

## **HACKNEY HOMES Ltd**

### **Resident Liaison Group meeting**

Thursday 26th June 2008 at 6:00pm to 8:00pm,

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

## **Agenda**

### Part A AGENDA (Open to the Public)

<b>Item</b>	<b>Presenter</b>	<b>Subject</b>	<b>Status</b>	<b>Duration</b>	<b>Time</b>
1.	Chair	Welcome and Introduction	Information	5 mins	6.00-6.05
2.	Chair	<ul style="list-style-type: none"> <li>• Apologies</li> <li>• Declarations of Interest</li> </ul>	Information Information	5 mins	6.05-6.10
3.	Chair	a) Minutes of 24 <sup>th</sup> April 2008  b) Matters arising <ul style="list-style-type: none"> <li>• Mediation</li> <li>• Satellite Dishes</li> </ul>	Decision  Information	5 mins	6.10-6.15
4.	Charlotte Graves	What's happening at Hackney Homes Update	Information (Report)	10 mins	6.15-6.25
5.	Clive Taber	Communications <ul style="list-style-type: none"> <li>a) Wider picture</li> <li>b) Email communication</li> </ul>	Information (Report)	15 mins	6.25-6.40

6.	Gary Penticost	Repairs- Update 184/EIB	Information (Report)	10 mins	6.40-6.50
7.	Gary Penticost	How we get feedback from Residents on Communal Repairs/ Cleaning and Maintenance	Information (Verbal Report)	10 mins	6.50-7.00
8.	Gary Penticost	Assets Management Strategy and Plan	Information (Presentation)	12 mins	7.00-7.12
9.	Tom Hunt	Tree Maintenance	Information (Verbal Update)	5 mins	7.12-7.17
10.	Clive Taber	Grants for Larger Enhanced TRA	Information & Decision (Report)	5 mins	7.17-7.22
11.	Clive Taber/Terry Edwards	Tenants' Events	Information & Decision (Report)	10 mins	7.22-7.32
12.	Barrie Cotton	Voids Procedure update	Information (Report)	10 mins	7.32- 7.42
13.	Clive Taber	Update on Resident Participation and Rents Strategy Consultation	Information & Decision (Report)	10 mins	7.42- 7.52
14.	Chair	Minutes Format	Information & Decision (Report)	2 mins	7.52- 7.54
15.	Chair	Any Other Business	Information	5 mins	7.54- 7.59
16.	Chair	<b>Date of next meeting: 28<sup>th</sup> August 2008 at 6.00pm (Christopher Addison House)</b>	Information	1 min	7.59- 8.00

# 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**

<b>Present</b>	<b>Board members</b> Rupert Tyson (Chair) David Larkin Terry Edwards	<b>Stakeholder Representative</b> Cllr Jamie Carswell	<b>Officers</b> Charlotte Graves Clive Taber Alex Jarosy Peter O'Kane Alan Turner Robin Smith Neil Isaac Pat Ronayne Tom Hunt Faisal Pirbhai Peter O'Kane	<b>Resident Representative</b> Rhonda Dewsnap Muriel Gordon Ron Devoti Danny Neeson Peter Kinsey Sid Curtis Joyce Brown Erdal Doganguzel Denise Bingham  Jean – Paul Lawrence Tampu – Eya
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<b>Item</b>	<b>Open to the Public</b>	<b>Action</b>	<b>Date</b>
<b>1. Welcome &amp; Introduction</b>	Jamie Carswell was introduced to the RLG.		
<b>2. Apologies</b>	Apologies were received from: <ul style="list-style-type: none"> <li>• Alice Burke</li> <li>• Audrey Villas</li> <li>• Feryat Demirci,</li> <li>• Tony Goodchild</li> </ul>		
<b>3.a Minutes of 21<sup>st</sup> February 2008</b>	The Resident Liaison Group noted the Minutes of 21 <sup>st</sup> February 2008. The following issues were raised: <ul style="list-style-type: none"> <li>• More detailed is required to ensure the business of the group is monitored and to adequately inform members not present in the meeting.</li> </ul>		

<p><b>3b Matters arising</b></p>	<ul style="list-style-type: none"> <li>The Chief Executive acknowledged that a more detailed account of the meeting will be helpful.</li> </ul> <p><b><u>Matters Arising from Minutes of 21<sup>st</sup> February 2008</u></b></p> <ul style="list-style-type: none"> <li>Clive Taber informed the RLG that a £20k budget is available for Panel Funding;</li> <li>Bids are welcome and panels to receive inflation enhanced grant;</li> <li>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.</li> <li>The Chair will pursue the issue of parking with Clive Taber.</li> </ul>	<p><b>CT</b></p>	<p><b>TBC</b></p>
<p><b>4. Introduction of Charlotte Graves, new Chief Executive</b></p>	<ul style="list-style-type: none"> <li>Charlotte Graves introduced herself and outlined her professional life through housing and local government.</li> <li>She promised that she will use her experience and networks to ensure that Hackney Homes performs to the highest standards.</li> <li>Charlotte Graves was grateful for the welcome she received and was confident of good working relations with everyone.</li> </ul>		
<p><b>5. What's happening at Hackney Homes?</b></p>	<p>The Resident Liaison Group were informed of the following activities at Hackney Homes:</p> <p><b><u>1<sup>st</sup> 6-7 weeks</u></b></p> <ul style="list-style-type: none"> <li>Management reorganisations taking place with arrangements to cover posts vacated and ensure strategy implementation and achievement.</li> <li>Pat Ronayne and Tom Hunt were incorporated into the Management Team.</li> <li>Hackney Homes will streamline its activities and ensure savings are achieved as a priority.</li> <li>Management consultants were invited to provide a representative on the Management team to enhance closer working relations.</li> </ul> <p><b><u>Key Lines of Enquiry (KLOES)</u></b></p> <ul style="list-style-type: none"> <li>Each KLOE will have a name assigned to it to ensure detailed and analytical attention is paid to it.</li> <li>All managers will explain how gaps will be filled and ensure that the KLOES are covered adequately and efficiently.</li> </ul> <p>The RLG meeting also acknowledged the following:</p> <ul style="list-style-type: none"> <li>Public perception of Hackney Homes must be more positive.</li> <li>Arrangements were in place for client management Tenant Participation Management Issues.</li> <li>Hackney Council welcomes Charlotte Graves and look forward to a closer profession</li> </ul>		

