



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 30 October 2008 at 6.00PM

Present	<p>Board members Rupert Tyson (Joint Chair) David Larkin Terry J Edwards Alice Burke</p> <p>Stakeholder Representative: Jamie Carswell(Joint Chair)</p> <p>Housing Partner Representatives Elliot Brooks- Pinnacle John Ferman- Pathmeads Nii-Amon Nikoi- Mouchel</p>	<p>Officers Charlotte Graves Gary Penticost Alan Turner Neil Isaac Neehara Wijeyesekera Chris Tabi Clive Taber Alex Jarosy Pat Ronayne Sharan Sewa David Saxon Judith Morrison Peter O’Kane</p>	<p>Resident Representatives Joyce Brown Rhonda Dewsnap Muriel Gordon Tony Goodchild Denise Bingham Peter Kinsey Susan Fajana-Thomas Jean-Paul Lawrence Tampu-Eya Danny Neeson Gordon Guthrie</p>
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Item	Open to the Public	Action	Date
1. Welcome Introduction	Rupert Tyson opened the meeting and welcomed Tess Merrett, the new Governance Manager.		
2.	Apologies were received from: <ul style="list-style-type: none"> • Audrey Villas • Brian Marsh • Robin Smith <p>• Declarations of interest None</p>		
3.a Minutes of 11 September 2008.	The Clockhouse refurbishment including the ground floor meeting room had been omitted from the minutes as had the Exit Survey at Clockhouse. The Resident Liaison Group agreed the minutes of 11 September 2008		

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	<p>Concierge and Value for Money would be taken to the Service Improvement Group.</p> <p><u>4.6 Litter picking enforcement scheme.</u> Job descriptions had been agreed and consultation would now take place with the Unions. A pilot scheme would begin in the New Year after consultation.</p> <p><u>3.4 Repairs-184/EIB</u> Gary Penticost said he had met with the Chairs of the neighbourhood panels. A procedure document had now been drafted and was being circulated to the Panel Chairs to ensure it covered everything. As this was still work in progress it would be brought back to RLG. The Group asked what the options were for EIB underspend as we needed to spend this budget. Gary Penticost said that we could link the EIB procedure into the 184 procedure.</p> <p>The Stamford Hill Panel had 16 items for which quotes were still awaited Gary Penticost said that he would meet with Tom Hunt Chris Tabi and should be able to prepare something shortly.</p> <p><u>6.6 Schedule of all TRA meetings</u> Work would start on a computerised system in the New Year. Dates of meetings were available in Hackney Homes News and also on the website.</p>	<p><i>Gary Penticost</i></p> <p><i>Gary Penticost</i></p> <p><i>Clive Taber</i></p>	<p><i>Tbc</i></p> <p><i>09</i></p>
<p>4. What's happening at Hackney Homes Update?</p>	<p>4.1 Charlotte Graves introduced the report and highlighted the key issues.</p> <p><u>Inspection Preparation</u> The Inspectors would be on site for 4 days a week over a 2 week period. They would be looking at the following Key Lines of Enquiry</p> <ul style="list-style-type: none"> • Cross cutting themes • Asset Management and stock investment • Tenancy and estate management • Resident involvement 		



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	<ul style="list-style-type: none"> • Allocations • Tenancy support • Leasehold and Right to Buy • Income <p>4.3 Staff had been preparing hard for this and had concentrated on improvements to services. The result of the Inspection would not be known until after Christmas and would be released according to the Audit Commission's timetable. If Hackney Homes were successful in gaining two stars then the result would be released fairly quickly as we needed to gain access to the funds to spend in January, February and March. If we were not successful then the result would take longer to communicate as it might be challenged. The Inspectors would see several Focus Groups, membership of which was a mixture of selected people and people randomly chosen.</p> <p><u>4.4 Repairs and Maintenance</u> Hackney Homes had appointed contractors Morrison Ltd, Crispin and Borst and AJS Electrical Services for responsive repairs and this contract had commenced on 1 October.</p> <p><u>4.5 Estate Cleaning and Grounds Maintenance</u> Tom Hunt, Head of Estate Environment was leaving Hackney Homes and moving to Ealing Homes. Pat Ronayne, Head of Leasehold and RTB was also moving to Ealing Homes.</p> <p>Charlotte Graves then gave some feedback on some events which had taken place.</p> <p><u>4.6 Tenants'Event</u> The Tenants' Event which was held on Tuesday 28 October had been very successful. 100 Tenants had attended the first session and approximately 70 the second.</p> <p>4.7 Charlotte Graves had had lunch with Panel Chairs and it had been very useful to meet in an informal setting. There was a proposal to make this a regular event.</p>		



