



Hackney Homes Ltd

ITEM 3a

Part A Minutes of Resident Liaison Group Meeting, held at Christopher Addison house, 72 Wilton Way Hackney E8 1BJ

On 24 April 2008 at 6.00PM

Present	Board members	Stakeholder Representative	Officers	Resident Representative
	Rupert Tyson (Chair) David Larkin Terry Edwards	Cllr Jamie Carswell	Charlotte Graves Clive Taber Alex Jarosy Peter O’Kane Alan Turner Robin Smith Neil Isaac Pat Ronayne Tom Hunt Faisal Pirbhai Peter O’Kane	Rhonda Dewsnap Muriel Gordon Ron Devoti Danny Neeson Peter Kinsey Sid Curtis Joyce Brown Erdal Doganguzel Denise Bingham Jean – Paul Lawrence Tampu – Eya

Item	Open to the Public	Action	Date
1. Welcome & Introduction	Jamie Carswell was introduced to the RLG.		
2. Apologies	Apologies were received from: <ul style="list-style-type: none"> • Alice Burke • Audrey Villas • Feryat Demirci, • Tony Goodchild 		
3.a Minutes of 21st February 2008	The Resident Liaison Group noted the Minutes of 21 st February 2008. The following issues were raised: <ul style="list-style-type: none"> • More detailed is required to ensure the business of the group is monitored and to adequately inform members not present in the meeting. • The Chief Executive acknowledged that a more detailed account of the meeting will be helpful. 		
3b Matters arising	<u>Matters Arising from Minutes of 21st February 2008</u> <ul style="list-style-type: none"> • Clive Taber informed the RLG that a £20k budget is available for Panel Funding; • Bids are welcome and panels to receive inflation enhanced grant; • New parking arrangements have been agreed with weekend and evening patrols up to; 9pm. Cost limitations have prevented the change in patrols. Weekend patrols on Broadway Market will be reviewed except for Saturday. 		



Hackney Homes Ltd

ITEM 3a

Part A Minutes of Resident Liaison Group Meeting, held at Christopher Addison house, 72 Wilton Way Hackney E8 1BJ

On 24 April 2008 at 6.00PM

	<ul style="list-style-type: none"> The Chair will pursue the issue of parking with Clive Taber. 	CT	TBC
4. Introduction of Charlotte Graves, new Chief Executive	<ul style="list-style-type: none"> Charlotte Graves introduced herself and outlined her professional life through housing and local government. She promised that she will use her experience and networks to ensure that Hackney Homes performs to the highest standards. Charlotte Graves was grateful for the welcome she received and was confident of good working relations with everyone. 		
5. What's happening at Hackney Homes?	<p>The Resident Liaison Group were informed of the following activities at Hackney Homes:</p> <p><u>1st 6-7 weeks</u></p> <ul style="list-style-type: none"> Management reorganisations taking place with arrangements to cover posts vacated and ensure strategy implementation and achievement. Pat Ronayne and Tom Hunt were incorporated into the Management Team. Hackney Homes will streamline its activities and ensure savings are achieved as a priority. Management consultants were invited to provide a representative on the Management team to enhance closer working relations. <p><u>Key Lines of Enquiry (KLOES)</u></p> <ul style="list-style-type: none"> Each KLOE will have a name assigned to it to ensure detailed and analytical attention is paid to it. All managers will explain how gaps will be filled and ensure that the KLOES are covered adequately and efficiently. <p>The RLG meeting also acknowledged the following:</p> <ul style="list-style-type: none"> Public perception of Hackney Homes must be more positive. Arrangements were in place for client management Tenant Participation Management Issues. Hackney Council welcomes Charlotte Graves and look forward to a closer profession relationship. The Chief Executive stated that repairs department must improve upon efficiency and delivery with the aim of achieving Value for Money. There was a suggestion that Housing Partners' representatives should be part of the RLG so that they get first hand information. 		
		DT	TBC

