



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 29 July 2010 at 6.00PM

Present	<p>Rupert Tyson (Joint Chair) Terry Edwards Danny Neeson Tony Goodchild Ida Scoullis Cynthia Diminieux Rebecca Freeman Irene Lewington Doug Mitchell Andrea Rawlings (Part)</p> <p>Housing Partner Representatives David Saxon Lorraine Wright</p>	<p>Officers Charlotte Graves Clive Taber Jim Paterson Christophe Tabi Malcolm Brewer Trish Haill (Part) Roy Stanley (Part)</p>
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Item	Open to the Public	Action	Date
1. Welcome & Introduction	The Chair welcomed everyone to the meeting and everyone introduced themselves. The Chair then announced the sad news of the death of Wally Hare who had been a stalwart of the Resident movement in Hackney. He asked the Governance Manager to send a letter of condolence on behalf of the Resident Liaison Group to Wally's family.		
2. <ul style="list-style-type: none"> • Apologies • Declarations of interest 	<p>Apologies were received from: Muriel Gordon, Jean-Paul Lawrence Tampu-eya, Denise Bingham, Tony Osborne, Tom Price, Neehara Wijeyesekera, John Ferman, Elliot Brooks</p> <p>Rupert Tyson declared he was a Board Member of Hackney Homes.</p>		



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<p>3.(a) Minutes of 3 June 2010</p> <p>3 (a) Matters arising</p>	<p>The minutes of the meeting of 3 June 2010 were agreed as a true record and signed accordingly.</p> <p><u>Woodberry Down</u> Concern was expressed over the large interim repair bills Leaseholders were now receiving and there was a suggestion that representation be made to Government regarding assistance for these Leaseholders. The Chief Executive said that the difficulties at Woodberry Down were long standing and that the Council had worked extremely hard to bring different funding streams in for the project. Each block was being individually assessed to ascertain the best way forward and a range of options for payment by Leaseholders had been drawn up including for example, putting a charge on the property. There was a clear legal route for Leaseholders if they considered the charges were not reasonable which was through a Leasehold Valuation Tribunal and, therefore, Hackney Homes is unable to agree to the request.</p> <p><u>Fire Safety</u> Members of the Group expressed concern about fire safety particularly about evacuation procedures from blocks. The Chief Executive said that the discussion at the last RLG meeting had been about clearing belongings from balconies and whether Hackney Homes should clear everything or use discretion for example with such items as mobility scooters. In respect of evacuation procedures, the Central Government advice was now to remain inside your property unless this was itself on fire and Hackney Homes would look to publicising this advice.</p>		

<p>5. What's happening in the Neighbourhoods</p>	<ul style="list-style-type: none"> • Neehara Wijeyesekera had been appointed as Divisional Head of Tenancy & Leasehold Services. <p>The Group noted the update.</p> <p><u>Shoreditch Neighbourhood</u> EIB, Repairs, Tenants' Levy, Cleaning and the Call Centre were causes for concern.</p> <p><u>MESH Mansells</u> attended the last MESH meeting and were highly praised by Sherry's Wharf for the work they were undertaking there. A kids' show had been arranged and outings to Southend. Whilst there was always room for improvement, services were good.</p> <p><u>Central Panel 3</u> out of the 4 arranged sessions on tenants' and leaseholders' rights had taken place and a legal team was attending in September for the final one. There were issues with the use of the Regent Estate's Community Hall and also regarding the 184 allocation. In respect of the Community Hall, it was suggested that Danny Neeson liaise with Clive Taber.</p> <p><u>Stoke Newington Panel</u> There was still an issue regarding why certain blocks were in the Decent Homes Programme and others were not included and the Panel were going to take a deputation to full Council on this. Residents were very pleased that Street Properties were now being attended to. The Stoke Newington Youth Hub had now opened in Milton Gardens but there was still an issue about not having a Youth Committee in Stoke Newington. Clive Taber was looking into this. The Panel had an excellent relationship with David Akanwo in the Neighbourhood office. Estate Walkabouts were proving inconsistent but David Larkin had spoken to Christophe Tabi about this.</p>		
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<p>6. ICT Strategy</p>	<p><u>Stamford Hill Panel</u> Fire Safety was an issue and also residents were concerned about the way Decent Homes Contractors were not cleaning up after themselves. The Panel asked what progress Hackney Homes was making towards offering gas safety checks for Leaseholders. The Chief Executive said that Hackney Homes was working towards this.</p> <p>The Group noted the updates from the Neighbourhoods.</p> <p>Trish Haill introduced the report. The Strategy was updated annually and officers were looking at widening access to our customers to enable diagnosis of a repair and appointments to be made on line. It was hoped that this could be actioned in 12 months' time. On-line access would not replace more traditional means of contacting Hackney Homes.</p> <p>The Group asked what contingencies were in place for coping when the system broke down. Trish Haill said that robust testing would take place before the system went live. The Group asked how Residents would be able to report back on satisfaction of repairs. Trish Haill said that operatives would have mobile devices which would allow repairs to be signed off. If the Resident was dissatisfied then this option on the mobile device would automatically alert the call centre so the matter can be rectified.</p> <p>The Group commended the strategy and asked whether we shared information with Council departments. Trish Haill said that the new IT system, Universal Housing, held relevant data on our customers which would alert Hackney Homes' staff to interface with other relevant departments. Officers were currently collating profiling data. The Group stressed the need to ensure that data protection protocols were not breached when collating and storing the profiling data. The Group also wanted to ensure that vulnerable and ageing residents were not overlooked and asked that Hackney Homes work closely</p>		
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<p>7. Enhanced Tenant and Resident Association Meeting</p>	<p>with the Council on this.</p> <p>If any Group member wanted to have further input on the Strategy, they were asked to contact Roy Stanley.</p> <p>The Group noted the report.</p> <p>Clive Taber introduced the report. He advised caution on the implementation dates as some of these may be affected by the Housing Management Contracts coming back in-house. The following questions and comments were made</p> <ul style="list-style-type: none"> • There was no provision to update the panels on the outcomes • September 2011 seemed a long time ahead • What exactly was the role of estate managers • Why were the Panels not involved <p>Clive Taber said that the role of the estate manager needed to be clearly defined and whilst September 2011 may seem a long time ahead, the objectives in the review were wide ranging and the timescales also included the provision for staff training and ensuring new arrangements were soundly 'bedded in'. A dedicated Communal Repairs Manager would be in post in September and therefore Panels should start to see a marked improvement in this area. David Saxon said that the Communal Repairs Team and Call Centre staff met regularly to resolve issues and Officers were looking to develop this approach. Officers were also looking carefully at the estate manager role as different estates wanted different things. It was therefore important for Officers to consult with and listen to what Residents wanted and the priority was to deliver a top quality service. Clive Taber advised that the</p>		
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point about updating the Panels was noted and this would be done at key intervals.

