comply with the Code of Conduct for meetings (see 7.2 below) and it is the Chair's responsibility to ensure compliance with the Code.
- If a vote is taken on an item or proposal, voting rights should be given according to the rules of the constitution of each particular group. (Voting, where this takes place, is usually carried out by a show of hands but may be conducted as a ballot with votes cast on paper where necessary.)

After a meeting the following should happen:-

- The minutes (or notes) should be prepared by the Secretary and signed off by the Chair before being published within the agreed timescales.
- Those responsible for carrying out actions points should ensure the agreed actions are carried out and should report completion to the appropriate person.

7.2 Standards for Groups

Recognition by Hackney Homes

Any group wishing to be recognised by, and registered with, Hackney Homes must adopt the measures already described in this section as well as those detailed below. This is to ensure that all groups are organised in a fair, democratic and accountable way.

[The Constitution](#)

A Tenant and Resident Association will have a written constitution which contains the main 'rules' on how the Association will operate and who can take part. Hackney Homes provides a Model Constitution (attached as Appendix 3) which contains the main required elements.

[Code of Conduct](#)

A Tenant and Resident Association will want to ensure that Association business is conducted in a way which shows respect for all those taking part whether as a member of the Association or as an invited guest. A Code of Conduct is designed to ensure this happens and forms part of the Constitution. Any breach of the Code is initially dealt with by the committee of the Association but breaches can be reported to the Compact Officer and Hackney Homes' Resident Participation Manager.

[Equal Opportunities Policy](#)

A Tenant and Resident Association must incorporate an Equal Opportunities statement, consistent with that of Hackney Homes, to ensure the views of all the residents in its area are represented. This means that the Association should actively welcome contributions and involvement from under-represented groups and the Association's Equal Opportunities statement should demonstrate the Association's commitment to the ideals of inclusion.

[Terms of Reference](#)

The 'Aims of the Association' for each Tenant and Resident Association should usually be quite general allowing the Association a wide remit to be involved in anything affecting its immediate environment. However, other Groups within the consultation/involvement structure can be set up for a specific purpose. When this happens a 'Terms of Reference' will be drawn up for the group. This will become the constitution for the group and will state where the membership is to be drawn from, the nature of the business the group was set up to examine, and how the group will conduct its business. All sub-groups are bound by the constitution of their main group.

[Financial Records](#)

As well as receiving support from Hackney Homes and Council sources, Tenant and Resident Associations may be able to receive funding from external funders* because of the recognition given to them by Hackney Homes. Hackney Homes is under a duty to protect public money and to ensure funding is spent for the benefit of the intended recipients; therefore, Associations are required to keep a record of all funds and equipment they have received, the source from which it came and how the funds have been spent/equipment used.

Accounts should be independently audited. For Tenant and Resident Associations accounts this may be carried out by the Resident Participation Officer/Manager. For more complex accounts the auditing will need to be carried out by more qualified persons. Original receipts and bank statements should always be kept.

*For further advice and assistance with funding options and grants contact the Resident Participation Section on 020 8356 7845

8. Managing the Compact

In order to be effective, a Compact needs to be a live and relevant document. Keeping it live means that it needs to be monitored to ensure it is responding to residents' rights and needs. Keeping it relevant means ensuring that all those with rights and obligations know of its existence and use it to guide their housing activities; where no guidance currently exists, or existing guidance becomes out of date, ensuring the Compact has the flexibility to be upgraded and reviewed.

8.1 Implementation

We will ensure that the Compact is well publicised.

Residents	Hackney Council, Hackney Homes and Partners
<ul style="list-style-type: none">• There will be a special feature in the residents' newsletter 'Hackney Homes';• Every household in the borough will receive a summary of the Compact and each new tenant will be given a copy when they sign their tenancy agreement;• Copies of the full Compact will be available at libraries and housing offices and an electronic version will be available on the Hackney Homes' website;• Every Tenant & Resident Association in the borough will be sent a full copy;• All Neighbourhood Panels and the Resident Liaison Group will receive a presentation on the Compact.	<ul style="list-style-type: none">• The Hackney Homes' Board will receive a presentation on the contents of the Compact;• The Compact will be made available on the staff intranet;• All Hackney Homes' staff and partners will receive a summary of the Compact;• All councillors will receive a summary of the Compact;• All main service heads will receive a full copy of the Compact;• Full presentations will be made to as many Hackney Homes' and partners' staff as possible, to ensure they fully understand its contents;• Staff will be briefed, as necessary, to implement the Compact.

8.2 Monitoring

Regular monitoring of the way the Compact is being implemented is essential to keep the Compact relevant and up-to-date and to ensure that it continues to meet residents' needs.

Hackney Homes will provide information about the future development of the Compact, including progress reports and requests for feedback, in future issues of Hackney Homes News and on the website: www.hackneyhomes.org.uk.

Monitoring of the Compact will take place on a six monthly basis reporting back to the Resident Liaison Group. Monitoring forms will be distributed by the Resident Participation Officer at the Enhanced TRA meeting and also sent out by the Compact Officer to all the tenant and resident groups in the borough and other resident representatives. The monitoring forms will be collated and the results presented to the Resident Liaison Group.

In addition, one annual meeting of the Resident Compact Review Panel will meet formally to review the content. Feedback from the six monthly reviews will be presented to this Panel.

