

Managed Property Sub-Board Agenda
Wednesday 11th February 2009
6.30 PM to 8.30PM

Highbury House, 5 Highbury Crescent

Item	Presenter	Subject	Status	Page Number	Duration
1	J White	Welcome/Apologies/ Introductions	Information	Verbal	6.30 – 6.35
2	J White	Declaration of Interests	Information	Verbal	6.30 – 6.35
3	J White	Questions from the Public	Information	Verbal	6.35 – 6.55
4	J White	Minutes of Last Meeting (10 th December 2008) and Matters Arising	Decision	1	6.55 – 7.00
5	J White & D Goldring	Chair and Director of Operations reports back	Information	Verbal	7.00 – 7.05
6	M West	Responsive Repairs	Monitoring	5	7.05 – 7.15
7	N Freeman	Leaseholder Services Update	Monitoring	11	7.15 – 7.25
8	D Goldring	Performance Indicators	Monitoring	17	7.25 – 7.35
9	D Goldring	Risk Register	Decision	37	7.35 – 7.45
10	S James	Motorcycle and Bike Parking on Estates	Decision	43	7.45 – 8.00
11	S James	HFI Youth Engagement Programme 08/09	Information	47	8.00 – 8.10
12	D Goldring	CP Feedback Reports	Information	51	8.10 – 8.25
13	D Goldring	Petitions received at Panels	Information	59	8.10 – 8.25
14	J White	Any other Business	Information	Verbal	8.25 – 8.30

**Homes for Islington
Managed Property Sub-Board (MPSB) Meeting
Minutes of 10th December 2008**

Present: Jessie White (Chair), Jyoti Vaja (Vice-Chair), Barbara Coventry, Ann Lucas, Eddie Niles, James Simpson, Des Smith (Board Directors); Robert Burbidge, Carol Johnson (Associate Directors)

In Attendance: Doug Goldring (Director of Operations)
Ferenc Morath (Head of Programme Management)
John Everett (Legal Repair Team Manager)
Jaci Barnes (Repairs Service Development Manager)
Mike Sims (Company Secretary), Minutes

Apologies: Francois Smit, Richard Beal (Associate Directors)

	ITEM	ACTION
1	<p>Welcomes/Apologies/Introductions</p> <p>a) The Chair opened the meeting at 6.30pm.</p> <p>b) The Chair gave apologies for Francois Smit and Richard Beal (Associate Directors).</p>	
2	<p>Declarations of Interest</p> <p>a) There were no declarations of interest.</p>	
3	<p>Questions from the Public</p> <p>a) The Chair accepted a petition from residents at Mildmay Street concerning an alleyway. Doug Goldring, Director of Operations, agreed that a response would be provided by HFI to the lead signatory within 10 working days.</p>	Doug Goldring
4	<p>Minutes of last meeting 15th October 2008 and matters arising</p> <p>The minutes were approved as an accurate record of the meeting.</p>	
5	<p>Community Safety Budget 2009/10</p> <p>a) Doug Goldring introduced a report for decision setting out the proposals for the security works part of the Community Safety and Neighbourhood renewal budget for 2009/10.</p> <p>b) MPSB noted previous attempts have been made to joint fund a scheme with a Housing Association at Stephens Ink with Quill St Estate.</p> <p>c) MPSB agreed the works to Westbourne estate in principle, subject to staff checking whether it could be used for hidden</p>	

