



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 26 June 2008 at 6.00PM

Present	<p>Board members Rupert Tyson (Chair) David Larkin Terry J Edwards Brian Marsh</p> <p>Housing Partner Representatives Elliot Brooks- Pinnacle John Ferman- Pathmeads</p>	<p>Officers Charlotte Graves Gary Penticost Clive Taber Peter O’Kane Tom Hunt Barrie Cotton Neil Isaac Pat Ronayne</p>	<p>Resident Representatives Lawrence Windle Rhonda Dewsnap Muriel Gordon Ron Devoti Denise Bingham Peter Kinsey Sid Curtis Michael Gill Doreen Bullock Jean – Paul Lawrence Tampu – Eya Tony Goodchild</p>
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Item	Open to the Public	Action	Date
1. Welcome & Introduction	The Chair introduced and welcomed the following Housing Partners’ Representatives: <ul style="list-style-type: none"> • Elliot Brooks- Pinnacle • John Ferman- Pathmeads 		
2. Apologies	Apologies were received from: <ul style="list-style-type: none"> • Audrey Villas • Robin Smith • Jamie Carswell 		
3.a Minutes of 24th April 2008 b Matters arising	<p><i>The Resident Liaison Group agreed the Minutes of 24th April 2008.</i></p> <p><u>Matters Arising from Minutes of 24th April 2008</u></p> <ul style="list-style-type: none"> • Clive Taber informed the RLG that mediation services were terminated. He told the RLG that Hackney Homes were considering alternatives to mediation services. RLG would be updated at the next meeting 	C Taber	11.09.08

	<ul style="list-style-type: none"> • <u>Satellite Dishes.</u> <ol style="list-style-type: none"> i) Clive Taber told the meeting that Hackney Homes was writing to people reminding them of the conditions of the tenancy. A review was taking place regarding Satellite Dishes installation. ii) Muriel Gordon said that there was no enforcement policy on satellite dishes. She added that this condoned the installation of the dishes by default. The meeting agreed that more was needed on enforcement. iii) Sid Curtis asked for clarification of the policy. Clive Taber informed him that Hackney Homes policy was opposed to Satellite Dish installation and that possession as a remedy would be difficult and expensive to implement. iv) Clive Taber also informed the RLG that permission was not given to any application for new installation. v) He emphasised the problems of enforcement due to lack of resources. vi) The Chair added that Hackney Homes allowed the problem to get out of hand. vii) Alice Burke mentioned that some residents got permission but Hackney Homes would need to make a stand to stop the problem worsening. viii) Jean-Paul Lawrence Tampu-Eya advised the RLG that leaving the satellite dishes for too long without any action could be construed as implied permission. He added that such a position complicated any measures to implement the policy strictly. 		
<p>4. What's happening at Hackney Homes?</p>	<p>The Chief Executive outlined Hackney Homes activities and highlighted the following:</p> <ul style="list-style-type: none"> • The Chief Executive informed the RLG that Hackney Homes valued its relationship with all the stakeholders. She said that the relationship between Hackney Homes, Tenant and Resident Associations and Neighbourhood 		

	<p>Panels must be consolidated for the mutual benefit of all.</p> <ul style="list-style-type: none"> The RLG was informed that the changes made to the resident participation structure in 2007/8 have not achieved the intended outcomes. Hackney Homes would be consulting with the stakeholders to find ways to improve the effectiveness of resident participation. <p><u>INSPECTION PREPARATION</u></p> <ul style="list-style-type: none"> The Chief Executive outlined the key task facing Hackney Homes in preparing for inspection. Achievement of the 2 stars and the £225m that came with it must be emphasised. She added that the achievement of the 2 star rating would help the improvement of services. <p><u>REPAIRS AND MAINTENANCE</u></p> <ul style="list-style-type: none"> The RLG was informed that the Chief Executive and other officers met with first year apprentices. The meeting was informed that about 260 applications were received for 6 posts. Hackney Homes is working with partners. The RLG meeting was informed that feedback from the Steering group is promising and resident involvement was encouraging. Gary Penticost was grateful for resident participation in procuring maintenance contract. The process was on course to meet the contract start date of 1st September 2008. <p><u>LEASEHOLD AND RIGHT TO BUY</u></p> <p>Pat Ronayne informed the meeting that the Right to Buy scheme continued to attract interest. The following points were highlighted:</p> <ul style="list-style-type: none"> Meeting was told that 37 formal offers were made to tenants. 12 sales were completed. 	<p>C Graves /Exec team</p>	<p>11.09.08</p>
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- New service standard to come out due.
- Rent strategy to be tabled at the Board.
- Resident survey to be conducted over June.
- Preparation was underway for a Major Advice Day in September.