The Annual Review Panel will discuss the following:

Item	Action
How the Compact is succeeding or failing in delivering increased involvement and decision making opportunities to residents;	Make recommendations for changes in the Compact and for new Action Plan targets;
Review and ensure the Compact remains relevant and up to date;	Make recommendations for changes in the Compact
How well items contained in the Compact's Action Plan are progressing;	Advise of potential failings/Make recommendations for new Action Plan targets;
To hear complaints regarding non-compliance with the Compact which have not been resolved by other methods*.	Take action according to the Compact Complaint Procedure below*.

*Hackney Homes and the Council's standard complaint procedure is not affected by the Compact and all residents retain the right to bring a complaint in the usual way if they so wish. Non-Compact related complaints can only be brought under Hackney Homes and the Council's standard complaints procedure.

Through the Hackney Homes' newsletter, the website, Tenant and Resident Association meetings and other promotions, individual residents will be given an opportunity to participate in the six monthly and annual Compact review. Individual residents will also have an opportunity to comment when answering specific questions in borough-wide satisfaction surveys. In this way, all residents will be given an opportunity to comment on the way the Compact is working and to propose changes needed.

8.3 Dealing with Complaints and Disputes

- i. All complaints should first be raised with those not complying with Compact obligations, to allow an opportunity for the complaint to be resolved at a local level;
- ii. If the complaint is not resolved at a local level, it should be brought to the attention of

the Hackney Homes' Compact Officer who will raise the matter with the appropriate Neighbourhood Panel;

- iii. The Panel will attempt to resolve/deal with the complaint, according to the methods available to it;
- iv. If the complaint remains unresolved it will be referred to the next meeting of the Resident Liaison Group.

Neighbourhood Panels hearing complaints about Compact obligations will be able to take the following action according to the seriousness of the complaint.

Action	Details
Written direction to put matters right	The Neighbourhood Panel will direct that non-compliance must be rectified within a certain time period.
Formal letter to the Chief Executive	The Neighbourhood Panel will formally write to Hackney Homes' Chief Executive (with a copy to the Cabinet Member for Neighbourhoods) detailing the area in which performance of Compact obligations has failed.
Referral to the Annual Monitoring Panel	The Neighbourhood Panel will ask the Resident Liaison Group to add the complaint to the agenda of their next meeting.

If you feel that any part of the Compact is not being put into practice, please contact the Compact Officer (see Contacts Section). The Compact Officer will respond within 15 working days.

You may still use the Hackney Homes' official complaints system for all complaints and comments about Hackney Homes' Services. However, the above procedure covers complaints specifically within the terms of the Compact. If you need any more details, please phone the Compact Officer on 020 8356 2126, or email:

Faisal.Pirbhai@hackneyhomes.org.uk

9. The Action Plan

Key: A – Substantial progress within 3 months of compact signing
 B – Progress made and updated within 6 months
 C – Ongoing work to be reviewed periodically

	Action	Who is leading	Category
1	Monitor the current review of the availability of meeting rooms/halls and the availability of resource centres	Housing Services Division	B
2	Set up Black and Minority Ethnic/hard to reach focus groups to explore methods of wider involvement	Resident Participation Section	A
3	Recruit and train mystery shoppers for all neighbourhoods	Service Development Section	A
4	Ensure that TRA database is up to date and all TRAs are properly registered	Resident Participation Section	C

5	Establish a Compact monitoring mechanism	Resident Participation Section	C
6	Encourage TRAs to increase the level of resident involvement (first year to concentrate on youth)	All Tenant and Resident associations	B
7	Develop the use of IT for the sharing/ dissemination of information to and between residents and resident groups	Hackney Homes/TRAs & Other Resident Groups	B
8	Encourage TRAs and Neighbourhood Panels to network with strategic partners such as the Police	Tenant and Resident Associations Resident Participation Section	C
9	Be aware of and bid for external resources e.g. Housing corporation Grants	Resident Participation Section	B
10	Actively work towards raising the number of resident groups in the borough	Resident Participation Section	C

10. Contacts and Further Information

10.1 Resident Participation Team

All members of the Team are based at:

Housing Services Division 135-142 Lower Clapton Road London E5 0QJ

Details	Telephone Number	Email
Resident Participation Manager		
Vacant	020 8356 7845	
Tenant Levy/Compact Officer		
Faisal Pirbhai	020 8356 2126	Faisal.Pirbhai@hackneyhomes.org.uk
Housing Youth Co-ordinator		
Sonia Bradley	020 8356 6128	Sonia.Bradley@hackneyhomes.org.uk
Principal TMO Officer		
Conor McAvinchey	020 8356 2131	Conor.Mcavinchey@hackneyhomes.org.uk
TMO Officer		
Alex Heslop	020 8356 6027	Alex.Heslop@hackneyhomes.org.uk
Resident Participation Officers		
NORTH EAST		
Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
SHOREDITCH		
Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
HOMERTON		
Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
QUEENSBRIDGE & DEBEAUVOIR		
Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk

Mariarosa Frasca
NORTH WEST
Emmanuel Malm

020 8356 6133

Mariarosa.Frasca@hackneyhomes.org.uk

020 8356 6694

Emmanuel.Malm@hackneyhomes.org.uk

10.2 Neighbourhood Housing Offices

Neighbourhood Housing Office	Service Provider	Address	Telephone	Opening Hours
North East Neighbourhood	Pinnacle	Clock House 149 Stamford Hill London N16 5LG	020 8356 6500	Mon-Fri 9am-5pm
Estate Services Team Leader		020 8356 6561		
Rents Team Leader		020 8356 6551		
Neighbourhood Housing Office	Service Provider	Address	Telephone	Opening Hours
North West Neighbourhood	Pathmeads	Stoke Newington Municipal Offices Stoke Newington Church Street London N16 0JR	020 8356 6151 or 6152	Mon-Fri 9am-5pm
Estate Services Team Leader		020 8356 5934		
Rents Team Leader		020 8356 6131		
Neighbourhood Housing Office	Service Provider	Address	Telephone	Opening Hours
Homerton Neighbourhood	Mouchel Parkman	92 Well Street London E9 7JA	020 8356 7800	Mon-Fri 9am-5pm
Estate Services Team Leader		020 8356 7893		

Rents Team Leader		020 8356 3335		
Neighbourhood Housing Office	Service Provider	Address	Telephone	Opening Hours
Queensbridge & De Beauvoir	Mouchel Parkman	31 De Beauvoir Road London N1 5SJ	020 8356 6600	Mon-Fri 9am-5pm
<i>Estate Services Team Leader</i>		020 8356 5943		
Rents Team Leader		020 8356 7842		
Neighbourhood Housing Office	Service Provider	Address	Telephone	Opening Hours
Shoreditch	Pinnacle	1 Croyley Street London N1 7PT	020 8356 6705	Mon, Tues, Wed, Fri 9am-5pm, Thurs 8.30am-7.30pm)
Estate Services Team Leader		020 8356 6275		
Rents Team Leader		020 8356 6731		

10.3 .1 Hackney Council Contacts

Details	Telephone Number	Email
Michelle Patterson - Performance & Strategy Officer	020 8356 7538	Michelle.Patterson@hackney.gov.uk

10.3 .2 Council offices and libraries with public internet access points

Name	Address	Telephone Number
Clapton Library	Northwold Road, London E5 8RA	020 8356 1620
CLR James Library	24-30 Dalston Lane, London E8 3AZ	020 8356 1665
Hackney Central Library	Technology and Learning Centre, 1 Reading Lane, London E8 1GQ	020 8356 2542
Hackney Town Hall	Mare Street, London, E8 1EA	020 8356 3366
Homerton Library	Homerton High Street, London E9 6AS	020 8356 1690
Shoreditch Housing Neighbourhood Office (Pinnacle PSG Ltd)	Bletchley Court, 1 Croypley Street, London, N1 7PT	020 8356 6705/6715
Shoreditch Library	80 Hoxton Street, London N1 6LP	020 8356 4350
Stamford Hill Library	Portland Avenue, London N16 6SB	020 8356 2573
Stoke Newington Library	Stoke Newington Church Street, London N16 0JS	020 8356 5230/5231

10.4 Tenant and Resident Associations

Name	Neighbourhood	Resident Participation Officers	Telephone Number	Email
Acton Estate TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Alden and Broadway TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Aspland and Marcon TRA	Homerton	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
Avenue House TRA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Banister House TRA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Beckers TRA	North East	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Beecholme & Casimir Community Assoc.	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Blackstone Estate TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Boscobel House TRA	Homerton	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
Burma, Arakan and Clissold TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Charles Square and Pitfield TA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Clapton Park TRA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Colville TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
De Beauvoir TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
East Reservoir Residents Assoc.	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
Fairbank Community Association	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Fawcett Estate TRA	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk

Fellows Court TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Follingham Court TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Frampton Park TRA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Gascoyne 2 TA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Gooch House TRA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Gordon Lodge TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Haberdasher Estate TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Haggerston West TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Harman Estate TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Hawksley Court TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Holly Street Courtyard TRA	Stoke Newington	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
HSBF (Holmleigh Sandford Bethune Fairhold)	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
Hunsdon TRA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Jack Dunning TRA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Jack Watts TA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Joseph Court TRA	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
Keir Hardie Estate TRA	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
Kingsland Estate TRA	Queensbridge & De Beauvoir	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
Landfield Estate TRA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Lea View House TRA	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
Lincoln Court TRA	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk

Linzell TRA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Lister Court TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Lockner & Kingsgate Residents Assoc.	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Lordship North TRA	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
Manor TRA	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
Mapledene Estate TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Millfields TRA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Milton Gardens TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Mountford Estate TRA	Homerton	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Nelson Mandela TRA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Newnton Close TRA	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
Nightingale Partnership Residents Assoc	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
North & South Defoe TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Nye Bevan TRA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Pond Farm & Mildenhall TRA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Provost TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Queen Elizabeth Close TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Radley Square & Southwold TRA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Regents Estate TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Rhodes Estate TRA	Stoke Newington	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk
Rowley Gardens TRA	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
Shellgrove Estate TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk

Shepherds Market TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Sherrys Wharf TRA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Shrubland TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Smalley Road TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Somerford & Shacklewell TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Springpark TRA	North East	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
St Johns Estate TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
St Leonards Court TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
St Marys Estate TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Stanway TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Stonebridge Estate TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
The Mount TRA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Tower Gardens TRA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
Trelawney TRA	Homerton	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Warburton & Darcy TRA	Queensbridge & De Beauvoir	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Webb Estate TRA	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
Welshpool House TRA	Queensbridge & De Beauvoir	Sam Lewis	020 8356 6755	Sam.Lewis@hackneyhomes.org.uk
Whiston & Goldsmith TRA	Queensbridge & De Beauvoir	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Wilton Estate TRA	Queensbridge & De Beauvoir	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk

Woodberry Down North TRA	North East	Jennifer Jones	020 8356 2117	Jennifer.Jones@hackneyhomes.org.uk
Wrens Park TRA	North East	Coralie Francis	020 8356 8419	Coralie.Francis@hackneyhomes.org.uk
York Row TRA	Shoreditch	Debbie Onyekwuluje	020 8356 8416	Debbie.Onyekwuluje@hackneyhomes.org.uk
Yorkshire Grove TRA	Stoke Newington	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk

10.5 Tenant Management Organisations (TMOs)

Name & Address	Contact	Telephone	Email
Arden TMO, 16a Malcolm House, Arden Estate, Shoreditch, N1 6PN	Angela Austin (Secretary)	020 7739 7075	anglinze@yahoo.co.uk
Clapton Park TMO, The Housing Office, 4A Gilpin Square, E5 0HL	Daren Willoughby	020 8356 6300	Daren.Willoughby@hackney.gov.uk
Cranston South Estate TMO, 13 Daniell House, Cranston Estate, N1 5EH	Karen Royce	020 7684 6873	Karen@cranstontmo.co.uk
Downs Estate, 5 Kingsdown House, Downs Estate, Amhurst Road, E8 2AS	Sharon Cadogan	020 7923 9053	demo.tmo@btconnect.com

Lordship South TMO, 14 Lordship Grove, N16 OQA	Jim Duke/ Beverley Gale	020 8211 8363	lordship_south@btconnect.com
Suffolk Estate TMO, The Housing Office, Welshpool Street, E8 4PF	Griffith Quartey	020 7923 3774	Griffith@suffolktmo.co.uk
Tower TMO, Grange Court, 355 Queensbridge Road, E8 3JB	Simon Bertrand (Chair)	020 7254 8314	Kenneth.Gilmour@hackney.gov.uk
Wayman Court TMO, 39 Wayman Court, Eleanor Road, E8 3NW	Johnson Diko	020 7254 9309	Johnson.Diko@hackneyhomes.org.uk
Wenlock Barn TMO, Wenlock Barn, Shoreditch, N1 7NX	George Varughese	020 7253 2371	george.wenlock@btconnect.com
Wick Village TMO, Anchor House, 25 Meadow Close, Wick Village, E9 5NZ	Andriy Shulga	020 8533 4311	andriy.shulga@wickvillagetmc.co.uk
Wyke Estate TMO, Estate Office, 10 Wick Road, E9 5AZ	Christine Arach	020 8533 6077	christine@wykehousing.com

10.6 Borough-wide Groups

Details	Contact	Telephone Number	Email
Black and Minority Ethnic Groups	Emmanuel Malm	020 8356 6694	Emmanuel.Malm@hackneyhomes.org.uk
Youth Committee	Sonia Bradley	020 8356 6128	Sonia.Bradley@hackneyhomes.org.uk
Street Property Sounding Board	Derek McKenley	020 8356 8418	Derek.McKenley@hackneyhomes.org.uk
Borough-wide Leaseholder and Freeholder Forum	Pat Ronayne	020 8356 2146	Pat.Ronayne@hackneyhomes.org.uk
Disability Forum	Mariarosa Frasca	020 8356 6133	Mariarosa.Frasca@hackneyhomes.org.uk

10.7 Other Organisations

Tenant Participation Advisory Service (TPAS)

5th Floor
Trafford House
Chester Road
Manchester
M32 ORS
Telephone: 0161 868 3500
Email: info@tpas.org.uk
Website: www.tpas.org.uk

TPAS Freephone advice line: 0500 855111

This is a Freephone advice line for tenants providing independent advice and information on all aspects of tenant involvement. Hackney Homes is a full member of TPAS and tenants are entitled and encouraged to make full use of the services they offer. Visit their website for up to date information on training, conferences and information sheets to download.

The National Tenants Resource Centre

Trafford Hall
Ince Lane
Wimbolds Trafford
Chester
CH2 4JP
Telephone: 01244 300246
Website: www.traffordhall.com

Funded by the Government, this is an independent organisation which offers a wide range of useful and informative residential courses to help tenants become actively involved in their estates and communities.

Tenant and Residents Organisation of England (TAROE)

41-42 Estate Building
Railway House
Huddersfield

10.8 Other Published guides

The following guides are also available:-

Information	Produced by
Tenant Start-up Resource Pack	Resident Participation Team
Tenant Handbook	Service Development Team
Leaseholder and Freeholder handbook	Leasehold Services Team

