

Notes of Holland Walk Area Housing Panel 18th November 2009

Present

(JGS) Justine Gordon-Smith	Ilex House TRA	Chair
(FS) Frank Sinnot	Lower Hilldrop CRA	
(PB) Philip Boothby	Holly Park Estate TRA	
(SJ) Steph Joiner	Miranda TMO	
(TB) Tim Bleach	Elthorne 1 st Co op	
(MD) Margaret Deasy	Elthorne 1 st Co op	
(AP) Arthur Perry	1 in 1000 Rep	
(JT) Jan Tucker	Islington Community Safety Board	
(ST) Susan Fajane-Thomas	Islington Community Safety Board	
(EA) Elieen Avis	1 in 1000, Associate Director	
(AB) Adam Borrie	HFI Board Member	
(JK) Jo Knight	Operations Head of Service	
(JF) Jacqui Ferguson	Housing Services manager	
(LE) Lyn Edwards	HFI Consultation Manager	
(CC) Catherine Curzon	Special Projects Manager	
(LD) Liza Durrant	Community & Service Development Officer	
Cllr Tracy Ismail	St George's Ward	
Cllr Catherine West	Tollington Ward	

Apologies

All ward Councillors	
Katherine McInerney	Hollins and McCall TRA
John Slaughter	Moelwyn Hughes TRA
Monica Parris	Sussex Close TRA
Ron Vince	1 in 1000 Rep

ITEM	Matter raised	Action
1.0	Introductions	
1.1	Introductions were made. Chair was delayed and vice Chair unwell panel proceeded with presentation from Islington Community Safety Board	
2.0	Islington Community Safety Board Presentation	
2.1	Presentation from members of the Islington Community safety Board which is a community led initiative funded by the Metropolitan Police Authority to provide a forum in which local people can engage the Metropolitan Police, Islington Council and each other in a constructive discussion and debate about policing, crime and community safety issues in Islington. Panel are invited to become a member and help in promoting a safer community. Board hold bi-monthly public meetings at the Town Hall, the next meeting is on the 3 rd December 2009.	
2.2	Board are trying to get children involved and would like to set up a youth panel.	
2.3	TRA's happy to publicise meetings.	
2.4	Cllr West welcomed the presentation as community safety is a top priority but	

2.5	<p>expressed concerns for areas where there isn't a tenants and residents association. Cllr Wes states that antisocial behaviour is worst on estates where there is no representation. And there needs to be a strategy for getting people involved.</p> <p>Cllr West requests that HFI organise a tenants and residents conference to discuss ASB. Panel unanimously support this request.</p>	
3.0	Caretaking Service Petition	
	<p>JGS asking panel to take petition to local residents to sign in favour of maintaining a resident caretaker service and they post completed petitions to the GNB. JGS to email petition to LD to email out to TRAs.</p>	
4.0	Previous Minutes and Feedback	
4.1	<p>Amendment to previous minutes – Cllr Foxsmith apologies to be added.</p>	
4.2	<p>JGS expressed concern again that the feedback should reflect what each individual panel has said rather than an amalgamation of all the comments as it appears that the Board are not taking comments into consideration when making decisions.</p>	
4.3	<p>Clarified that exit surveys are surveys taken of people who have visited the area housing office receptions.</p>	
4.3	<p>Update given on Daren Court immersion heater petition. Works are due to start imminently.</p>	
4.5	<p>Poor sound insulation at Manchester Mansions. Miranda Rep asks if the flats will be soundproofed as her daughter lives there. Separate works were completed but apparently not done to a high enough standard which raises concern of the adequacies of staff and the service. Projects to investigate situation.</p>	
4.6	<p>How are HFI publicising the involvement register?</p>	
4.7	<p>Cllr recalled incident where a young single mother on an apprenticeship scheme couldn't afford the tools required to complete the scheme. DWP have grants to help people get started in apprenticeships re buying required equipment.</p>	
4.8	<p>Panel request Ferenc to give dates of the last time Holly Park estate had kitchen and bathrooms installed and when are they due to get them in the future. Written response requested. Issue over HFI not insuring the estate so when subsidence occurred HFI took money from the decent homes funding to pay for it. JGS felt that HFI went over budget on the roof and subsidence and this is the reason for the lack of money available for the Holly Park kitchens and bathrooms.</p>	
4.9	<p>Concern raised over lack of consultation with disabled residents when doing the decent homes works. Panel express concern over the treatment of disabled residents when doing the decent homes works. Panel voted unanimously to request HFI appoint an independent body to investigate poor service that disabled residents get.</p>	
4.10	<p>Brecknock TRA would like clarification on when the decent homes works are due to start on the estate as they have received no communication.</p>	
4.11	<p>Request was made at the last panel for a detailed breakdown of what each</p>	

