




In partnership with  Hackney Council

HACKNEY HOMES Ltd
Resident Liaison Group Meeting
Thursday, 30th September 2010 at 6.30pm to 8.20pm
The Chief Executive's Conference Room, 1st Floor,
Christopher Addison House, 72 Wilton Way, Hackney E8 1BJ

Part A Meeting (Open to the Public)

Distributed to:

Resident Liaison Group Members:

Rupert Tyson (Joint Chair)

Tom Price (Joint Chair)

Andrea Rawlings

Arthur Goodwin

Cynthia Diminieux

Danny Neeson

Denise Bingham

Doug Mitchell

Ehsan Uddin

Erdal Doganduzel

George McGee

Ida Scoullis

Jean-Paul Lawrence Tampu-eya

Lionel Fairweather

Louisa Zaky

Mavis McGee

Muriel Gordon

Nicholas Corbett

Sean St Louis

Shanaz Ali

Terry J. Edwards

Tony Goodchild

Tony Osborne

Officers:

Charlotte Graves

Neil Isaac

Neehara Wijeyesekera

Jonathan Oxlade

Martin Long

Chrys Edwards

Housing Partner Representatives:

Mouchel: David Saxon

Pinnacle: Elliot Brooks

Pathmeads: John Ferman

Contact:

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**HACKNEY HOMES Ltd
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A Part A AGENDA (Open to the Public)

Item	Presenter	Subject	Pages	Status	Duration	Time
1.	Chair	Welcome and Introduction		Information	2 mins	6.30-6.32
2.	Chair	<ul style="list-style-type: none"> • Apologies • Declarations of Interest including HH Board Members declaring they are Board Members 		Information Information	3 mins	6.32-6.35
3.	Chair	a) Minutes of 29th July 2010 and Matters arising b) Notes of 2 nd September Special meeting	1-9 10-12	Decision Information	10 mins	6.35-6.45
4.	Charlotte Graves	Chief Executive's update		Information	30 mins	6.45-7.15
5.	Chrys Edwards	TSA/Audit Commission/Inspection – the New Environment		Presentation And Discussion	30 mins	7.15-7.45
6.	Jonathan Oxlade/Martin Long	Decent Homes, Stock Condition Survey, Timescales for completion		Presentation and Discussion	30 mins	7.45-8.15
7.	Panels	Issues from the Neighbourhoods		Information	10 mins	8.15-8.25
7.	Chair	Any Other Business		Information	5 mins	8.25-8.30

Future RLG meetings.

- Thursday, 2nd December 2010
- Thursday, 13th January 2011
- March date to be confirmed



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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Item	Open to the Public	Action	Date
<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 Hail 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 Hail 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 Hail 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 Hail 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 _____

RESIDENT LIAISON GROUP
FOLLOW-UP MEETING ON THE WAY FORWARD
2 SEPTEMBER 2010

Present:	Denise Bingham Tony Goodchild Ben See Muriel Gordon Irene Lewington Terry Edwards Andrea Rawlings Ida Scoullos David Larkin Nicholas Corbett Saleem Rahiem	Central Panel Shoreditch Street Properties Stamford Hill Stamford Hill MESH Disability Forum Stoke Newington Stoke Newington Street Properties Youth Committee
Officers	Charlotte Graves Neehara Wijeyesekera Clive Taber	
Apologies:	Tony Osborne	

1. Charlotte Graves re-capped on the outcomes from the previous meeting held in June. She then asked each member of the group to prioritise the suggestions made at that meeting by identifying their top five.

Priorities

1. RLG should be a mechanism to escalate issues from the Neighbourhood Panels.
2. RLG should be outcome focussed
3. The Group should meet 6 times a year with all officers then 6 times a year with the Chief Executive only.

The following priorities all had equal ranking

- The Agenda should be limited
- An awayday should be held
- Consideration should be given for people with learning disabilities
- Smaller specialised groups should be convened to deal with specific issues

- Service delivery issues with outcomes should be presented to ensure accountability and feedback
 - Topics should be borough wide
 - Neighbourhood panels should have a dedicated officer to escalate issues i.e. champion officer.
2. Charlotte Graves then facilitated an agenda setting session for the meetings scheduled for 30 September and 2 December. She asked that the Group give consideration for setting aside a time slot on each agenda for items from Hackney Homes or the Council. The Group agreed that 30 – 45 minutes should be set aside on each agenda for Hackney Homes' Officers to bring matters to the meeting and this slot should be at the beginning of the agenda.
 3. Each Member of the Group gave their priorities for agenda items for the next two meetings. These were
 - Plans for involvement/engagement with Youth Committees
 - TSA/Audit Commission/Inspection
 - Decent Homes – programme/stock condition surveys
 - Equality of access to services for street properties
 4. Charlotte Graves asked the Group to vote on how many topics they wanted on each agenda. The Group initially voted for three. However after considered debate, the Group re-voted and decided that given the subject matter, only two items should be discussed at the next two meetings. The Group then looked at the Agenda items selected to see whether they matched the priorities identified and other than RLG as a mechanism to escalate issues from Neighbourhood Panels, the Group found that they did. (Please see paragraph 10 below which addresses the escalation issue).
 5. It was agreed that the two items for the September meeting would be the TSA (standards and local offer) and Decent Homes.
 6. The Group agreed that as the meetings had been set until May 2011, discussion about the frequency of meetings would be held when setting the dates for 2011/2012. It was agreed that the meetings would start at 6.30 pm rather than 6.00 pm and would be scheduled for 2 hours.
 7. Charlotte Graves said that subject to her diary, she was happy to meet with the Group separately from the formal RLG meeting. The Group agreed that quarterly meetings would be useful and that 2 representatives from each panel would attend.
 8. The Group asked about the Chairing of the meeting. Charlotte Graves said that it was not within her gift to agree to any changes to who chaired the meeting but she would bring the matter up with the Council.

9. The Group strongly expressed its desire to ensure that Officers gave feedback on the outcomes of any action items coming out of the meetings.
10. There was considerable discussion around youth involvement/engagement and the training/personal development of young people. It was agreed that Clive Taber would convene a small working group with members from RLG and the Youth Committees to look at this. It was agreed that a report on the outcomes of this working group would be presented to the 2 December RLG meeting.
11. The Group agreed that a 10 minute slot should be added to the end of the Agenda to allow the Panels to flag up any major unresolved issues within their neighbourhoods, it was expected that more minor issues would be addressed via other routes. It was noted that this slot could also be used for positive news within the neighbourhoods.
12. The Group considered that an awayday was a good idea. Tess Merrett would email the Members to find out preferred days of the week to hold this.
13. The Group agreed that for the next meeting the following officers should attend.

Charlotte Graves
Neehara Wijeyesekera
Chrys Edwards
Jonathan Oxlade
Martin Long
Neil Isaac
John Ferman
Elliot Brooks
David Saxon

14. In respect of the officer panel champions, Charlotte Graves would raise this at the next Executive Management Team Meeting.

Charlotte Graves thanked everyone for coming and for all their hard work throughout the evening.

The meeting closed at 7.45 pm.