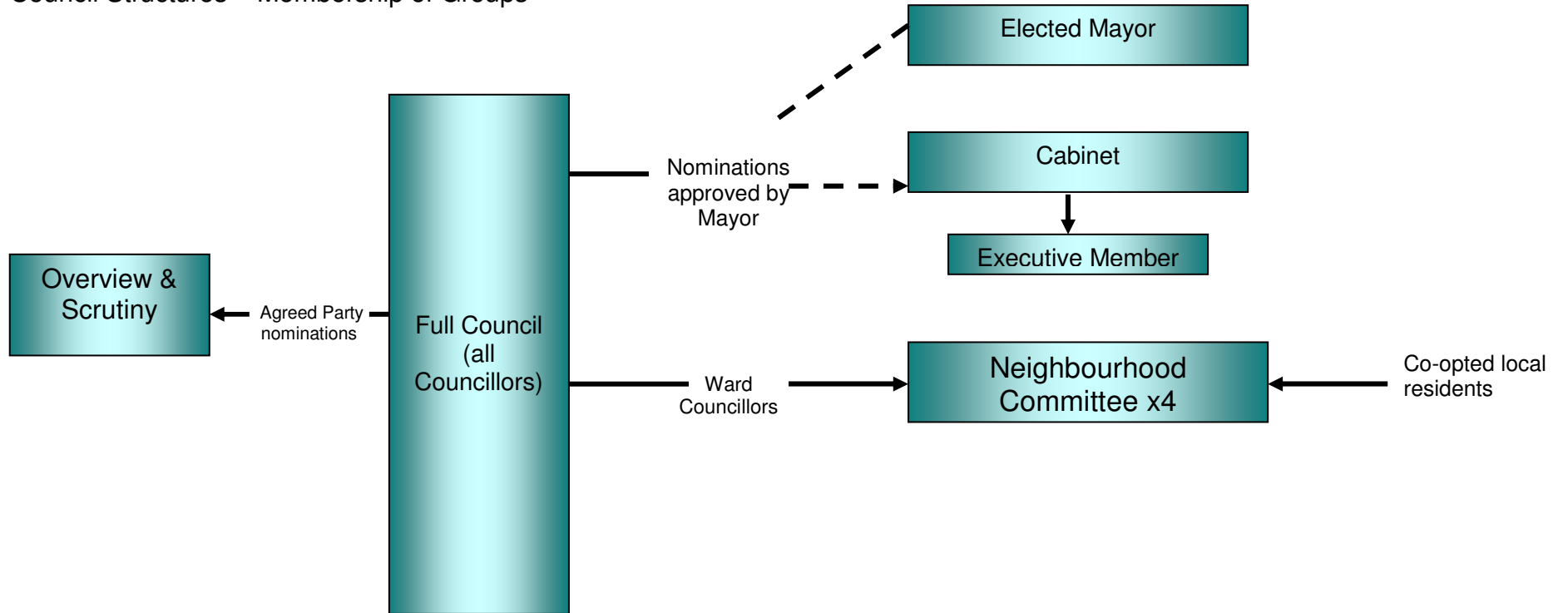
Appendix 1 Explanation of Terms

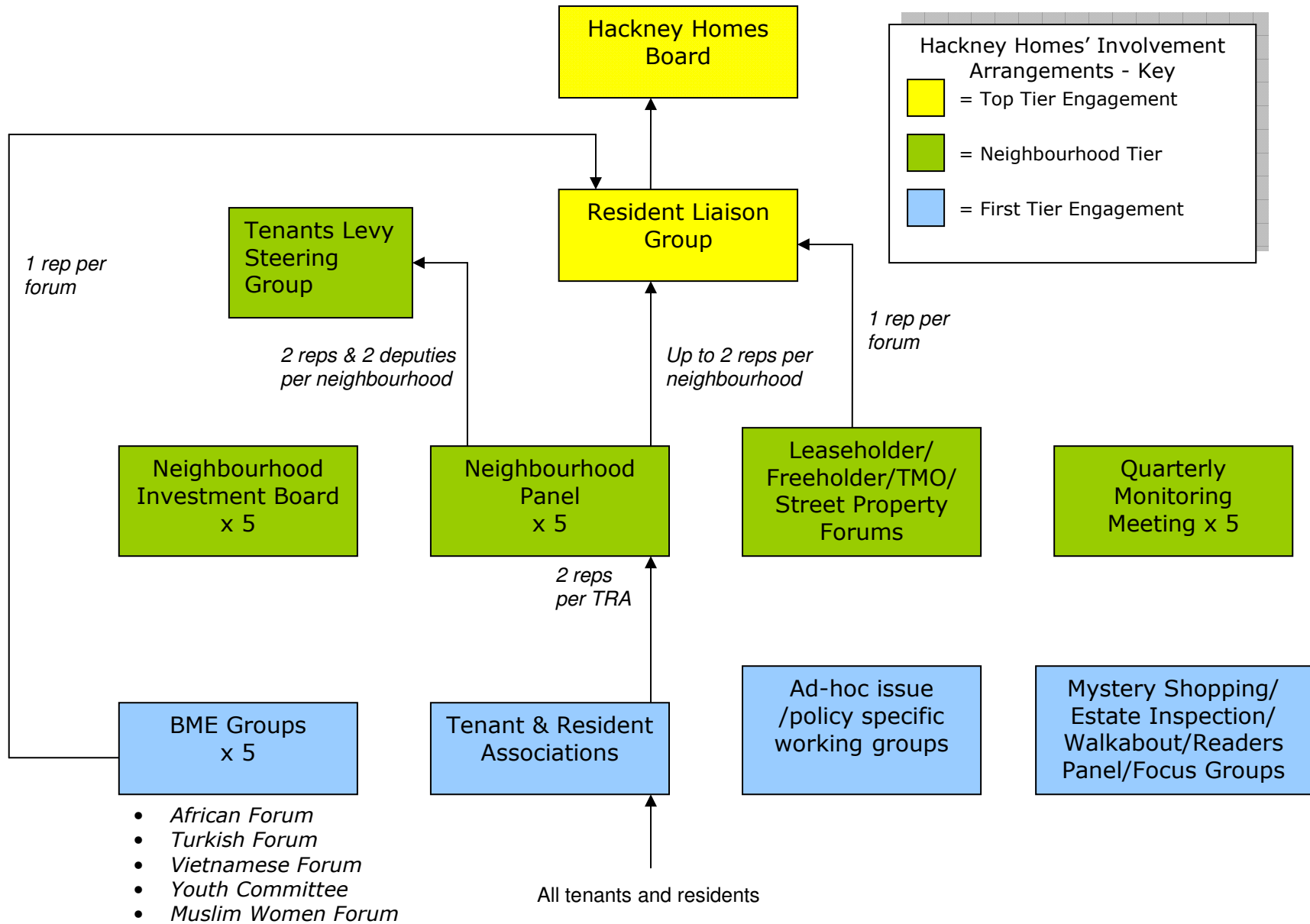
Action Plan(s)	Plan which identifies areas targeted for improvement over a twelve month period.
Agenda	Sets out the issues that are to be discussed at a meeting.
Arms Length Management Organisation (ALMO)	Responsible for the housing management services of the local authority owned stock.
Best Value Performance Indicators (BVPI)	Key service areas identified by the Audit Commission, against which all Councils and Arms Length Management Organisations have to report performance on an annual basis.
Best Value / service reviews	A duty to deliver services to clear standards – covering both cost and quality – by the most economic, efficient and effective means available.
Constitution	The written set of rules that must be followed to ensure that organisations are run properly and effectively.
Compact	An agreement, which states standards for how Hackney Homes will consult residents and how they can get involved in decision making.
Councillors	People elected to serve on Hackney Council, to represent defined wards and to make Council policy.
Diversity	Understanding, celebrating and valuing the diversity of the community and of staff; appreciating and valuing differences in individuals' life experiences, skills and perspectives.
Equality	Ensuring that all Hackney Homes' services meet the needs and aspirations of all service users; that services are provided in a fair and equitable way and are accessible to all.
Estate Inspections	Look at areas of concern to local residents. Attended by Individual residents and representatives from tenants and residents associations, along with local councillors.
Fax	Fax (short for facsimile) a means of sending copies of documents over the telephone or internet.
Focus Group	One-off sessions of small gatherings, usually of up to twelve tenants, designed