	<p>relationship.</p> <ul style="list-style-type: none"> <li>The Chief Executive stated that repairs department must improve upon efficiency and delivery with the aim of achieving Value for Money.</li> <li><b>There was a suggestion that Housing Partners' representatives should be part of the RLG so that they get first hand information.</b></li> </ul>	DT	TBC
<b>6. Complaints</b>	<p>The Resident Liaison Group noted the report and highlighted the following:</p> <ul style="list-style-type: none"> <li>Response to complaints stage is currently at 93% success;</li> <li>Quality to SI to improve;</li> <li>Reduce level of normal enquiry to 83-84%;</li> <li>Improvement should be made to the process of collecting information. Improved accuracy will ensure that residents will get better answers;</li> <li>The meeting agreed that it was important to solve issues at Stage 1;</li> <li>A performance chart printout will be helpful;</li> <li>Alex Jarosy acknowledged the concerns raised by Muriel Brown relating to Stamford Hill covering the management of complaints and responses to residents;</li> <li>Complaints must be acknowledged;</li> <li>Backup information must be maintained efficiently;</li> <li>Alex Jarosy promised to look into each case and he invited residents to contact him if they need any information;</li> <li>The meeting agreed that the complaints system must be accessible and reliable in order to gain residents' respect;</li> <li>A simpler and easier system must be used to ensure complications are minimised.</li> </ul>	AJ	TBC
<b>7. Enhanced TRA</b>	<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"> <li>Of the 320 items on RESPOND since November, completed items within 15 days were i) Nov – Jan – 84% ii) Feb – 92% iii) Mar – 93%.</li> <li>Decent Homes, Recycling, Trees and EIB/184 were the major issues.</li> <li>RLG was informed that the general feeling was that Enhanced TRA meetings could perform better.</li> <li>Teamwork is essential in order to improve performance of Enhanced TRA meetings.</li> <li>Better management for Tenant Participation Association meetings required.</li> </ul> <p><b>ACTIONS planned</b></p>		

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



	<ul style="list-style-type: none"> <li>• He added that Decent Homes programmes procurement process is open and transparent.</li> <li>• Meeting agreed that checks and balances process must be in place for future procurement to enhance openness and transparency.</li> </ul>		
<b>13. Date of Next Meeting</b>	<b>Thursday 26th June 2008 at 6.00pm, The Chief Executive's Conference Room, 1<sup>st</sup> Floor, Christopher Addison House. Agreed</b>		

Signed as a true record of this meeting \_\_\_\_\_ Chair      Dated \_\_\_\_\_

<b>Title of Report: Chief Executive's Report – What's happening at Hackney Homes – Update Report</b>	
<b>Decision Making Body:</b> Resident Liaison Group Meeting	<b>Date:</b> Thursday 26th June 2008
<b>Classification: FOR INFORMATION</b>	<b>Report of: Chief Executive – Charlotte Graves</b>
<b>Item Previously considered at: Hackney Homes Board Meeting on Monday 23<sup>rd</sup> June 2008</b>	<b>On Which Date:</b> N/A
<b>Report Author: - Charlotte Graves Chief Executive</b>	<b>Appendices: Appendix 1 – Woodberry Down Update Report</b>

**Report Outline:**

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| <ul style="list-style-type: none"> <li>• Paragraph: 1.0 - Summary of Report;</li> <li>• Paragraph: 2.0 - Recommendation to the Board;</li> <li>• Paragraph: 3.0 – Background;</li> <li>• Paragraph: 4.0 - Inspection Preparation;</li> <li>• Paragraph: 5.0 - Repairs and Maintenance;</li> <li>• Paragraph: 6.0 - Leasehold and Right to Buy;</li> <li>• Paragraph: 7.0 - Estate Cleaning and Grounds Maintenance;</li> <li>• Paragraph: 8.0 - Woodberry Down Update Report.</li> </ul> |
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If you have any questions about this report, please contact Charlotte Graves on 0208 356 3671 or email [Charlotte.Graves@Hackneyhomes.org.uk](mailto:Charlotte.Graves@Hackneyhomes.org.uk) .

## **1.0 SUMMARY OF REPORT**

- 1.1 The purpose of this report is to ensure that RLG Members have an overview of activity, performance and strategic issues at Hackney Homes.

