



Hackney Homes Ltd

ITEM 3

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

On 30 September 2010 at 6.30PM

Present	<p>Rupert Tyson (Joint Chair) Terry Edwards Danny Neeson Tony Goodchild Ida Scoullis Cynthia Diminieux Rebecca Freeman Irene Lewington Andrea Rawlings Muriel Gordon Tony Osborne Jean-Paul Lawrence Tampu-eya Deborah Salvador</p> <p>Housing Partner Representatives David Saxon Lorraine Wright</p>	<p>Officers Charlotte Graves Malcolm Brewer Chrys Edwards Jonathan Oxlade Neehara Wijeysekera Faisal Pirbhai</p> <p>LBH Matt Clack, Scrutiny Team</p>	<p>Observer James Stallibrass</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.		
2.			
<ul style="list-style-type: none"> • Apologies 	Apologies were received from: Denise Bingham, Tom Price, John Ferman, Ben See		
<ul style="list-style-type: none"> • Declarations of interest 	Rupert Tyson declared he was a Board Member of Hackney Homes.		



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3.(a) Minutes of 3 June 2010	The minutes of the meeting of 29 July 2010 were agreed as a true record and signed accordingly.		
3 (a) Matters arising	There were no matters arising.		

4. Chief Executive's Update	<p>Charlotte Graves recapped on the outcomes of the two special RLG meetings the result of which had produced the agenda for this evening's meeting. As part of the agenda, the Chief Executive had been allocated a slot to update the Group on key issues in Hackney Homes.</p> <p>Tess Merrett gave brief details of the new Board members following the Resident Elections and the Independent Board member recruitment process. Doreen Bullock had been elected in the Shoreditch Neighbourhood, Joseph Oshikoya had been elected in the Homerton Neighbourhood and Mervyn Jones had been appointed as the new Independent Board Member. Joel Gordon owing to personal circumstances had resigned his position. The Standards & Ethics Committee would be reviewing the Board composition at its next meeting.</p> <p><u>Housing Management Contracts</u></p> <p>Malcolm Brewer handed round a questionnaire which had been drawn up for use at the Resident drop-in sessions in respect of the Housing Management Contracts. He apologised for the fact that the questionnaire had not been ready in time to circulate with the rest of the RLG papers but he emphasised</p>		
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that the questionnaire was not yet finalised and welcomed comments from the Group. The Group expressed its dissatisfaction over the fact that the questionnaire had not been circulated in advance of the meeting as it did not give the opportunity for the Group to discuss it in depth. Charlotte Graves clarified the agenda for the evening which the Group had itself set. Officers were drawing the Group's attention to the questionnaire but it was not a main agenda item. The questionnaire was for use at the drop-in sessions then would be circulated more widely. The Group noted that the drop-in sessions were likely to attract different residents rather than just those who attend TRAs or Panel meetings. The questionnaire would be sent electronically to the TRAs however.

Performance – Business Critical Indicators

Charlotte Graves said that the full performance report was published on line. She highlighted the following.

- Performance on rent arrears was satisfactory
- Officers were working hard to improve the position on voids/re-lets
- Ways into Work – lots of initiatives were happening around the borough e.g. an open day had been held in the Ocean which had attracted a high level of attendance from Residents wishing to go into work or education and Officers were looking at putting on more similar events.
- Performance on Ground Maintenance was satisfactory
- Improvements were needed in Service Charges and Complaints
- Performance in sickness levels was improving and managers were closely monitoring this.
- Performance in ASB was satisfactory.

Charlotte Graves said that a peer review exercise had taken place in Grounds Maintenance with Residents from other Boroughs reviewing this area and Hackney Homes had scored 78% and come second in the review. Tony Osborne from MESH said that he had taken part in this review and it had been very successful and Hackney Homes had proved itself to be streets ahead of other Boroughs. The Group suggested that this success should be highlighted in the Residents' Magazine. The Group asked how the estates/areas to visit had been selected. Tony Osborne said that the Estates had been divided into High Rise, Medium Rise and Low Rise and the Peer Group voted on which Estates to visit just before departure so there had been no advance warning.

Resident Participation

Faisal Pirbhai gave an overview of what was happening in Resident Participation.

- Resident Training Programme would re-commence now the summer was over
- Tenant Levy review forms had been sent to Residents who were on the TP tracker database but if anyone from RLG wanted to receive a form, please let Faisal Pirbhai know
- A Resident Participation handbook was being produced and Officers were working with four TRAs on this
- Two fun days had been held in the summer which had proved very successful
- A Residents' question time was being held in Stoke Newington on November 15th in Stoke Newington Town Hall. Information on this would be sent out shortly.

- Officers were in the planning stages for this year's Residents Awards to be held in December. The date was yet to be confirmed.
- Tenants' Compact Review – a working group had been established to analyse the feedback from the review. This feedback would be used in updating the Compact.
- The first meeting of the Youth Group would take place on Thursday 7 October.

The Group queried Resident Involvement in the Tenants' Levy Review. Faisal Pirbhai said that once Officers had received the initial feedback from the forms and analysed this a consultation exercise would take place. It was noted that the review form asked Leaseholders whether they wanted to be included in the Tenants' Levy. The Group was concerned that many Residents appeared not to know anything about the Tenants' Levy and a communication strategy should be drawn up. It was also noted with concern that unless Estates were part of a TRA, those Residents did not receive any money from the Tenants' Levy.

There was a view that performance in service provision was slipping and there was a lack of motivation among officers and the performance statistics did not reflect what was actually happening. The Chief Executive said that the performance statistics did reflect what was happening around the borough. For example, the performance statistics showed that improvements needed to be made in voids management which was something that RLG and independently identified as an issue. Hackney Homes undertook very many independent customer satisfaction surveys and this was what drove the areas we needed to improve. Results from these surveys would be shared with this Group.