	to gather information on specific issues.
Hackney Homes' Board	Main decision makers for Hackney Homes.
Hackney Homes' Model Constitution	Approved set of 'guidelines' to which a TRA agrees to work.
Hackney Homes News	Monthly newsletter produced by Hackney Homes, containing news and information for residents and their families.
Housing Management	The range of housing services provided by Hackney Homes, including re-letting empty homes, rent collection, repairs, tenancy advice and estate services.
Lead person or officer	The main person responsible for overseeing work or consultation we carry out. S/he will be the person to contact if you have any questions or complaints.
Leaseholders	Tenants who live in flats or maisonettes that they have bought from Hackney Council for a specific period of time - (usually for 125 years)
Minutes	Formal record of meeting discussion and agreed actions.
Service Standards	An agreed level of service or support that residents and staff are guided by.
Street Properties	Properties that are not within the boundaries of an estate.
Resident Involvement	Residents getting involved and having a say in the way services are provided.
Resident Liaison Group	Borough-wide organisation representing the interests of residents and residents associations.
Reading Panel	Provides feedback on Hackney Homes' literature.
Tenant and Residents Organisation of England (TAROE)	A national organisation representing the views of tenants. Run by tenants for tenants.
Tenants and Residents Associations (TRA)	Tenants (including Leaseholders and Residents who pay service charges) who live in an area who have formed a group to deal with issues of mutual interest. (Often known as a Tenant and Resident Association - TRA). TRAs often also organise different community activities for members.
Tenant Participation Advisory Service (TPAS)	A national organisation dedicated to tenant involvement, offering training and support for individual tenants and tenant organisations.

Appendix 2 The Resident Involvement Framework

Council Structures – Membership of Groups





Appendix 3 Hackney Homes' Model Constitution

MODEL CONSTITUTION

NAME

1. The Association shall be known as the XXXX Tenants and Residents Association, hereafter referred to as the Association.

OBJECTIVES

2. The objectives of the Association shall be:
 - To promote the exercise of residents' rights and the maintenance and improvement of their housing conditions, amenities and environment;
 - To provide facilities for recreation and amenity and to encourage a community spirit;
 - For the furtherance of these objects to represent the interests of residents in consultation with the local authority and other bodies;
 - To promote equal opportunities by being positively committed to opposing all direct and indirect discrimination in all its activities and services.
3. This Authority therefore seeks to implement a programme of positive action to make this fully effective, by ensuring no member receives less favourable treatment on the grounds of race, colour, gender, marital status, ethnic or national background, sexual orientation, disability, education, religious belief, political belief, trade union activity, dependency, unrelated criminal conviction or unemployment.
4. The Association shall have the power to affiliate to any body whose objects may be of benefit to its membership.
5. Monies raised by or on behalf of the Association shall only be applied in furtherance of the objects of the Association.

MEMBERSHIP

6. Membership shall be open to all residents living in XXXX.
7. It shall be a condition of membership that members at all times conduct themselves in a reasonable manner at meetings or in premises used

by the Association. Any member may be excluded for breach of this condition, or for any other conduct contravening the objects of the Association, by a majority of those present and voting at any Committee or General Meeting. Any member so excluded shall have a right to appeal to the following General Meeting.

CONDUCT OF BUSINESS

8. The business of the Association shall be conducted by a Committee elected at each Annual General Meeting, which shall consist of a Chairperson, Treasurer, Vice-Chairperson, Secretary and not less than five other members. No two or more officers shall be elected from the same household.
9. Elected councillors of the landlord authority shall not be eligible for election as officers of the Association, nor shall they represent the Association in its dealings with the Council or any other body.
10. The election or removal of officers or Committee members may only be carried out by a General Meeting of the Association. The Committee may temporarily fill any vacancy arising among the officers of the Association from its other members until the next General Meeting of members.