ESTATE CLEANING AND GROUNDS MAINTENANCE

Tom Hunt highlighted the following to the Resident Liaison Group:

- Performance was being maintained at 92%-94%.
- Hackney Homes was recruiting for Estate Cleaning and Grounds Maintenance Manager and Business Development Manager positions.

WOODBERRY DOWN UPDATE

RLG noted the report. The following points were highlighted:

- All invited to Fun day scheduled for **Saturday 5th July at Rowley Gardens.**
- Council and Berkeley finalising the **s106 agreement** for the Old School Site. Development would start about three (3) months after planning permission was granted and the agreement signed. A report to protect retailers and landlords from sub-standard retail occupation was likely to be presented to the July Cabinet.
- **Decanting and rehousing** was almost complete because only 3 tenants remained. Meeting was informed that all 3 were in the process of moving to new homes.
- On the **Horston and Sherwood Houses Kick Start** site 5 tenants remained. 2 had accepted the offer of new homes. 2 leaseholders agreed to sell with repurchases to be completed.
- Delay on **demolition** was due to one tenant in Dean House delaying moving. Lawyers were dealing with issue and negotiations were taking place to persuade the tenant to move voluntarily.

The Resident Liaison Group noted the Report.

	<p>feedback.</p> <ul style="list-style-type: none"> • Gary Penticost told the meeting that residents were welcome to contact him. <p><i>The RLG noted the report.</i></p>		
<p>8. Assets Management Strategy and Plan</p>	<p>Gary Penticost presented the report. RLG meeting was informed of the following:</p> <ul style="list-style-type: none"> • The Assets Management Strategy and Plan key objective covered a sustainable portfolio providing safe, affordable and well maintained homes for residents of Hackney Homes. • Six delivery areas discussed were: <ul style="list-style-type: none"> a) Housing Needs and Economic Stability b) Environmental Sustainability c) Stock Condition d) Service Levels e) Inclusion and engagement f) Value for money and affordability • Gary Penticost informed the meeting that the achievement of the six delivery areas would ensure that the culture of continuous improvement was maintained. • The meeting was also informed that a complementary Procurement Strategy would prepare Hackney Homes beyond 2010 when the Decent Homes contract comes to an end. • Meeting agreed that there was need for clarification on repairs policy on rented garages. • Tom Hunt informed the meeting that the garage audit was finished. • The garage audit would be brought before the RLG for review. • Muriel Gordon said that the performance report must include information about leaseholders and communal areas repairs. • Brian Marsh added that a review was needed of investments in neighbourhood areas. He said that a good communal strategy was needed. • Tom Hunt would report on garages and how Hackney Homes could ensure 	<p>T Hunt</p> <p>T Hunt</p> <p>T Hunt</p>	<p>11.09.08</p> <p>11.09.08</p> <p>11.09.08</p>