	<p>homes.</p> <p>MPSB agreed:</p> <p>i. The schemes for Hargrove, Hedingham, Hume and part of Westbourne would be agreed for 2010/11.</p> <p>ii. The following schemes for 2009/10</p> <p style="padding-left: 40px;">a. New Orleans, Rushmore, Colman, Holbrooke, Girdlestone, Stephens Ink, Girdlestone and Chestnuts.</p> <p style="padding-left: 40px;">b. That a decision on Kerridge would be deferred to Jyoti Vaja, Barbara Coventry and James Simpson following a site visit before the relevant January 09 Consultative Panels.</p>	
6	<p>Community Safety Programme 2008/09</p> <p>a) Doug Goldring introduced a report for information updating the Sub-Board on the progress of the 2008/09 Community Safety Programme.</p> <p>b) MPSB scrutinised the reason for delays to the following schemes:</p> <p style="padding-left: 40px;">Popham – planning approval expected in January Gardner – scheme rejected by residents when worked up - reconsidering another scheme.</p> <p>The report was noted.</p>	
7	<p>Performance Indicators – October 2008</p> <p>a) Doug Goldring introduced a monitoring report providing performance figures for a range of HFI services within the remits of the Sub-Board.</p> <p>b) MPSB noted that less than 0.5% of properties were empty at any given time.</p> <p>The report was noted.</p>	
8	<p>HFI Response Repairs and Maintenance</p> <p>a) John Everett, Interim Director of Responsive Repairs, introduced a monitoring report providing the Sub-Board with performance data for the responsive repairs and engineering services.</p> <p>b) Jaci Barns reported back on issues from the minutes of the last meeting:</p>	

	<ul style="list-style-type: none"> • That revised date on resident satisfaction will come to the February meeting. • That information on boiler installation is included in the current report. • That Kier intends to have subcontractor identification and parking permit issues resolved by February 09. <p>c) MPSB requested that the next report focuses on the issue of client ownership on repeat repairs and what processes are in place and how well they work.</p> <p>The report was noted.</p> <p>(Jyoti Vaja left the meeting at 7.42pm.)</p>	Peter Taunton
9	<p>Estate Services Efficiency Review Update</p> <p>a) Doug Goldring introduced a monitoring report updating the Sub-Board on the Estate Services Efficiency Review.</p> <p>The report was noted.</p>	
10	<p>Risk Register</p> <p>a) Doug Goldring introduced a report for decision presenting the current position with regard to all risks that relate to the Sub-Board, which were also included in the Risk Register report reviewed by Audit Committee on 3rd December 2008.</p> <p>The risk register was agreed.</p>	
11	<p>Evaluation of the 2007/08 HFI Community Fund</p> <p>a) Doug Goldring introduced a report for information providing the Sub-Board with a further update on the outcomes of the 2007/08 HFI Community Fund, which formed part of HFI's community engagement action plan in that year, as requested by MPSB at its October meeting.</p> <p>b) There are 8 organisations who have not responded on how they have spent the allocated funding.</p> <p>c) MPSB suggested that, in relation to these organisations, HFI flags them in some way to ensure they are not funded in future and make other funders, in particular LBI, aware of HFI's experience.</p> <p>The reports were noted.</p>	Simon Kwong

12	<p>Reports Back from Consultative Panels – November 2008</p> <p>a) Doug Goldring introduced a report for information presenting a summary of the views of Consultative Panels on the items raised for consultation.</p> <p>The report was noted.</p>	
13	<p>Update on Petitions Received by Consultative Panels</p> <p>a) Doug Goldring introduced a report for information updating the Sub-Board on petitions received at Consultative Panels and progress on their resolution.</p> <p>The report was noted.</p>	
14	<p>Forward Plan</p> <p>The Forward Plan was agreed.</p>	
15	<p>Any other business</p> <p>a) None.</p>	
16	<p>Date and time of next meeting</p> <p>11th February 2009, 6.30pm, Board Room, Highbury House</p>	

There being no further business to conclude, the Chair closed the meeting at 7.58pm.

Chair: Jessie White

Date

Report of	Team	Job Title
Peter Taunton	Chief Executive Directorate	Interim Director of Property Services

Name of Meeting	Date of Meeting	Item	Status
MPSB	February 11 th 2009	6	Monitoring

Subject of report: HFI Repairs and Maintenance Report

1. Synopsis

1.1 This report provides performance data for the responsive repairs and engineering services.

2. Recommendations

The Committee is asked to:

2.1 Note the report and comment on any issues arising

2.2 Note the changes to the report and comment upon the structure

3.0 Key Performance Indicators

3.1 HFI uses a total of 10 Key Performance Indicators (KPIs) to measure Kiers' performance. 7 of these are currently being achieved and the sub-board has asked that it receives details of the indicators currently failing to achieve target and of the action proposed to address this.