5.3	<p>Letter sent to Mr. P. Benedetti after joint site visit on 29/05/09 which states that an investigation will be made into the possibility of erecting a wall or gate at the end of the ground floor balcony and that quotes will be requested from KIER. Quotes received from KIER on 03/07/09. Letter sent to resident in response to petition on 14/09/09 informing him that an application for funding to carry out the quoted works has been made through the Tenant Compact Budget.</p> <p>Once the result of the Tenant Compact application is known the residents will be updated with the outcome. If the application is unsuccessful, further bids will be made to secure funding from other available sources.</p> <p><u>Elthorne 1st</u></p> <p>This report is provided in response to a petition from residents of Elthorne 1st Co-op, submitted on 25th September 2009. The petition is regarding a request for new door entry systems.</p> <p>The blocks put forward for works by the Elthorne Co-op are not currently listed within the Planned Maintenance programme for 2010-2012. HFI's Mechanical and Electrical department have been asked to inspect the blocks to confirm if they can be fitted into the next five year programme.</p> <p>Once the blocks have been inspected the Co-op will be informed of the outcome and the finds will be reported at the January Area Housing Panel.</p> <p>Residents from the coop were in attendance and added that the doors had not been updated since installation in the 1970's and residents feel vulnerable. Projects team acknowledge concerns of residents and are happy to meet with the coop. Residents can also on site with the surveyor. CC to set up a meeting before the date of the next panel.</p>	CC
6.0	Consultative Panel Reports	
6.1	<u>Report 1 - Feedback from Consultation Items at Consultative Panels September 2009</u> This report is for information. Panel note report.	
6.2	<u>Report 2 – HFI Community Engagement Strategy Review</u>	
	This report is for consultation. JK takes panel through report.	
6.2.1	Turning off boilers and hot water does not save on emissions.	
6.2.2	Panel express concern over whether HFI are tackling fuel poverty efficiently. What exactly are they trying to do in terms of the strategy?	
6.2.3	AB clarified that HFI as a landlord are encouraged to subscribe to certain objectives such as the worklessness programme. The housing function is growing to encompass many things some of which are not traditionally considered housing. JGS again raised concern about double charging.	
6.2.4	At a previous panel meeting the panel asked for information on the percentage of the core housing functions. Why are HFI spending money on no core housing functions if they can't repair people's homes?	
6.2.5	JGS is surprised that HFI don't have an aspiration of providing a high level and effective service.	

6.2.6	Panel do not agree with the existing five objectives of the strategy	
6.2.7	Panel feel that in light of cuts to funding that HFI resources should be spent on bricks and mortar.	
6.2.8	Panel would like to see the objective 'to provide high levels and effective service and repairs' added.	
6.3	<p><u>Report 3 – Business Planning 2010-15</u> This report is for consultation. JK takes panel through report.</p>	
6.3.1	Panel go through each proposal and provide comments	
6.3.2	1.1 – HFI suggest HFI find more systematic and effective ways of measuring satisfaction E.g. complaints, feedback from housing panels	
6.3.3	1.2 – Include leaseholder complaints and feedback from ILA	
6.3.4	2.1 – Develop under occupation scheme by paying more. Islington give less money than other boroughs. HFI should use more creative ways of solving the problem.	
6.3.5	Taking individual case by case approach especially with vulnerable people. Develop examples of best practice.	
6.3.6	Re-characterise definition of what is classed as a bedroom and living space.	
6.3.7	2.2 – How is this achievable?	
6.3.8	3.1 – Should be in partnership with TRAs and local communities	
6.3.9	3.2 – Same as above	
6.3.10	4.1 – panel concerned that efficiencies on the office changes (central st and Home ownership) could mean less staff = less service.	
6.3.11	4.2 – concern that this means people will lose their jobs.	
6.3.12	5.1 – should be specific mention of combating crime, residents want to live in safe communities.	
6.3.13	6.3 – Add 'reduce complaints' to measurable outcomes.	
6.3.14	6.4 – AB clarifies that it means four things, continue with the ALMO, go back to Council, become RSL, HA TMO, Gateway model or another existing model or something else that invites some form of community development.	
6.3.15	Panel insists that whatever decision happens in 6.4 residents must be involved in all aspects of the process. The decision should not be sprung on tenants and residents. If there is talk of changing the ownership of homes then residents need to be asked on what they want, in due and proper timescales following democratic and fair processes.	

6.4	<u>Report 4 – Complaints Monitoring April 09 – September 09</u> This report is for information. Panel note report.	
6.5	<u>Report 5 – R & M Re-procurement Update</u> This report is for consultation. Panel note report.	
6.6	<u>Report 6 – Homes for Islington (HFI) – Consultative Panel Update</u> This report is for information. Panel note report.	
6.7	<u>Report 7 – 2008/09 Capital Programme – 2nd quarter monitoring</u> This report is for information. Panel note report.	
6.8	<u>Report 8 – Forward Plan</u> This report is for information. Panel note report.	
7.0	AOB	
7.1	Panel asked why fans are not being replaced on new windows. LE to provide response.	
7.2	PB raised concern that H&S repairs on Holly park are not being completed, situation needs to be addressed. Forward to Estate Services.	
7.3	Clarification requested on whether residents will be required to replace like for like in new kitchens.	
7.4	AB resigning as Chair as from 25 th Nov but will still be on the board. Theresa Coyle and Ann Lucas have been nominated.	
7.5	Board AGM next Weds 25 th at 6.30pm.	
7.6	Panel propose that AB stays on as Chair.	
7.0	Date of next meeting	
	Wednesday 20 th January 2010	