The Group noted the updates.

<p>5. TSA/Audit Commission/ Inspection the New Environment</p>	<p>Chrys Edwards gave a presentation on the new environment now that the Audit Commission was no longer going to exist and there was uncertainty surrounding the future of the TSA.</p> <p>The Group asked whether Leaseholders would be included in any future new arrangements in respect of the TSA. Chrys Edwards said that any arrangements concerning the TSA were a Government decision. The Group also asked how Hackney Homes judged that Residents were adequately involved. Chrys Edwards said that Hackney Homes would consult with all existing forums and new forums as well as contacting all tenants. However, there were no Government guidelines on what percentage of tenants contacted constituted adequate involvement.</p> <p>The Group acknowledged that it was very difficult to get people involved in the TRA movement</p> <p>The Group noted the presentation.</p>		
<p>6. Decent Homes, Stock Condition Survey, Timescales for Completion</p>	<p>Jonathan Oxlade gave a presentation on the background and progress of the Decent Homes programme.</p> <p>The Group asked how the criteria for what was considered decent had been arrived at and also asked why Residents had not been involved in these decisions. Jonathan Oxlade clarified that the criteria and definition had been decided by the Government and was applicable to all social housing providers. Hackney Homes had not made the decisions as to what was or was not decent. The definition set by the Government was:-</p> <p>Was the dwelling</p>		

- Fit for purpose
- Wind and water tight
- Reasonably modern
- Had reasonable thermal comfort.

Jonathan Oxlade explained that the original stock condition survey had been undertaken on a 10% sample basis. It was not feasible in time and costs to survey all 30,000 plus homes.

The Group asked why it was not possible to pick and choose what work needed to be done. i.e. was it necessary to replace all aspects of a kitchen and bathroom. Jonathan Oxlade explained that the policy was for a complete renewal as the programme was based on a 30 year life expectancy of the fixtures and fittings.

The Group asked what would happen after 2012 the original completion date for the Decent Homes programme and how could it be explained to Residents why in the case of twin blocks, one block was included and one was excluded.

The Chief Executive said that approximately 6,000 properties were not in the programme and had never been in the programme as at the time of the condition survey, they had been deemed to be decent under the Government definition of Decent Homes. Officers were trying to respond to Residents' concerns and a further survey of these properties which had not been included in the programme would be undertaken. Officers would then try and target money for future works after 2012. Until the Comprehensive Spending Review had been announced, Officers were not in a position to know what money from the original ALMO credits would be forthcoming nor over what time period it would be made available. As soon as Officers had any more information, this would be communicated.

	<p>The Group noted the presentation.</p>		
<p>7. Issues from the Neighbourhoods</p>	<p><u>Shoreditch</u></p> <p>There was some satisfaction but mostly, everyone in Shoreditch was very unhappy.</p> <p><u>MESH</u></p> <p>There were 500 properties which had been promised new kitchens and bathrooms but these had not yet been done. Sherry's Wharf had now received their new kitchens and bathrooms and Mansells had done a very good job and Residents were happy. Grounds maintenance was also very good.</p> <p><u>Central Panel</u></p> <p>Danny Neeson thanked Jim Paterson and Humara Quyyam for attending the Panel meeting on 29 September which had not finished until 10.00pm. There were issues with parking permits as residents had been told these could be obtained from the neighbourhood office but Officers in the neighbourhood were saying they could not.. David Saxon said he would pick this up. A local Minister was proposing to set up a soup kitchen in Broadway Market and the Panel had concerns about this.</p>		

	<p><u>Stoke Newington</u></p> <p>A delegation was being taken to the Council on October 25th regarding the Decent Homes Programme. The Panel was also unhappy that no mast money had been received. There were also issues with setting up a youth programme and the Panel wanted to use the mast money for youth training initiatives. Neehara Wijeyesekera said he would pick up the mast money issue and said that youth issues were on the next RLG agenda as had been agreed at the special RLG held on 2 September.</p> <p><u>Stamford Hill</u></p> <p>Muriel Gordon said that Resident involvement was becoming a burden and the Panel was having to undertake work which should be undertaken by Officers at Hackney Homes. Hackney Homes' Officers needed to give the TRAs more support and key Residents more support. Panels were not being used by Hackney Homes in the right way. The Panel wanted to have influence over the process for bringing the Housing Management Contracts in house. Muriel Gordon also asked for a copy of the Leaseholder Satisfaction Survey. It was brought to the Group's notice that individual residents' security gates at Woodberry Down had been removed with no consultation which was unacceptable. Neehara Wijeyesekera said that Officers were investigating how this had happened. Muriel Gordon said that an ASB officer in the neighbourhood had gone above and beyond the call of duty recently.</p>		
<p>7. AOB</p>	<p>Terry Edwards said that visitors' permits had an expiry date on them and this should be looked into.</p> <p>Muriel Gordon asked what was the outcome of the proposal to have an Officer Neighbourhood Champion. Charlotte Graves said that an initial discussion at</p>		



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	<p>the Executive Management Team had not recommended this.</p> <p>Andrew Rawlings said that the Disabled Forum was looking for a new Disability Champion and if anyone was interested could they let her know. She also drew the Group's attention to a recent Scrutiny Commission Review of resident participation which had had a very favourable outcome.</p> <p>The meeting closed at 8.40 pm</p> <p>The next meeting will be held on 2 December 2010.</p>		
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Signed as a true record of this meeting _____ Chair

Dated _____