3.2 Action being undertaken to ensure targets are achieved.

KPI's that failed to achieve target.	target	actual	Action
P300 - % of jobs completed within timescale	94%	91.5%	KI are introducing dedicated Planner/Scheduler roles to bolster the existing management and closure of all orders, particularly emergency and routine. These posts will be implemented by 9 th February once all IT requirements have been met. Kier aim to bring performance in on target.
P550 - % of planned repairs and maintenance to responsive repairs and maintenance expenditure	60%	47%	Kier Islington's main area of impact upon this KPI is in relation to follow on orders and larger works arising from Pre Inspection requests. HFI are continuing to work with Kier Islington to address the gap by ensuring more repairs and maintenance are commissioned through a planned approach via a planned work bank of repairs rather than simply reacting to defects when they are reported to achieve 60/40%.
P410 - %	100%	98.9%	HFI & KI continue to offer flexible appointments

gas services completed			Referrals to court are being maintained
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3.3 Customer Satisfaction

Kwest Research carries out a monthly telephone Customer Satisfaction.

Overall satisfaction with the service to November of 71.7%, compared with a target of 75%.

3.4 The main area of concern is around 'completing jobs at first visit'.

Contract Performance and Scrutiny Team (CSPT) within Property Services has begun an investigation into why residents have a different perception of contractor performance in this area than the system-generated data would suggest.

The Preliminary findings are as follows:

- a) Emergency Orders – most of these orders result in a temporary “make safe” repair which is recorded on the system as completed on first visit despite the fact that further works orders are required to repair or replace the defective component.
- b) Routine Repairs – In 21% of recent cases relating to this area of work, the repair was not able to be completed at the first visit, for one of the following reasons:-
 - i) The repair required additional parts
 - ii) The repair requested was larger than originally thought
 - iii) The repair required client approval
 - iv) A site visit was required
- c) CPST are continuing to review the comments received from residents
- d) CPST are looking at the top 20 properties where there have been more than 5 repairs orders raised since April. The report data covers all repair related to the property responsive/gas. Information relating to this part of the investigation will be available for the next report.

4 Voids

4.1 V110 – Average re-let time (calendar days)

- 4.1.1 Kier Islington’s improved performance in carrying out repairs to empty properties is contributing to the overall reduction in re-let times, which is currently 18 days on average to November, which is 4 days better than the 22 day target.

KPI	03/04	04/05	05/06	06/07	07/08	Outturn in preceding month	Year to Date	Target
V110 – Average re-let time (calendar days)	22 days	22 days	26 days	23 days	22 days	18 days	18 days	22 days

5. Missed appointments - Compensation Scheme

5.1 The scheme covers all priorities where the client or Kier, British Gas or EPS make an appointment to carry out work, on day to day contracts or gas.

Number of Compensation Payments made for failure to keep an appointment

Contractor	YTD 06/07	YTD 07/08	Apr	May	June	July	Aug	Sept	Oct	Nov	YTD	Cost to date
Kier day to day	342	303	30	34	53	27	28	29	33	42	276	£4,140
Kier Gas	0	82	0	2	1	0	0	1	2	0	6	£90
British Gas	N/A	437	4	19	21	16	14	26	13	19	132	£1,980
EPS	N/A	4	0	0	0	0	0	0	0	0	0	0
Total	342	826	34	55	75	43	42	56	48	61	414	£6,210

5.2 Action being taken to reduce failed appointments:

- a) Kier are running weekly reports to investigate why appointments have failed. There has recently been an increase in urgent orders; therefore Kier has been late in attending to some of these appointments. CPST are identifying why requests of this type have increased
- b) British Gas are in the process of recruiting additional labour to support the current workload. They are also checking to confirm that their engineers are calling residents with an ETA on the day of the appointment.

6 Communal Repairs

6.1 This section of the report will identify the overall service related to communal repairs.

- a) Orders reported via Quality Assurance Officers
- b) Lifts

6.2 The table below identifies the overall communal repair performance to November.

The average time taken to complete all responsive communal repairs (not EPS), is 7.25 days at an average cost of £188.50 per repair.