## **2.0 RECOMMENDATION**

- 2.1 RLG Members are asked to note the contents of this report.

## **3.0 BACKGROUND**

- 3.1 Strategic Relationships
- 3.2 Our relationship with the Council is good. We have regular meetings with our client officers at the Council and whilst challenging the relationship is constructive and supportive. We had a useful end of Quarter 4 performance meeting with the Mayor and Deputy Mayor which was helpful for both parties to review performance over the year.
- 3.3 Our relationship with our housing manager contractor partners is good. The extension of the Hackney Homes executive management team to include representatives from the partners has worked well and they are providing a valuable injection of expertise and follow up action.
- 3.4 RLG Members need to be aware that we need to do more to consolidate our relationships with the Tenant and Resident Associations and Neighbourhood Panels. The changes made to the resident participation structure in 2007 / 8 are not popular with many active resident representatives; to date our activity has concentrated on getting the administration of the new arrangements right, however we do need to listen to the concerns being voiced and will be reviewing the situation in the second half of this year.

## **4.0 INSPECTION PREPARATION**

- 4.1 Staff across the organisation are working hard to ensure that we get the best possible result in our next inspection in November. We have revisited the previous inspection report to ensure that we have learnt from and implemented the recommendations made by the Audit Commission inspectors. We have also

incorporated the requirements of the Audit Commission's Key Lines of Enquiry (KLOEs) in to our various improvement plans. We are beginning to plan for the practicalities of the inspection programme e.g. ensuring that there is appropriate accommodation on site for the inspectors, ensuring that all appropriate staff is available etc. Most importantly the various staff teams have been working on improving their service areas both in terms of quality of service and value for money.

## **5.0 REPAIRS AND MAINTENANCE**

- 5.1 The responsive repairs maintenance teams have centralised on to the Florfield depot over the weekend 14<sup>th</sup>/15<sup>th</sup> June. This will enable further improvements to the repairs service, and teams are working closely with the Council to improve operational conditions at Broadway market depot which accommodates our planned works teams.
- 5.2 I met with around 20 of our apprentices early this month over lunch. I was very pleased with their awareness of the coming inspection and what needs to be done. They were very bright and enthusiastic; it was a pleasure to meet them. The apprentice scheme goes from strength to strength providing training on multi trades, electrical, painting and gas craft skills. For this years intake we have received 257 applications for 6 posts.
- 5.3 All operatives in the building maintenance division meet every six to eight weeks to review operational issues with managers; again this is proving to be a success.
- 5.4 A resident steering group was set up in early 2008 to cover all planned maintenance and cyclical works contracts; the group is now in full operation with a resident allocating to each contract area. Residents work with officers on partnering and performance management of each contract is working well.
- 5.5 RLG Members are advised that our teams are currently procuring maintenance contracts following the withdrawal of Kiers from the Building and electrical works contracts and the determination of the "Eaga" boiler installation contract earlier this year. We have strong resident board member involvement and are still on target for a 1<sup>st</sup> September contract start date on the building and electrical contracts.

## **6.0 LEASEHOLD AND RIGHT TO BUY**

- 6.1 Over 50 Right to Buy applications were received in the first two months of the year. There have been 37 formal offers made to tenants and 12 sales in the same period.

- 6.2 Service charge collection has begun well with £1.57M collected in the first two months. This is higher than the profiled collection target and has reduced the overall arrears by £50k. The collection rate for the two months is 104% against a target of 103%. For major works there has been a slow start in invoicing and collection. This is due to the focus being on overdue billing for planned maintenance works which traditionally have smaller values.
- 6.3 Preparation has begun for a Major Works Advice Day and this should be in September. Last year's Major Works Advice Day was very successful and we received excellent feedback from Leaseholders.

## **7.0 ESTATE CLEANING AND GROUNDS MAINTENANCE**

- 7.1 Performance is being maintained at the 92%-94% leave.
- 7.2 There are two senior posts being recruited to within the next two weeks these are: Estate Cleaning and Grounds Maintenance Manager and Business Development Manager.
- 7.3 Some problems are being experienced with tree maintenance as no money was allocated during the Resourcing Our Priorities (ROP) process and the number of complaints is rising within that area.
- 7.4 Estate Environment and Public Realm are working together to co-ordinate the ENCAM readings to identify areas requiring addressing and a co-ordinated approach will be taken to increasing recycling on estates. Additionally Estate Environment is working in partnership with the Learning Trust to identify areas on estates where environmental play areas can be installed. Funding will come from a £2 Million fund procured by the Learning Trust.
- 7.5 Predominantly any complaints we are receiving within cleaning relate to mainly the internal areas and this is being addressed by analysing the ENCAMS inspections and paying particular attention to those areas that have recently come back into Hackney Homes i.e. North East and Shoreditch.
- 7.6 Void turnaround performance continues to be in the top quartile and amongst the top half dozen Local Authorities in London and the top 10 national ALMO's. Further adjustments are being made to the IT system to maintain this. There is also a revised voids procedure in place which will shortly be fully launched in the Neighbourhoods.