There was some concern that a very high turnover of staff meant that there was no continuity with estate managers. Furthermore, the Group stressed that Panels were putting in repeated requests but nothing came of them. If it were not possible for Officers to do something, it was important that this message was communicated at the outset to prevent the same requests being made over and over.

It was noted that not all estates had a TRA and what could be done for these estates. Clive Taber advised that whilst these estates could not access EIB funding the Panels worked collectively to ensure non-TRA estates were prioritised in the 184 funding decisions. It was also noted that key finding 8 appeared to contradict earlier discussions about the involvement of Residents. Clive Taber said that this was not the intention and agreed that this finding should be reworded.

The Group said how useful it was for the review to include named officers and it was also very helpful to know what the budget was as both these things aided transparency. However, works identified must be delivered and therefore a realistic timetable needed be drawn up and officers must be accountable if delivery failed. Whilst matters were moving in the right direction, Officers needed a more can-do attitude.

Clive Taber said that the final report going to Board in September would include a reworded key finding 8, include the concerns about continuity of staff and also the point that all requests should be clearly answered even if the answer was no.



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<p>8. Housing Management – the focus for improvement</p>	<p>The Group noted the report.</p> <p>Malcolm Brewer said that Officers had arranged two consultation sessions with residents, one for the afternoon of 24 August and one for the evening of 25 August. Letters would be sent out shortly. The events were currently both to be held at City Edge but the Group asked if an alternative venue could be found for one of them in the North of the Borough. It was important to find out from Residents, what type of service they wanted, what was currently good, what could be done better and what could be done differently. All this information would be collated and feedback given to the Panels. The Group was asked to publicise these events in their neighbourhoods to encourage as many people as possible to input into the exercise.</p> <p>The Group was concerned about ensuring good quality staff were retained. The Chief Executive said that the Partners were fully involved in all discussions concerning staff and staff would be TUPE'd across. Hackney Homes had robust performance management systems including annual appraisals and regular one to one supervision meetings to pick up issues and address any concerns. It was brought to Officers' attention that certain individuals were very highly thought of and the Chief Executive asked the Group to let Officers have details outside of the meeting.</p> <p>The Group noted the discussion.</p>		
<p>9. Any Other Business</p>	<p>Estate Management Service Level Agreement. Christophe Tabi gave some background to the development of the Estate Management Service Level Agreements. There had been some discussion as to whether these should be drawn up on an estate by estate basis or a block by block basis and officers had arranged a meeting with Homes for Islington which had introduced Estate Management Service Level Agreements to look at the options in more depth. It</p>		



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	<p>was noted that not all Panels had been consulted on this but the Group was assured that once the meeting had taken place with Homes for Islington, Officers would consult with all the Panels.</p> <p>It was noted that in the North East Neighbourhood, the Estate Cleaners were concerned with their terms and conditions. Christophe Tabi said that consultation was currently taking place with all the Estate Cleaners.</p> <p>On De Beauvoir, it was noted that the cleaners were very good but that there was a problem with illegal dumping. David Saxon said that discussions were taking place with Neehara Wijeyesekera about addressing low level anti social behaviour.</p> <p>In principle the Group considered the concept of Estate Management Service Level Agreements to be good but stressed that a robust monitoring system needed to be put in place to ensure they were adhered to. It was also noted that the cleaners' duties needed to be very clearly set out.</p> <p>The Chair asked the Group to contact Christophe Tabi if anyone had anything else they wanted included.</p> <p><u>Decent Homes</u> It appeared that all Decent Homes work on Homeleigh Road had stopped abruptly and the North East Panel wanted to know why. Officers would contact Doug Mitchell directly with an explanation.</p>		
	<p>The meeting closed at 8.15 pm</p> <p>Date of next meeting Thursday, 30 September 2010 at 6.30 pm</p>		

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