Category of Repair	Number of Jobs	Number of days taken to complete	Average number of days taken to complete	Cost of Jobs	Average cost of jobs	Jobs Completed in Time	Jobs Completed in Time
Emergency	463	478	1.03	£78,819.98	£170.23	442	95.46%
Urgent	591	1253	2.12	£116,758.84	£197.18	519	87.82%
Routine	1931	19632	10.17	£357,549.35	£185.16	1728	89.49%
Planned	126	1178	9.35	£34,592.39	£274.54	101	80.16%
Handyperson	1037	928	3.12	£64,366.59	£62.07	N/A	N/A
Total YTD	3111	22541	7.25	£587,720.56	£188.50	2790	89.68%

6.3 Lifts

The performance measure for both service providers is to ensure no more than 200 breakdowns per month within their contracted area of the borough. There are 194 lifts in the South of the borough and 172 in the North.

	2008/2009	
	Otis (South) Number of reported repairs per month	Interserve (North) Number of reported repairs per month
April	127	131
May	127	144
June	97	134
July	152	104
Aug	100	99
Sept	118	123
Oct	126	134
Nov	159	112

6.4 A number of lifts within the borough have had major components replaced to reduce breakdowns. There are also a number of lifts that are due for capital refurbishment.

7. Complaints

7.1 Responsive Repairs Complaint Analysis Quarter 2 (2008)

Stage	Number	% achieving target
One	408	90.19%
Two	42	95.23%
Three	1	0%
Ombudsman	2	100%

- 7.2 An action plan was introduced in July 2008, early indications show that the introduction of a quality check process has reduced the use of technical/bureaucratic language, poor use of English, spelling and grammatical errors, inappropriate tone and variable use of the response template.
- 7.3 CPST has also introduced a monthly “case study” review process as a learning tool to improve services.
- 7.4 Unfortunately early indicators are that performance in this area in Quarter 3 was poor. This may be due to a number of factors including changes in staffing and complaint reporting arrangements.
- 7.5 Under the new management of Repairs and Maintenance the performance in this area is being reviewed at weekly meetings and a new robust structure is being considered. It is hoped that the final quarter will show a marked improvement.

8. Repeat Orders

- 8.1 At the previous meeting MPSB asked for information regarding client ownership of repeat repairs and the processes that are in place to monitor and control them.
- 8.2 Currently call centre scripts require staff at HFID to check for previous orders. Repeat orders should be raised as “Quality Recalls” which should be conducted by Kiers at no charge.
- 8.3 Additionally as part of the Technical Quality Assurance Process a sample of orders are checked for various elements this includes repeat ordering and credit notes are requested if the work is found to be duplicated. If repeated issue is identified a larger investigation is conducted to address the reasons, prevent recurrence and recover any money given in error to the contractor.
- 8.4 There is also some considerable work to be done identifying what constitutes a repeat order and when it is valid that such orders are logged. This links into 3.3 above regarding first time fix of repairs and many of the methods laid out in that section will inform this work. Additionally some investigation is required regarding repairs which may affect multiple properties, such as drainage. Because the repeat orders are considered on a property specific basis these may not be registered as repeat orders and audited as such.
- 8.5 Currently our Contract Performance Team and Technical Quality Assurance Team are reviewing these processes to ensure control is sufficient. It is felt that regular monitoring of repeat orders is necessary. However these figures will have little significance without the full understanding why repeat orders occur.
- 8.6 It is hoped that this reviews results and some statistical information will be available for the next sub board.

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Report of	Team	Job Title
Doug Goldring	Chief Executive Directorate	Director of Operations

Name of Meeting	Date of Meeting	Item	Status
MPSB	11th February 2009	7	Monitoring

Subject of Report: Leaseholder Services Update

1. Synopsis

- 1.1 This report summarises current performance, recent developments and future issues relating to the service areas covered by Home Ownership Services.

2. Recommendation(s)

- 2.1 The Sub-Board is asked to note the report and comment on any of the items described.

3. Background

3.1 Right to Buy and Social Homebuy

- 3.1.1 Right to Buy application rates have fallen to an average of 16 a month: this is a decrease of about 50% on the rate for 2007/08. There has been a similar decrease in the number of completions – as the table below shows.