- 7.7 The agreed new Customer Service Standards are now being publicised with new posters at the printers.
- 7.8 A draft revised ASB policy and a draft Rent Strategy are now being finalised by officers and in conjunction with our Partners. These will be presented to the Board for approval in the coming months. In addition a Rent Strategy day was held with all front line rent staff in order to develop the new strategy.
- 7.9 In order to develop continues improvement and good practise our Housing Management Partners have instigated a Good Practise Group.
- 7.10 Finally, the Residents Survey 2008, for both tenants and leaseholders, will begin July/August with details being finalised with MORI this week. This survey will be an important step in measuring our residents' views on our services, before the Inspection.

## **8.0 WOODBERRY DOWN UPDATE**

- 8.1 Attached to this report (Appendix 1) is a Woodberry Down Update Report.

**CHARLOTTE GRAVES**  
CHIEF EXECUTIVE  
HACKNEY HOMES

# WOODBERRY DOWN UPDATE REPORT

## Item 4 - Appendix 1

### KICK START SITES

The Section 106 agreement for the Old School Site is currently being finalised between the Council and Berkeley Homes. Once the planning permission is issued on the signing of the Agreement, we expect development to start about three months later.

The Retailers Offer Document, which was deferred at Cabinet on 28 April for further discussion on how to protect both retailers and landlord from sub-standard retail occupation, is subject to detailed legal negotiation between Berkeleys and LBH lawyers. The report is therefore likely to be presented to July Cabinet.

### DECANTING AND REHOUSING

Decanting and rehousing remain on programme. Of the 212 tenants and 37 leaseholders in the original four kick-start sites only 3 tenants remain, all of whom have accepted an offer of a new home and are currently in the process of being moved. Two leaseholders remain, with repurchase of one of these in process which is scheduled to complete on 26 June 2008

On the Horston and Sherwood Houses Kick Start site, there were 46 tenants and 19 leaseholders. There are now 5 tenants remaining, of which 2 have accepted the offer of new homes. 2 leaseholders remain and all have agreed to sell and these repurchases are likely to complete shortly.

On the Pewsham House site, there were 24 tenants and 6 leaseholders. All the original six leaseholders have been repurchased. Seventeen tenants have been re-housed to date. Of the remaining 7 tenants 5 have accepted offers of new accommodation, leaving 2 tenants currently awaiting allocation of a new home.

### DEMOLITION

Seven blocks have been demolished comprising 154 properties. Following the completion of the decant of Oakend House, that block is expected to be demolished shortly. One tenant remains in Dean House who has delayed moving – this case is now with LBH legal while efforts continue to persuade the tenant to move voluntarily to mutually agreed decant accommodation. A date for a court hearing as been set for 25<sup>th</sup> June 2008

### INTERIM REPAIRS

A limited range of repairs to properties in phase 3 and basic decent homes works are planned for phases 4 and 5. This is to compensate for Woodberry Down properties not being included in the Decent Homes Programme, and is additional to normal work undertaken through the Reactive and Planned Maintenance funding streams. Funding for interim repairs has been profiled for 2009-11 at a cost of £17m. Contingency options should a lower level of funding be available are currently being developed.

The business case and RP2 CPC report for the procurement of the interim repairs contractor is due to be presented to CPC in July 2008. Once this has been agreed an OJEU notice can be issued.

A meeting has been held with Property Services to brief them on all information obtained during recent condition surveys. All necessary urgent and health & safety repairs will now be undertaken in forthcoming weeks through Property Services.

### MASTERPLAN

The Masterplan has been resubmitted to the Council, who are treating the revisions as a new application. We have been advised that September Planning Sub-Committee is the likely date for reconsideration. We are pressing for a special meeting in late July so that greater certainty is available earlier for the RSLs and Developers competing for Phases 2-5.

## **RSL / DEVELOPER PROCUREMENT**

On 21st April the Invitation to Competitive Dialogue (ITCD) was issued by the Council to the two shortlisted Developers, who returned responses on 6th June and these have been distributed to the relevant members of the evaluation panel. The intention at this stage is for the members of the evaluation panel to undertake a comprehensive analysis of the tender returns in accordance with the details provided in the ITCD to determine the strengths and weaknesses of both bids in terms of their quality, financial and legal proposals. This will be used to inform more detailed discussions during the subsequent competitive dialogue meetings.

## **ITLA PROCUREMENT**

The EDC provided a brief for their Woodberry Down Independent Tenant & Leaseholder Advisor (ITLA) requirements and the Tender brief was distributed to the framework ITLA's on 23/05/08. Tender submissions were returned on 06/06/08. The evaluation by the EDC is planned for the week commencing 09/06/08 and the selection by the end of June.

## **COMMUNICATION & CONSULTATION**

### **Estates Development Committee (EDC)**

Regular meetings with the EDC Executive and the full EDC, together with a number of working groups, have taken place since the last Board meeting. There was also an informal session with the EDC Executive and this Board's Vice Chairs at the EDC office. Key issues discussed with the EDC include Progress on S.106 Agreement, Quality of workmanship in void renovations, Allocation of new homes on Old School Site, Allocation and use of voids, Interim repairs, Circle Anglia offer of shared ownership and shared equity, leasehold transfer issues, staff transfer issues on stock transfer, and Leaseholder issues for Phases 2-5

### **Well London**

The Community Cafe was held on the 27th of May at Robin Redmond Resource Centre. Over 50 residents attended over the two sessions. Well London and UEL felt that the event was a success. The Community Cafe was an opportunity for local residents to give their views and opinions about Health and Well Being. This information will be fed in to the Community Action Workshop (Appreciative Enquiry) on 8th July.