COMMITTEE MEETINGS

11. The Committee shall meet as necessary and not less than XXXX times in each year. Committee Meetings shall be open to any member of the Association wishing to attend who may speak but not vote.

GENERAL MEETINGS

12. Not less than four of the Committee's meetings shall be General Meetings of the Association open to all members to speak and vote. The decisions of General Meetings of the Association shall be binding on the Committee. All decisions shall be taken by a simple majority of members present and voting. All members shall be given not less than fourteen days' notice of any General Meeting.

ANNUAL GENERAL MEETINGS

13. The Committee shall call an Annual General Meeting of the Association each year in the month of January. Not less than 28 days notice of the Annual General Meeting shall be given to all members.

At this meeting:

- the Committee shall present an annual report of the Association;
- sub-committees shall present an annual report and accounts of their activities;

- the Committee shall present the audited accounts of the Association for the previous year;
- the Officer, Committee and Auditor for the next year shall be elected;
- any proposals submitted to the Secretary in writing not less than seven days in advance of the meeting shall be discussed.

SPECIAL GENERAL MEETING

14. The Secretary shall call a Special General Meeting at the request of a majority of the Committee; or on receipt of a written petition by not less than XXXX members of the Association giving reasons for their request. The Secretary shall give not less than seven days' notice of the holding of a Special General Meeting, which shall take place within 21 days of the receipt of the request or petition.

QUORUM

15. The quorum for Committee Meetings of the Association shall be one-third of its elected membership or XXX members whichever is the lesser.

NOTICE OF MEETINGS

16. Notice of all meetings where required shall be sent to each member's dwelling and shall include the date, time and place of the meeting and an Agenda of matters to be discussed.

SUB-COMMITTEES

17. The Committee may appoint such sub-committees as may be required to carry out the activities of the Association. Such sub-committee shall agree in advance the terms of reference of any sub-committee, which may then act and apply any finance raised by itself or on its behalf only within those terms.
18. Where any sub-committee is to continue in existence beyond the Annual General Meeting following its appointment, its members shall submit themselves for re-election at that meeting and annually thereafter.
19. All sub-committees shall keep proper accounts of income and expenditure, and a proper record of all meetings, and shall report on them or deliver them up as required by the Committee or General Meeting.
20. The Committee or General Meeting may dissolve any sub-committee whereupon the accounts, records and assets, financial and otherwise of the sub-committee shall pass into the hands of the committee.

DUTIES OF OFFICERS

21. THE CHAIRPERSON (or in his/her absence the Vice-Chairperson or other Committee Member) shall conduct the meetings of the Association.
22. THE TREASURER shall open and maintain a banking account in the name of the Association. All cheques shall be signed by the Treasurer and one or two other Committee members nominated by the Committee as signatories. The Treasurer shall keep proper accounts of income and expenditure and report on them or deliver them up as required by the Committee or General Meeting. Such accounts shall be audited by a qualified accountant or a non-member of the Association appointed by the membership at the Annual General Meeting.
23. THE SECRETARY shall be responsible for the convening of all meetings and the giving of the prescribed notice to members. She/He shall ensure that a proper record is kept of all meetings of the Association its Committee and sub-committees in the form of minutes; and shall deliver up such records as required by the Committee or General Meeting. The Secretary shall permit the minutes to be examined on receipt of not less than 7 days notice by any 2 members of the Association.
24. Any member(s) or Officer(s) delegated to represent the Association in consultation with any other body shall act on the instructions of the Association and shall report back to the following Committee or General Meeting, whichever is the sooner. Only Full Members of the Association shall be delegated to consult with the local authority on matters of housing management.

ALTERATIONS TO THE CONSTITUTION

25. Any proposal to alter this Constitution must be submitted to the Secretary of the Association not less than 28 days before the meeting at which it is to be discussed. Not less than 14 days notice shall be given of such a meeting, together with the wording of the proposed alteration(s). Any alteration shall require the approval of two-thirds of those present and voting at the meeting.
26. If the Committee, or if a Committee no longer exists, any ten members of the Association, shall decide that the Association should be dissolved, they shall give at least 14 days notice to all those eligible for membership of a meeting at which the matter shall be discussed. For the sole purpose of dissolution a quorum need not apply, and the Association may be dissolved by a two-thirds majority of those present. The assets, financial and otherwise, remaining when the Association

has satisfied its liabilities, shall be applied for such purposes of benefit to the community as the meeting shall decide.

NAME OF TENANTS & RESIDENTS

ASSOCIATION _____

Signed _____

Position _____

Date _____

Appendix 4 Hackney Homes Consultation Strategy

Hackney Homes Consultation Standards

Hackney Homes has standards for how all public consultations are conducted.