	2008/9 Q1-Q3	2007/8	2006/07	2005/06	2004/05	2003/04
RTB applications received	149	415	483	487	570	584
Offer notices issued	153	293	458	688	575	1,906
Completed sales	20	107	141	258	600	693

- 3.1.2 To date there have not been any completions under the Social Home Buy (SHB) scheme, although there have been 17 applications since the scheme was launched in February 2008. Of these applications 10 are live, and 2 are at the legal conveyancing stage. Of the cases that are with legal, one is a conversion from the Right to Buy, and so the applicant is looking to purchase 100% of the property, and the other application is for a purchase of 50% of the property.

- 3.1.3 SHB completions generate more useable capital receipts than RTB sales. The council is therefore keen to incentivise SHB and has increased the maximum incentive to cover the costs of purchase from £4,000 to £5,000, and it is now payable in full regardless of the percentage being purchased. These incentive payments are funded by the council.

3.1.4 Although SHB does offer opportunities for affordable home ownership, the current economic climate has worked against any take-up.

3.2 Implementation of Service Charge I-world module

3.2.1 I-world is the integrated software system already in use for rent collection and the Right to Buy. The service charge module went live on 1 April 2008.

3.2.2 As reported in the previous update, implementation has been problematic, and there have been delays in a number of the functionalities becoming operational. For annual service charges, day-to-day account management and income collection activities are now working successfully. Work is on-going for the processes to produce the annual service charge estimates and annual summaries of actual service charge expenditure.

3.2.3 For major works, progress has been slower and a number of workarounds and manual alternatives are still required to carry out the consultation, invoicing and collecting activities. This has had an adverse impact on collection performance, as noted in 3.4 below.

3.2.4 Regular meetings continue between ICT and Home Ownership to resolve the remaining issues.

3.3 Annual Service Charges

3.3.1 The collection target for 2008/9 is 102% of the charge outstanding at 1 April 2008, plus the adjustment for the 2007/08 actual charges, which equates to £8.1m in total. This compares with an actual collection achieved of £6.9m in 2007/08.

3.3.2 Current and previous year's (cumulative) collection performance are shown in the table below.

Year	Q1	Q2	Q3	Q4
2008/09	£2.09m	£3.88m	£6.02m	-
2007/08	£2.30m	£4.00m	£5.45m	£6.9m
2006/07	£2.30m	£3.80m	£5.30m	£6.30m
2005/06	£2.22m	£3.41m	£4.66m	£5.39m

3.3.3 At the end of the third quarter of 2008/09 performance is at 96% of the target for this point in the financial year.

3.4 Major Works

3.4.1 The collection target for Major Works for 2008/9 is £7.7m (2007/08 target £6.3M; actual collected 2007/08 £6.6m)

3.4.2 Current and the previous year's (cumulative) collection performance are shown in the table below.

Year	Q1	Q2	Q3	Q4
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2008/09	£1.78m	£2.77m	£3.99m	-
2007/08	£1.60m	£3.35m	£4.70m	£6.6m
2006/07	£0.65m	£1.54m	£2.75m	£4.25m
2005/06	£0.62m	£1.42m	£1.92m	£2.81m

3.4.3 At the end of the third quarter of 2008/9, collection performance is at 69% of the target for this point in the financial year.

3.5 Leasehold Satisfaction Survey

3.5.1 The leaseholder satisfaction survey took place in November 2008 as planned. The survey was carried out by the same company who undertook the “status” survey for tenants. A questionnaire was sent to a sample of 4,000 home owners. A sample was chosen in preference to a full census to reduce costs but the results are still statistically valid.

3.5.2 The survey questions used were a set agreed with other London ALMOs. This will mean that benchmarking and comparisons between organisations will be easier and more meaningful than before, as the wording of the questions used by each organisation will be the same.

3.5.3 There was a delay in Hfl receiving the draft results from the survey company. A number of issues with the data have been identified, including where the responses do not add up to 100%. At the time of writing therefore it is not possible to be confident to report the findings of the survey in any detail.