### **Fun day**

Plans and preparation are well underway for the Fun day on Saturday July 5th at Rowley Gardens. The Fun day is one of the regular opportunities for all Woodberry Down residents to find out more about the Regeneration, and also to link up with organisations and agencies working in the local area. There will be plenty of activities for all the family to enjoy. As usual, residents will be able to meet members of the regeneration team and our partners including the architects responsible for the Masterplan. **Members of the Executive Team and Hackney Homes Board are particularly welcome.**

### **Estate Tidy Up**

Plans are currently being finalised. We are meeting with East London Business Alliance (ELBA) next week to discuss the next steps. We are also currently trying to receive support/assistance from Grounds Maintenance to carry out the Estate Tidy Up.

## **Communication**

We have been trialling the use of the Voice Mail messaging service to residents. We have sent messages about two different events, The Well London Community Cafe, and for the Block by Block sessions. We have had a good response with attendance at the Block by Block sessions increased. We are now developing a plan of action as to how to use this technology further with possibly using text/ voice messages to advertise future events.

## **Safer Neighbourhoods**

The team has attended the quarterly safer neighbourhoods meeting for the New River Ward. Discussions have centred on various residents concerns at a local level, and the priorities for the next quarter have been set.

## **Retailers**

Arrangements have been made for the Council's Legal Team to answer questions regarding leases.

## **Harrogate Housing Conference, 17 – 19 June**

At the request of the Council we are exhibiting at the conference and undertaking several presentations.

## **Youth Engagement**

Arrangements have been made to create subsidised opportunities for local youth to take advantage of activities at the West Reservoir Centre. A new Fundraising Officer for children and young people has started - Elizabeth Kayembe of the Children's & Young People's Services - she is currently being introduced to the various local groups to find ways to increase funding and provision in the area.

The financial proposals for a new youth club are with the Diocese of London for agreement and this should be agreed within the next ten days. A Cabinet Report is being prepared for September to seek agreement on the forward strategy to deliver the new youth club and to agree the disposal of the existing Parkside facility.

## **SOCIO-ECONOMIC PROGRAMME**

The Sustainable Communities Working Group meets on 25th June to update stakeholders on progress with the regeneration, the Manor House Masterplan, and a workshop session looking at the socio-economic programme. Stakeholders include the Learning Trust, Council, PCT, English Partnerships, Haringey Council.

The Director for the Manor House Development Trust is expected to commence in post shortly, as an employee of Hackney Homes seconded to the Trust.

The outreach element of the Ways into Work programme is being delivered through Access to Employment & Training. The target over this financial year is to refer 180 residents to Talent and Hackney Works.

**Report Title: Communications**

**Date of Meeting: 26 June 2008**

**Report Author: Clive Taber**

**1.0 Background**

1.1 At the meeting of the Resident Liaison Group (RLG) on 24 April 2008 a request was made for the issue of communications to be discussed at the next meeting.

**2.0 Discussion and Proposals**

**Hackney Homes Communications with Residents**

2.1 In terms of the formal resident participation structures we provide the following:

- TRA's – our estate manager attends and we undertake to get back to residents within 15 working days of an action being raised at a meeting. Currently we are achieving 90%.
- Neighbourhood Panels – we arrange management attendance from housing management (partners/housing services client), Property Services and Estate Environment to deal with issues raised.
- The RLG requires Hackney Homes to send papers out 10 days in advance.

2.2 The service standard in terms of responses to general written correspondence including e-mails is a response in 10 working days.

2.3 Complaints time scales for response are set out below:

Stages 1 & 2 - 15 days  
Stage 3 - 20 days

2.4 Our officers will endeavour to get back to residents as soon as possible and this will often be much sooner than the time scales set out above.

2.5 In addition we communicate with residents through regular newsletters (Hackney Homes News), leaflets and posters. Our website provides a range of information and an ever increasing facility for residents to access services on-line.

## **Communications – Residents Issues**

2.5 At the last meeting Muriel Gordon from the Stamford Hill Sub-Panel requested the issue of communications be put on this agenda. The detailed issues will be presented verbally to the meeting.

Title of Report: <b>Repairs - 184 Budget Update and clarification for 2008/09</b>	
Report to: <b>Resident Liaison Group</b>	Date: <b>Thursday 26<sup>th</sup> June 2008</b>
Classification: <b>For Information</b>	Report of: <b>Director of Property Services – Gary Penticost</b>
Report Author: <b>- Gary Penticost</b>	Appendices: <b>none</b>

### Summary

This paper has been prepared in order to deal with any confusion over this year “184 Budget – planned walk about programme”.

I would also like to apologies for any confusion caused at the start of this financial year.

### Background

The commonly know “184 planned walk about programme” has been in place now for several years. It has been well received by residents successfully resolving long standing maintenance and anti social issues on our estates (drugs and prostitution).

The budget is resident led and deals with “**non urgent planned communal repairs and improvement works**”. All other emergency or urgent repairs are dealt with via reactive repairs budgets.

The “184 planned walk abouts” take place at the start of each year through April, May and June in all neighbourhoods. During walk about residents identify works/ issues for resolution and officers prepare proposals and cost estimates. Resident panels then assess and prioritise works proposals for the financial year.

