

	<u>Upper Street South Area Housing Panel Meeting</u> 19th November 2009	
	<p>Present: Pritpal Chhoker – Upper Street Area Housing Manager (PC) Jon Farrant – Head of Service, Operations (JF) Pat Krouse – Hathersage Court (PK) Stephen White - Homes for Islington (SW) Margaret Johns – Kerridge Court TRA (MJ) Lorna Reid – Highbury Estate TRA (LR/Chair) Louise Quarrell – Homes for Islington (LR) Eileen Digby – Western Isles TRA (ED) Carol Johnson – Burder Close TRA (CJ) Jessie White – Hawthorne Close TRA (JW) Virginia Stephens – Homes for Islington (VS)</p> <p>Guest: Barry Law (BL), Noreen Harfield (NH), Brian Potter (FITA)</p> <p>Apologies: Maura Lea, Colin Rennie, Cllr Paula Belford, Doreen Fishlock</p>	
Item		Action
1	<p>Introductions & Apologies</p> <p>Introductions made individually by all those in attendance</p> <p>LR – Enquired about questions in regards to the Tenants Compact.</p> <p>VS – Clarified position i.e. that she was only in a position to take and refer questions.</p> <p>PC – Advised members of the fact that there were panels taking place within the Upper Street at the same time and that this impacted upon staff resources.</p> <p>JW – Unhappy with situation i.e. representatives coming to meetings with no appropriate officers in attendance.</p>	

	<p>JF – Not here to defend what has taken place. Surprised we have not got the appropriate officers in attendance. This is a big area and it should have the appropriate officers in attendance. Will definitely take this back and ensure it does not happen again.</p> <p>JW - Highlighted staff move around in regards to technical officers and resident representatives not being informed.</p> <p>JF – Undertook to take this back as well.</p> <p>LR – Concerned that she knew nothing of the staff move around.</p> <p>JF – Highlighted the need of the organisation to get this type of thing right in relaying information to resident representatives.</p> <p>LR – Would like to see this type of thing as part of procedures and best practice so it is not forgotten and staff will undertake it as a matter of course.</p> <p>JF – When changes are undertaken local managers need to undertake a communications strategy on the issue and decide how the information will be rolled out.</p> <p>JW – Highlighted the lack of consultation items on agenda.</p> <p>LR – This could have been an opportunity to nail down some items as the agenda is relatively light.</p> <p>VS – Highlighted proposal to meet with panel members on the 01st December to discuss and agree Tenants Compact schemes.</p> <p>LR – Concerned about the late notification in regards to this proposed meeting and advised that she would not be attending.</p>	<p>JF</p> <p>JF</p> <p>JF</p>
<p>2</p>	<p><u>Minutes of last meeting</u></p> <p>Amendment to item 7 noted which should read</p> <p>‘Hopefully by the end of November’</p> <p>Minutes accepted as correct by panel</p>	

<p>3</p>	<p><u>Panel address by Louise Quarrell in regards to Cavity Wall Insulation Programme</u></p> <p>LQ – Updated panel members on the main aspects of the above. Programme is 6,500 flats to be insulated. The insulation, once installed, should reduce fuel bills by an average of £150 per year. Plan is for works to be on site by January 2010. Contractors will be drilling small holes externally and filling them then making good. All properties will be surveyed in advance of the works. Residents will not be required to be in whilst the works are taking place.</p> <p>JW – Are leaseholders to be charged?</p> <p>LQ – We have looked into this and No.</p> <p>CJ – How were properties selected?</p> <p>LQ – Using criteria as laid down by the funders.</p> <p>NH – Is scaffolding included in the cost of works?</p> <p>LQ – Where this required yes but we will also be using cherry pickers.</p> <p>NH – When will letters be going out on this?</p> <p>LQ – We have met with the contractors today and these issues will be getting covered.</p>	
<p>4</p>	<p><u>Central Reports – (consultation items)</u></p> <p><i>All central reports were presented to panel by Jon Farrant.</i></p> <p><u>i) HFI’s Community Engagement Strategy</u></p> <p>LR – If panel are asked to comment on a primary piece of work, that work needs to be sent with the report.</p> <p>SW - Highlighted that subsequent to liaison with chair on this matter that copies of the community engagement strategy had in fact been sent to members of the panel.</p> <p>LR – Highlighted that she would have liked to have been made aware of this</p>	