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	The Resident Liaison Group noted the report.		
<p>5. Status Survey (Mori) 2008 Tenant and Leaseholder Satisfaction Surveys</p>	<p>5.1 Sharan Sewa introduced the report and explained the methodology of the Survey. The last Survey had taken place in 2006 and this 2008 Survey highlighted areas of improvement and areas where we needed to focus. We had had a good response rate with 39% of Tenants sampled responding compared with 22% in 2006 and 27% of Leaseholders sampled responding compared with 17% in 2008.</p> <p>5.2 There was an overall improvement in Tenant satisfaction since 2006 of 9% moving from 59% to 68%. The overall BME satisfaction rate showed a 14% improvement since 2006 moving from 56% to 70%. The percentage of Tenants satisfied with cleaning was 68%. We needed to look at the way our complaints were dealt with.</p> <p>5.3 The Leasehold satisfaction rates had improved but we needed to explore some more our services with Leaseholders. Our satisfaction rates were in line with City West Homes (69%) and Homes for Islington (68%), both of which were 3 star organisations.</p> <p>5.4 An Action Plan would be drawn up using the results of the surveys to improve our services.</p> <p>5.5 The Group asked for clarification on the sample of Tenants surveyed. Sharan Sewa said that we provided Mori with all the details of our Tenants and the sample was then made randomly.</p> <p>5.6 The Leaseholder repairs satisfaction statistic was queried and the Group asked what it related to. Sharan Sewa said it related to communal repairs. The Group noted that Tower Hamlets ALMO had an independent auditor looking at services charges and was this something Hackney Homes could consider. Pat Ronayne said that services charges were independently audited for the financial statements.</p>		

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	<p>5.7 Charlotte Graves said that a full presentation on the Tenant Survey was being made to the Board on 10 November. The subsequent Action Plan for improvement would then be taken back to the Board. Owing to the Board business on the Agenda for 10 November, the full presentation on the Leaseholder Survey would take place at a later Board. This again would be followed up by an Action Plan for improvements.</p> <p>5.8 It was noted that there were several areas where Leaseholders had decided not to make any comment.</p> <p>The Resident Liaison Group noted the Report.</p>		
<p>6. Resident Board Member Succession</p>	<p>6.1 Neil Isaac introduced the Report and said that it was for information only.</p> <p>The Resident Liaison Group noted the Report.</p>		
<p>7 August Performance Summary and Service Standards</p>	<p>7.1 The Group noted that the number of complaints progressing from Stage 1 to Stage 2 was still increasing and asked what was being done to improve this. Alex Jarosy said that there was room for improvement at Stage 1 but that the message being sent to officers was now very clear i.e we had to deliver what we promised on time and answer all the questions raised at Stage 1 of the complaint. There had been 5 training sessions with the Housing Ombudsman starting with senior managers and cascading down to all staff. There had been no findings of maladministration with any Hackney Homes' Housing Ombudsman cases.</p> <p>The Resident Liaison Group noted the report.</p>		
<p>8. Update Report on Decent Homes Programme</p>	<p>8.1 Alan Turner introduced the report. The programme had gone well and the main questions were from Tenants who had not yet had any work done asking when work would begin. A lot of work had taken place to play areas and gardens. Alan Turner said that 2000 Tenants had visited the Tenants' Choice Exhibition.</p>		



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	<p>8.2 The Group asked for an Equalities Impact Assessment report on kitchens and bathrooms to be brought back to the Resident Liaison Group.</p> <p>8.3 Some Leaseholders had had work undertaken and then had dealt directly with the contractors over any subsequent damage. Alan Turner said that everyone should know the correct procedures as they had received the Toolkits and telephone numbers with the correct sequence to follow so it would be helpful to have some specific examples.</p> <p>8.4 Alan Turner said that we had already started surveys and the S20 processes so that if we were successful in obtaining 2 stars, we could get to work immediately on the next phase of the programme.</p> <p>The Resident Liaison Group noted the report.</p>	<p>Tom Hogan</p>	<p>Tbc</p>
<p>9. 2008 Active Residents' Awards</p>	<p>9.1 Neehara Wijeyesekera introduced the report. Following the successful event last year the winning prize had been boosted to £1000 for each category. The closing date for nominations was Friday 14 November and the shortlisting panel would comprise, Charlotte Graves, Rupert Tyson, a previous winner, a member of the Awards Planning Committee and members of the Communications Team. The awards would be made on 17 December at the Assembly Halls. In order to be eligible for nomination, nominees had to have adhered to the terms of their tenancy or lease and any Tenant or Leaseholder who was also an employee of Hackney Homes would not be eligible for consideration.</p> <p>9.2 It was noted that some TRAs would like to make the nominations together as a team and two weeks did not give enough time to do this. Neehara Wijeyesekera said that the Awards had been advertised for four weeks but it appeared that certain estates were not receiving the Hackney Homes Newsletter nor Hackney Today and this was putting these estates at a disadvantage. Cllr Jamie Carswell said he would</p>	<p>Cllr Carswell</p>	

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	<p>investigate why these estates were not receiving these two communications.</p> <p>9.3 Neehara Wijeyesekera said that as the Awards had been widely advertised and the dates were now set it would not be possible to change them. Cllr Jamie Carswell said that there had obviously been some communication problem and could some of the TRAs get a special arrangement.</p> <p>It was agreed that the TRAs could have an extension until Monday 17th November to submit their nominations.</p> <p>Neehara Wijeyesekera would notify the shortlisting panel.</p> <p>9.4 Concern was expressed about the shortlisting process as it could be potentially very subjective and therefore the shortlisted nominations should go back to the TRAs for verification. Concern was also expressed about Tenants in rent arrears being ineligible for nomination. Neil Isaac said that a change had been implemented for this year's Awards which was that if a Tenant was in arrears but had made a payment arrangement with Hackney Homes to clear the arrears then that Tenant would be eligible for nomination. However, if there was no payment arrangement in place, then a Tenant in arrears would not be eligible.</p> <p>9.5 The Group asked what the process was of inviting attendees to the Award giving ceremony Neehara Wijeyesekera said that as soon as this had been finalised, something would be circulated.</p>	<p>N Wijeyesekera</p> <p>N Wijeyesekera</p>	