All works to be undertaken are agreed by the neighbourhood panels before commencement.

Any works identified but not approved by the panels will be held on a separate list for action in the next financial year (if agreed by panel) or actioned if additional funds become available.

A number of panels and TRAs often allocate their Estate improvements budgets (EIB) to assist with financing some works or schemes; some also allocate there “telephone Ariel budgets”.

### **Budget allocations: 2008/2009**

The 2008/9 allocation is based on £53 per unit.

Neighbourhood	Stock Numbers	Budget 2007/2008	Outturn 2007/2008	Budget 2008/2009
North East – please note this is sub divided as follows:	<b>7,342</b>	£393,380	£350,243	<b>£389,126</b>
- Stamford Hill panel	3,772	N/A	N/A	£199,916
- Clapton sub panel	3,570	N/A	N/A	£189,210
North West	<b>4,474</b>	£246,981	£212,100	<b>£237,122</b>
Queens bridge/ DeBeauvoir	<b>4,410</b>	£202,119	£196,528	<b>£233,730</b>
Homerton	<b>5,975</b>	£339,017	£297,199	<b>£316,675</b>
Shoreditch	<b>3,925</b>	£289,922	£254,444	<b>£208,025</b>
Contingency sum	<b>0</b>	0	0	<b>£86,741</b>
<b>Total</b>	<b>26,126</b>	<b>£1,471,419</b>	<b>£1,310,514</b>	<b>£1,471,419</b>

The table below show the 2007/8 budget allocation and spend per unit. You will notice that the allocation to Shoreditch was disproportionate to their stock numbers, this has been rectified. However we are reviewing allocations to ensure budget allocations reflect the needs of the neighbourhoods.

Neighbourhood	Budget 2007/2008	Outturn 2007/2008	Budget 2008/2009
North East	£54	£48	£53
North West	£55	£47	£53
Queens bridge/ DeBeauvoir	£46	£45	£53
Homerton	£57	£50	£53
Shoreditch	£74	£65	£53
<b>Total</b>	<b>£56</b>	<b>£50</b>	<b>£53</b>

I hope the foregoing has clarified this year's position and again apologies for any confusion.

**Gary Penticost**  
**Director of Property Services**

**Report Title: Small Administrative Grants for Enhanced TRA's**

**Date of Meeting: 26 June 2008**

**Report Author: Clive Taber**

**1.0 Background**

1.1 At the present time all TRA's who undertake Enhanced TRA meetings on a quarterly basis are able to claim a £300 grant towards the costs involved in running these meetings. This is a flat rate grant regardless of the size of the TRA. The issue has been raised that larger estates incur more costs and should receive a larger grant.

**2.0 Discussion and Proposals**

2.1 The grant is to cover the costs of producing minutes (should a TRA want them), producing agendas, invites and publicising the meeting. When the small administrative grant was brought in the flat rate of £300 was set as it was considered that the cost of minuting and running a meeting would be the same for a small estate as for a large estate.

2.2 It is acknowledged that the costs of producing posters and generally publicising the meeting are significantly higher for a larger estate and this was not taken into account when setting the current level of grant. There are certain fixed costs e.g. minutes that will be similar for all estates and therefore setting the grant can not be done solely on a per property basis.

2.3 Taking account of the factors set out in 2.1 and 2.2 above it is proposed to set a minimum grant level with an extra allowance based on property numbers for larger estates. The proposal is that estates with 300 properties or less will get £300 per annum. Those with more than 300 properties will get an extra £50 for every full 100 properties in excess of 300. The grant levels will be as follows:

<b>Estate Numbers</b>	<b>Amount of Grant</b>
<b>300 or less</b>	<b>£300</b>
<b>400</b>	<b>£350</b>
<b>500</b>	<b>£400</b>
<b>600</b>	<b>£450</b>
<b>700</b>	<b>£500</b>
<b>800</b>	<b>£550</b>
<b>For each further 100 properties an additional £50</b>	

### **3.0 Recommendations**

- 3.1** That the Resident Liaison Group considers the proposal and agrees to recommend the changed level of the small administration grant set out in the report be implemented by Hackney Homes.

**Report To: Resident Liaison Group**

**Item 11**

**Report Title: Tenants' Events**

**Date of Meeting: 26 June 2008**

**Report Author: Clive Taber**

### **1.0 Background**

1.1 There are currently structures and events for residents that include tenants and leaseholders and there are leaseholder only structures and events e.g. the Leaseholder Conference. These Leaseholder only structures and events deal with issues directly affecting leaseholders only. There are no such arrangements solely for tenants.

### **2.0 Discussion and Proposals**

2.1 There are issues, for example, internal repairs and rent levels that only affect tenants. It is, therefore, considered reasonable that it is appropriate to have a tenant event to discuss these types of issues. This may encourage greater levels of involvement

2.2 Terry Edwards, Board member for Homerton who has Board responsibilities for Resident Participation has proposed a one day event for tenants. Terry will provide further details verbally at the meeting.

### **3.0 Recommendations**

3.1 That the Resident Liaison Group considers the matter and gives its agreement to a Tenants event.

**Report Title: Voids Procedure Update**

**Date of Meeting: 26 June 2008**

**Report Author: Barrie Cotton**

**1.0 Background**

Following the Audit Commissions inspection last year a number of recommendations were made which aim to improve our management of voids and customer satisfaction. Specific recommendations (called recommendation 2) were made concerning our management of voids. This briefing provides the latest information on our response to these concerns and is provided for consideration and comments.