	<p>SW – Apologised in this respect.</p> <p>JF – Highlighted the main aspects of the report. Sets out the main threads of the community engagement strategy itself. Highlights the mains aspects of the strategy that are to be changed. Report incorporates activities and initiatives that were undertaken by HFI.</p> <p>LR – How do we measure the outcomes on this?</p> <p>JF – Understanding is that, regular reports go through to the board. Can arrange for these to come through to the panel. If panel has any comments or questions in respect of consultation and how we communicate, we can take this back.</p> <p>LR – Would like to see more details as to how we will be measuring the outcomes.</p> <p>JF – If panel would like more information on this we can arrange for Simon James to attend a panel meeting and do a presentation on this.</p> <p>LR – Would like Simon James to attend the January panel.</p> <p><u>ii) Business Planning</u></p> <p>JF – Panel being asked to comment on the draft objectives. There are questions to the panel in regards to this process.</p> <p>LR – How do we decide the priorities if several residents come up with different priorities?</p> <p>JF – It’s about identifying the priorities in relation to the service type.</p> <p>LR – Do we know what they are?</p> <p>JF – Safety, keeping estates clean, responding to the needs of the vulnerable and ASB, These are the sort of things that always come up as key indicators. However, as resources become more limited, we have to focus on our priorities.</p> <p>JW – Concerned by 4.3 as Homeownership have moved so many times. Why is it being moved again?</p> <p>JF – Big area of dissatisfaction is works in relation to leaseholders. One way we are thinking of dealing with this is by bringing Property Services and Leasehold Management teams closer together and making the service more efficient.</p>	<p>SW</p>
--	--	------------------

	<p>LR – 6.4, who is going to decide this?</p> <p>JW – Has attended Parliament twice on this. When this was last discussed there were 4 options which were private company, R.S.L, stay as you are and cannot recall the final option. Told there would be an open vote for the residents so they could decide.</p> <p>JF – Imagines it will go to the board in the first instance about how this will be done. In regards to the ALMO and if it continues, that will be down to the Council.</p> <p>JW – This is a worry, as to where we go, but it will need to go out to the residents. Would like to see open meetings with residents where this issue can be discussed.</p> <p>LR – For the next meeting would like to see the board’s timetable leading up to a vote on this issue. Also highlighted 222 Upper Street and the fact on various occasions in the early hours of the morning and late at nights that lights are left on in this building. Has also seen this in Northway House.</p> <p>PC – Clarified the situation in regards to Northway House and the fact that sometimes operatives/workmen are in the building when other staff are off duty.</p>	MS
5	<p><u>Tenants Compact & Estate Security Budget</u></p> <p>LR – Not planning to take this item as print used on spreadsheet is too small.</p> <p>VS – Offered to go through it with panel members.</p> <p>LR – Concerned that information gets lost in translation. However, if any of representatives in attendance do have any questions or queries they wish to raise, they can do so.</p> <p>JW – Blair Close – her caretaker states that the lights on this block/estate are not completed.</p> <p>LR – Can this be taken back?</p>	CC

<p>6</p>	<p><u>Local Reports</u></p> <p><i>Pritpal introduced the local P.I report and office report to panel members.</i></p> <p>P.C – Highlighted the main aspects of the report i.e., x-mas closure with skeleton service provided from the Upper Street AHO and fun days and the fact that we are looking for ideas and estates to participate for next year. At the moment Upper Street targeting the Mayville Estate as the estate to use in regards to the office led fun day.</p> <p>JW – Enquired as to why HFI no longer participate in the kiers fun day and aired some concern about fun days on estates.</p> <p>SW – Highlighted the successful fun days that have taken place on estates over the recent years some of which have now become almost an annual feature in the case of Highbury Quadrant & Marquess Estate. Highlighted the community feeling and spirit that is generated on the back of events of this nature and the basic things such as residents who usually just walk pass each other now talking to each other.</p>	
<p>7</p>	<p>A.O.B</p> <p>LR – Seeking a full report on the following in regards to Balfour Beatty and works on Highbury Estate.</p> <ol style="list-style-type: none"> 1. What are the making good plans for Highbury Estate when the contractors have left? 2. There are lots of paint and concrete damage, when will this be made good? 3. Keen to know what their legacy money for the estate will amount to? <p>NH – Would like an update as to when the caretaking review will be completed.</p> <p>JF – This will be in January.</p> <p>MJ – There was an eviction at 106 Kerridge Court last week and last night one of the ex-occupants knocked looking for a ladder to get back in.</p> <p>PC – Undertook to take this back.</p>	<p>Project Team</p> <p>PC</p>

<p>8</p>	<p><u>Central Reports – Information Items</u></p> <p>i) Feedback from September Consultative Panels</p> <p>Noted</p> <p>ii) Complaints Monitoring April 09 – September 09</p> <p>Noted</p> <p>iii) R&M Re-procurement Update</p> <p>LR – Would like a message to go to Phil about sitting on boards or groups as a representative of this panel that he must give feedback from attendance at such meetings and apologies when he cannot attend panel.</p> <p>iv) HFI and Consultative Panel Update</p> <p>Noted</p> <p>v) Capital Programme 2009/10 Monitoring 2nd Qtr</p> <p>Noted</p> <p>vi) Forward Plan</p> <p>Noted</p>	
	<p style="text-align: center;">Date of next meeting</p> <p style="text-align: center;">21st January 2009</p> <p style="text-align: center;">In</p> <p style="text-align: center;">Committee Room 1, Town Hall</p>	