	<p>revenue from garages was not lost.</p> <p><i>The RLG noted the Assets Management Strategy and Plan.</i></p>		
9. Tree Maintenance	<p>Tom Hunt informed the RLG that £450 000 was needed to maintain trees.</p> <ul style="list-style-type: none"> • Meeting asked T Hunt to inform the Scrutiny Committee that residents were affected due to lack of tree maintenance. • Members also agreed that the need to maintain trees must not overlook the need to preserve them. 		
10. Grants for Larger Enhanced TRA	<p>The RLG noted the report and raised the following issues:</p> <ul style="list-style-type: none"> • Clive Taber informed the meeting that the grant levels would consider the increased costs faced by larger TRAs. • The meeting discussed the proposal. Some believed that the grant levels failed to consider the need for administrative staff essential in running TRAs especially those with elderly residents. <p><i>The meeting agreed to accept the proposal but recommended proposal was revisited in wider discussions of TRA issues.</i></p>		
11. Tenant's Events	<p>The following were highlighted:</p> <ul style="list-style-type: none"> • Opponents of the proposal said that the key to successful resident events was that they were spread over several days. Leaseholders and tenants alike were affected in the same way. • Brian Marsh said that there must be an equitable consideration so that tenants are given a chance to speak about their concerns. • Further support of the proposal was based on the need to give tenants an opportunity to know their rights. • Meeting was informed that the day event would give tenants a chance to discuss issues and problems. <p><i>The meeting agreed to the resolution that a tenant event is arranged to encourage greater level of involvement.</i></p>	C Taber/ T Edwards	TBC

<p>12. Voids Procedure</p>	<p>The report was welcomed by the group, with the following points made:</p> <ul style="list-style-type: none"> • The revised voids policy and procedure policy built on existing procedures. • The voids policy redraft addresses several recommendations made by the Audit Commission at the last inspection. • The RLG welcomed the Rechargeable Repairs Policy, implemented over the past 8 months to help tackle abuse of property. • They were pleased that Property Services now provided a signed guarantee that a property meets or exceeds the Hackney Letting standard. • The group welcomed the introduction of a revitalised Void Policy Review Board which continues to include officers from the Council side. • Noted the Council have final decision on street property disposal. • Members reiterated years of neglect of street property could lead to excessive disposal recommendations, and would like this monitored. <p><i>The RLG noted the Voids Procedure report.</i></p>		
<p>13. Update on Resident Participation and Rents Strategy Consultation</p>	<ul style="list-style-type: none"> • Clive Taber informed the RLG that Hackney Homes was in the process of producing a resident participation strategy setting out the main aims and objectives for the service based on the Compact. • In addition a draft rent arrears strategy would be presented to the RLG. <p><i>The RLG agreed that members can consider the Resident Participation and Rent Arrears strategies virtually instead of the special meeting in July 2008.</i></p>	<p>C Taber</p>	<p>11.09.08</p>
<p>14. Minutes format</p>	<p>The RLG noted the report.</p> <ul style="list-style-type: none"> • Meeting discussed the different types of minutes. • The consensus among the RLG members was that the minutes needed more detail without necessarily becoming verbatim. <p><i>The RLG meeting agreed that the minutes must be more detailed than action points minutes.</i></p>	<p>D Tanhamira/ Governance</p>	<p>11.09.08</p>

15. Any other business

Community Service Payback

The report was tabled at the meeting. RLG noted the report and highlighted the following:

- Tom Hunt informed the RLG that Community Service Payback was a scheme that should complement the service provided by Hackney Homes. Hackney Homes were in a position to utilise the scheme to the benefit of the residents. He emphasised that everyone who participated in the programme would be security checked and supervised by Probation Officers.
- Alice Burke welcomed the scheme and added that there were elderly residents who would benefit from the scheme.
- Brian Marsh informed the RLG that NACRO maintained a similar scheme which was helping young people out of prison.

Cleaning Drains

- Meeting was told that residents were concerned that only drains in the streets were being cleaned but no cleaning was seen on the estates.
- RLG was informed that the drain cleaning programme was a 3 year cycle targeting areas of concern.
- A request was made to include the cleaning schedule on the Hackney Homes website.

External Painting Programme

- Gary Penticost promised the RLG that he would be following up on concerns to assess if the programme was done properly. He further informed the group that supervisors quality checked the work.



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13. Date of Next Meeting	<p>Thursday 11th September 2008 at 6.00pm, The Chief Executive's Conference Room, 1st Floor, Christopher Addison House.</p> <ul style="list-style-type: none"> • RLG members said that no meeting is usually held in August. Members said that a meeting should be held in September instead. • 11th September 2008 was the suggested date. 		
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Signed as a true record of this meeting _____ Chair Dated _____