Hackney Homes will:

1. Seek to involve the widest spectrum of residents in our consultations. We will undertake equalities monitoring to ensure all residents have the opportunity to participate.
2. Recognise the particular needs of faith groups, residents who don't speak English as a first language and people with physical or learning disabilities. This will include arranging interpreters where appropriate and using induction loops in meeting rooms. We will ensure all venues selected for focus groups and consultations are DDA compliant.
3. Explain why we are consulting people and how we are going to take account of their views.
4. Provide background material where appropriate and use plain language in all consultation documents. All consultation documents will include a translation strapline to provide the opportunity for people to have the information in a different language, large print or Braille.
5. Explain which people and groups are being consulted and why they have been selected (for example: this proposal especially affects young people or people living in Shoreditch)
6. Ensure that the consultation process is understood by all involved and that consultees are provided with an accurate expectation of what their participation will lead to.
7. Provide the name and contact phone number for someone who can answer questions about the consultation.
8. Describe how we will consult on an issue. For example, a public meeting, postal survey, electronic survey, conference, telephone interview.
9. Organise consultation in ways that are convenient and accessible to the people whose views we are seeking.
10. Ensure information we provide is honestly interpreted.
11. Report back to the public what they've told us during the consultation and what we've done as a result.

12. Act on the findings to improve services, programmes and policies and the quality of housing for local residents.
13. Abide by the provisions of Data Protection legislation regarding information collected.
14. Use competent and trained staff or contractors to carry out the consultation.
15. Publish a list of forthcoming consultations on the Hackney Homes website and include details in the Hackney Homes News and Hackney Today.

If you would like to receive a copy of the full Hackney Homes Consultation Strategy, please contact our Resident Participation Team on 020 8356 7845.

Report Title: Achievements of the Youth Coordinator

Date of Meeting: 21 February 2008

1.0 Background

1.1 At the meeting of the Resident Liaison Group (RLG) on 4 December 2007 representatives requested a report on the achievements to date of the Youth Co-ordinate post working in the Resident Participation team.

1.2 Hackney Homes Board approved the establishments of a two year post for a Youth Coordinator to develop youth involvement within Hackney Homes and partnership relationships with other agencies in the provision of services to and engagement with young people.

2.0 Discussion and Proposals

2.1 The role of the youth coordinator (YC) has been principally twofold, to develop good strategic working relationships with other agencies, e.g. social services, YIP. Secondly to help facilitate and enable the establishment of activities for young people on Hackney Homes estates to encourage young people to be involved with their local community/Hackney Homes and provide a diversionary route to provide leisure facilities as well as assist in training opportunities.

2.2 The Youth Coordinator has established key working relationships with the following agencies:

- **Tenants & Residents Association**
- **Youth service**
- **Youth support Team**
- **Purple IT Bus**
- **Kickz Partnership**
- **Cityzen**
- **Hackney Play Association**
- **Hackney Voluntary Action**
- **Genesis Community**
- **Acess2Sports**
- **Elevate**
- **Sky Partnership**
- **Safer Neighbourhoods Team – MET**
- **Interlinx bike Project**

2.3 The following activities the youth coordinator has been involved in facilitating

- Nemesis Street dance running on 5 estates weekly:
Nemesis projects aim is to give the young people a structured and consistent activity for them to be involved in, through this they will have improved health, learn self discipline as well as improved self esteem and above all be involved in an activity they enjoy.
- Youth Involvement Project running on 8 estates weekly – 8 Youth committees.

The Youth Involvement project is a partnership project with Hackney Play association (HPA), Cityzen, Genesis Community and Hackney Homes. The project has developed a template for operating and sustaining youth committees , activities and training to enhance and promote community cohesion as well as qualification and progression routes to further training and employment and an increase in positive activities and programmes led and directed by young people for young people.

So far 57 young people have completed the “Essentials in youth work” course offered through YIP and there are currently 14 young people volunteering/working as part of activity teams.

There are 8 youth committees formed (Woodberry down, Holly Street , Morningside , Frampton Park , New Kingshold , Trelawney , Fawcett & Fellows Court) and 30 plus young people volunteering to sustain current and develop future committees.

- Purple IT Bus – Purple It bus offers I.T skills, free internet access as well as a huge range of activities and workshops and guidance on education, employment & training. Purple IT bus is now on 5 Hackney Homes estates and the Youth service will continue to work with Youth Co-ordinator to decide which estates the Bus is most needed.
- Aspland & Marcon youth club is now re-open in partnership with the Youth service & TRA.

2.4 As a result we have achieved:

- **Access to community halls for young people :**

Youth clubs are now open in the following Community Halls:

- Trelawney estate Community Hall
- Fellows Court Community Hall
- Fawcett Estate Community Hall
- Beckers Community Hall
- Aspland & Marcon Community Hall

- **Increase in Hackney Homes youth representation :**

- We have 7 youth committees within the Youth Involvement Project and 6 of the youth committee members are members of Hackney Youth Parliament .
- We now have in the region of 500 young people involved with Hackney homes and Partners in various ways across Hackney.

2.6 Projects in the pipeline include:

- Dependent on funding - continuation of the Youth involvement Project from 2008 – 2009 – looking at expanding this into more Hackney Homes community halls.
- Continuation and expansion of Nemesis Street dance on Hackney Homes estates.
- To continue working with Tenants & Resident Associations to pull in existing youth provision on to their estates.
- To provide the youth service with guidance on which Hackney Homes would benefit most from the provision of the Purple IT bus.
- Continue as a representative on the steering group for the youth awards - Hackney Homes too have their own youth award this year.

2.7 This post has proved an invaluable asset in enabling HH to build engagement links with Young people an area where previously these did not exist. This project is now highly respected amongst other agencies in the field.

3.0 Recommendations

3.1 That the report be noted.

3.2 That the RLG recommend to Hackney Homes Board that consideration be given to establishing the Youth Coordinator post on a permanent basis.

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