Each recommendation is detailed below, together with the action taken to address the concern. Although the work is ongoing, and will be closely monitored for some months it was felt this was a good time to present the revised process to the group for comments, and provide some evidence to the Audit Commission that customers have been given opportunity to comment.

**2.0 Audit Commission Recommendations**

3.1 “Develop a clear policy to differentiate between “lettable” voids and those requiring major works with clear cost thresholds to determine option appraisal and VFM”

**Action Taken**

- The process map (Appendix 1) explains clearly the process that officers are now adopting to initially consider VFM and appropriate referral to the Voids Board.
- The existing Voids Board structure has been more clearly defined, taking into consideration an appropriate range of views from across the organisation.
- A standardised reporting process has been developed, incorporating Saffron to monitor events as required.
- Cost thresholds have been developed to automatically require referral to the Voids Board.

3.2 “Ensure that all properties receiving major works meet the decent homes standards as a result of the investment”

**Action Taken**

- Property Services staff carry out a full evaluation of the property to ensure costs that will enable the property to meet the Hackney Letting Standard are included.
- Following this assessment the procedure defined above is implemented to determine whether a property should be referred to the Voids Board for assessment.

3.3 “Offering properties for letting that meet an agreed lettable standard and collect and review reasons for refusing void allocations”

#### **Action Taken**

- The existing Lettings Standard (VC9) has been reviewed and simplified to become a more customer facing document.
- Property Services relet staff have been trained to apply the letting standard at all times.
- Property Services staff sign the letting standard for each property they relet, confirming the property meets or exceeds this standard.
- Neighbourhood Officers accompany relet staff on most hand over inspections to ensure the letting standard has been achieved.
- Customer focus groups have been held looking at how satisfied customers are with their homes, and improvements implemented where concerns are raised, such as cleaning standards etc.

3.4 “Ensure procurement of empty property maintenance and capital investment delivers demonstrable best value for money”.

#### **Action Taken**

- A pilot scheme examining the use of “basket rates” for relet works with contractors is demonstrating savings whilst maintaining standards.
- The basket rate method is expected to roll out across all voids works over the next 2 months, including void repairs completed by in house operatives.

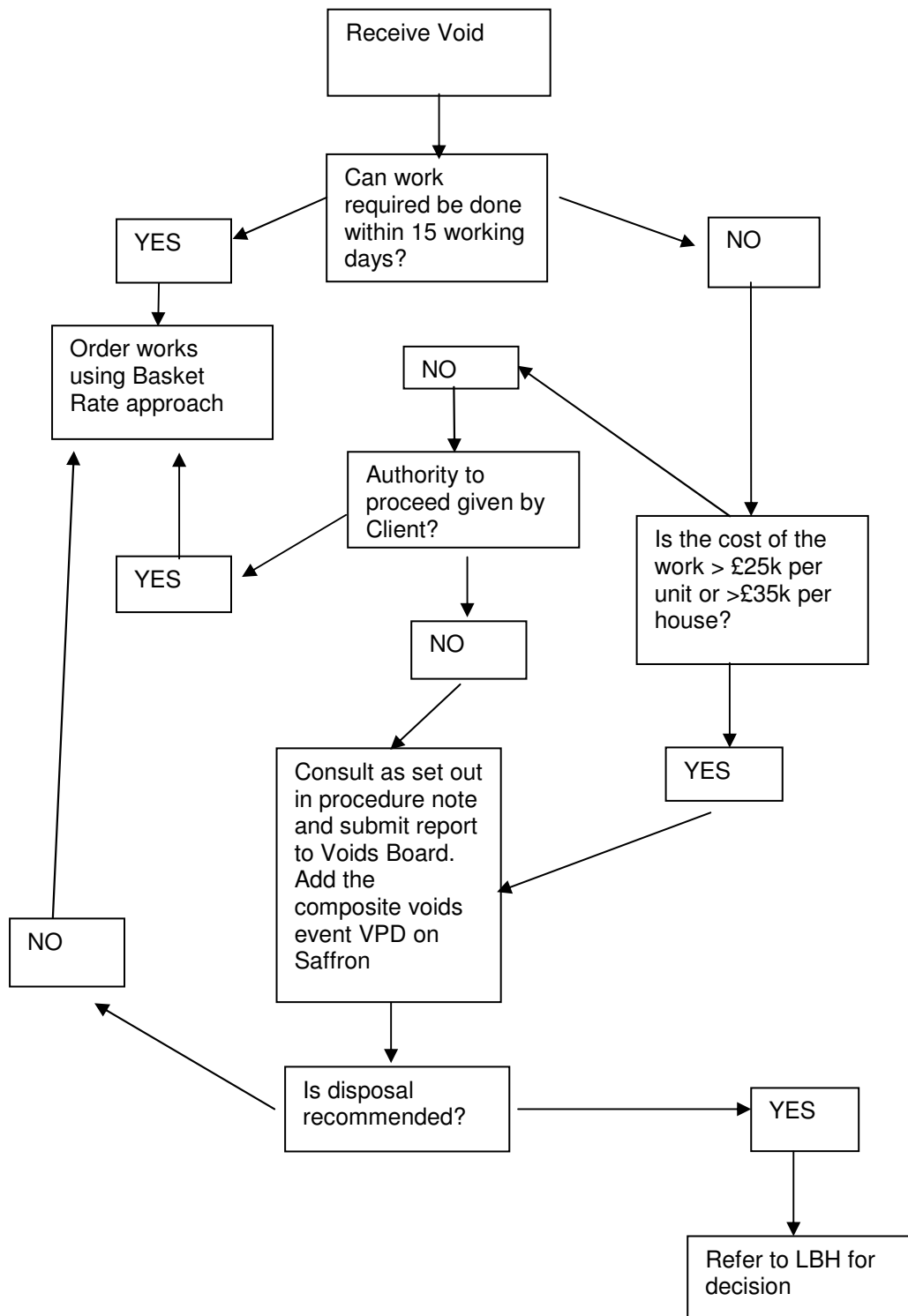
### **3.0 Other void management improvements undertaken**