<p>6. Complaints</p>	<p>The Resident Liaison Group noted the report and highlighted the following:</p> <ul style="list-style-type: none"> • Response to complaints stage is currently at 93% success; • Quality to SI to improve; • Reduce level of normal enquiry to 83-84%; • Improvement should be made to the process of collecting information. Improved accuracy will ensure that residents will get better answers; • The meeting agreed that it was important to solve issues at Stage 1; • A performance chart printout will be helpful; • Alex Jarosy acknowledged the concerns raised by Muriel Brown relating to Stamford Hill covering the management of complaints and responses to residents; • Complaints must be acknowledged; • Backup information must be maintained efficiently; • Alex Jarosy promised to look into each case and he invited residents to contact him if they need any information; • The meeting agreed that the complaints system must be accessible and reliable in order to gain residents' respect; • A simpler and easier system must be used to ensure complications are minimised. 	<p>AJ</p>	<p>TBC</p>
<p>7. Enhanced TRA</p>	<p>The RLG noted the report. The meeting discussed and generally agreed that a response to estates must be specific to the estate in question rather than a generalised response. The following points were highlighted:</p> <ul style="list-style-type: none"> • Of the 320 items on RESPOND since November, completed items within 15 days were i) Nov – Jan – 84% ii) Feb – 92% iii) Mar – 93%. • Decent Homes, Recycling, Trees and EIB/184 were the major issues. • RLG was informed that the general feeling was that Enhanced TRA meetings could perform better. • Teamwork is essential in order to improve performance of Enhanced TRA meetings. • Better management for Tenant Participation Association meetings required. <p>ACTIONS planned The RLG meeting agreed that timescales were important to achieve the activities listed below:</p> <ul style="list-style-type: none"> • Meeting of all TRA Chairs, Estate Managers/Housing Officers and Resident Participation Officers; • Arrange 2 Members Surgeries in Town Hall; 	<p>TH</p>	<p>May</p>

	<ul style="list-style-type: none"> • Circulate draft TRA Chair Information pack for comment; • Redesign Action Pad; • Review of EM arrangements in each neighbourhood; • Develop EM information Pack; • Develop monitoring arrangements within EES; • Continuality required action pads. Clarify on actions required /meetings to be conducted by Tom Hunt - to be confirmed; • All the members, managers and officers should do the walkabout. 		
<p>8. EIB</p>	<p>The RLG noted the report and highlighted the following:</p> <ul style="list-style-type: none"> • EIB budget has been under spend by around £100k each year for the past 2 years; • RLG required information on why there was an under spend; • RLG was informed that unspent funds will be moved to 184 process or transferred to other EIB projects; • TRA require clarification if budgets can be carried over to fund the whole scheme; • Lack of clarification is stopping many schemes from starting; • Each scheme must be prioritised on the basis of its own merit; • Etra Action sheets will be used for information and monitoring; • TRA Chairs will be asked to identify their EIB requirements at predetermined times; • RLG agreed that Value for Money can be achieved through efficient use of funds and residents are central to the process; • Records must be maintained to follow up information needed to assess progress. 		
<p>9. Business Plan</p>	<p>The RLG noted the report. The following points were raised and discussed by the RLG:</p> <ul style="list-style-type: none"> • The Business Plan is a five year view on what can be done to provide excellent service and modern homes to ensure successful and vibrant communities. • Peter O’Kane emphasised the importance of successfully getting the £225m in ALMO credits. • RLG requested an explanation on why rents were increased when there was a higher collection rate. • Peter O’Kane said that the subsidy settlement from government was less favourable than 		



Hackney Homes Ltd

ITEM 3a

Part A Minutes of Resident Liaison Group Meeting, held at Christopher Addison house, 72 Wilton Way Hackney E8 1BJ

On 24 April 2008 at 6.00PM

	<p>confidence in the system.</p> <ul style="list-style-type: none"> • Conflict of interest should be included future agendas. <p><u>Contractors</u></p> <ul style="list-style-type: none"> • Meeting was informed there are no concerns on proper procurement procedures. • Alan Turner said that contractors were invited to make statements on the position. • He added that Decent Homes programmes procurement process is open and transparent. • Meeting agreed that checks and balances process must be in place for future procurement to enhance openness and transparency. 		
<p>13. Date of Next Meeting</p>	<p>Thursday 26th June 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 _____