3.1 In addition to the Audit Commission recommendations, it was recognised that other related activities also needed review and amendment to facilitate general good management of voids, these include:

- A revised stationary system, known as VC (Void Control) documents has been introduced. This suite of documents allows Hackney Homes to monitor each critical stage of the void repair process, known as the Key to Key process. This includes rechargeable repairs, cash incentives, work period, pre vacancy visits, relet interview and post inspection.

- Saffron voids monitoring has been revised and launched allowing computer monitoring of the voids process, and better reporting tools to monitor staff performance.
- Work is ongoing to allow Choice Based Letting refusal monitoring to be carried out within the saffron system. Once implemented (August 2008) officers will have access to quicker, better quality information with which action can be taken to address higher than acceptable refusal rates.
- Saffron based systems to managed rechargeable repairs, cash incentive payments and legal costs are being developed, and it is hoped these will launch in July 08. Known as sub accounts, this facility will allow Hackney Homes and customers to monitor financial activity on a rent account much more easily.
- A system is being developed within Saffron to allow the arranging, monitoring and reporting of call back requests to new tenants who experience problems when they move into their new home. Information obtained in this system will allow hackney Homes to access fuller information, and undertake corrective measures quickly in response to any trends noted.

Item 12 - Appendix 1



**Report To: Resident Liaison Group**

**Item 13**

**Report Title: Resident Participation Strategy and Rents Strategy**

**Date of Meeting: 26 June 2008**

**Report Author: Clive Taber**

### **1.0 Background**

1.1 It is important that key strategies and policies are considered by residents and that residents' views are taken into account in the production of these documents.

### **2.0 Discussion and Proposals**

2.1 Following the signing of the new Resident Participation Compact Hackney Homes is in the process of producing a resident participation strategy that sets out our main aims and objectives for the service based on the Compact. This document should be considered by the Resident Liaison Group.

2.2 Similarly we have a draft rent arrears strategy and this should also be considered by the Resident Liaison Group and the views expressed taken into account in the final draft.

2.3 The agenda for today's meeting was too full for what are two quite substantial items. Also the next meeting is not until the end of August 2008. Therefore, RLG Members are asked to consider agreeing to a special meeting at the end of July 2008 for consideration of these two important items.

### **3.0 Recommendations**

3.1 That the Resident Liaison Group agrees to a special meeting in July 2008 to consider the Resident Participation and Rent Arrears strategies.

**Report To: Resident Liaison Group**

**Item 14**

**Report Title: Minutes Format**

**Date of Meeting: 26 June 2008**

**Report Author: David Tanhamira**

## **1.0 Background**

1.1 A request was made by members of the Resident Liaison Group (RLG) for a brief explanation of the minutes format.

## **2.0 Information**

### **Different types of minutes**

- 2.1 Minutes can be presented in a number of ways. There are a variety of reasons why the format and structure of minutes documents differ. The main factors to take into account when deciding upon format and structure of a minutes document are the “target audience” and essential information which must be recorded. Minutes documents can be drafted in the following ways:
- Verbatim Minutes – The best example of verbatim minutes is Hansard. Hansard reports proceedings in Parliament. The minutes record every spoken “word”. The main advantage of drafting minutes via this method is that there is an in-depth record of proceedings. However, the disadvantage to a verbatim minutes document is that there is too much information and as such will require an individual to draft a further document (summary document) illustrating the decisions taken at the meeting including officer “actions points”.
  - Action Points Minutes – Minutes Documents drafted in this way clearly illustrate, at a glance, brief commentary of agenda items, the decisions taken by the panel and officer action points (with any/all deadline dates). The main advantage of an Action Points Minutes Document is that readers are able to obtain information quickly and easily about a specific meeting.

### **3.0**

#### **RLG minutes**

3.1 The RLG meetings discuss a wide range of important issues relating to residents. It is essential that the matters are reported accurately and provide members with adequate information of what took place. There is balance therefore between bulky minutes and useful minutes. Useful minutes will help members understand RLG decisions while bulky minutes will result in Members spending more time reviewing lots of paperwork so as to understand the relevant issues.

### **4.0**

#### **Summary**

4.1 Hackney Homes will always endeavour to provide useful information that enables members of RLG to follow the business of the group. Members are welcome to choose the format in which RLG Minutes Documents should appear.