3.5.4 However, the results of the headline question on overall satisfaction with Hfl appear to be correct. The results indicate: 38% are satisfied, 28% are neither satisfied nor dissatisfied and 34% are dissatisfied.

3.5.5 This shows a small increase in satisfaction from 2006, when the last survey was carried out, in which 35% of home owners said that they were satisfied with the overall service that HFI provided.

3.5.6 The full results of the leaseholder satisfaction survey will be available within a month.

3.6 Leaseholder Information Fair

3.6.1 The second Leaseholder Information Fair took place as planned on 16 October 2008 at Rocket Complex of London Metropolitan University. Around 220 home owners, including those managed by Partners as well as HFI attended the event.

3.6.2 A substantial contribution towards the costs of running the event. A local firm of solicitors also attended and contributed towards the costs. Stalls were staffed by Hfl and its partners, including the framework contractors, the council’s benefits team, CHAS CL (who provide debt and welfare advice) and the Leasehold Advisory Service (LEASE). Islington Leaseholder Association (ILA) also had a stall at the fair which was staffed by their members.

3.7 Islington Leaseholder Association (ILA)

- 3.7.1 ILA was provided with their grant of £20,000 in August 2008. The grant is for specific activities only: development of the ILA, development of their website and communications and publicity. ILA has produced two newsletters so far which were sent to HFI home owners as part of the regular HFI mailings.
- 3.7.2 ILA has elected their Chair and Vice-Chair.
- 3.7.3 A series of bi-monthly consultative meetings have been set up from October 2008. The topics, which have been agreed with ILA, which have been discussed so far include buildings insurance charges for sublet properties, the Hfl leasehold management charge, forward planning for major works and the consultation and billing process for major works.

3.8 Leasehold Valuation Tribunal decisions

- 3.8.1 The Leasehold Valuation Tribunal (LVT) is the body that deals with service charges disputes and can determine if a charge is “reasonable”. It can also grant dispensation from any or all of the “Section 20” service charge consultation requirements. Both the landlord and leaseholders can apply to the LVT for a ruling.
- 3.8.2 LVT cases for the third quarter of 2008/09 and their outcomes are listed in Appendix A.

4. Summary

- 4.1 The main feature of this period is the continuing fall in RTB activity, reflecting the general economic conditions.
- 4.2 The implementation phase of the I-world module has impacted on collection performance for both annual and major works service charges. There has been significant progress at recovering the position with annual service charges, but progress with major works has been more limited.
- 4.3 ILA is now a functioning body and regular consultative meeting with Hfl and Partners are now taking place.

Background papers: none

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APPENDIX A: LEASEHOLD VALUATION TRIBUNAL DECISIONS 2008/9 3rd Quarter

	DATE	CLAIM TYPE	OUTCOME
1.	02.09.08	Major Works Service Charges: external repairs & painting & building of the retaining wall. [now a PFI property]	<ul style="list-style-type: none"> • Tribunal held the retaining wall works were carried out to a reasonable standard & the charges having already been reduced following Hfl's internal appeals procedure; the outstanding amount should be paid. • Tribunal found it was reasonable for patch roof repairs to be undertaken on this occasion. • Tribunal held the external decoration & repairs were carried out to a reasonable standard & the charges were recoverable. However as no repair was undertaken to the broken spindles or cracked paving & these items ought to have been remedied, a £150 reduction was applied.
2.	20.10.08	Major Works Service Charges: 2006 to 2008 external repairs & decoration, window/roof renewal The decision is being Appealed	<ul style="list-style-type: none"> • Tribunal was impressed by the comparatively high standard of these works in terms of condition, decoration & repair. • Question of the standard of the works had not been addressed by the leaseholders' expert & therefore was not an issue requiring the Tribunal's determination. • Historic neglect re concrete repairs: was not established & cannot be assumed. Tribunal rejected the argument that damages for historic neglect should be set off against the leaseholders' liabilities to pay service charges. • Government funds: Tribunal rejected the leaseholders' argument that part of the funds received by the Council should be treated as reducing their service charge liabilities. • Discretionary reduction: is not an issue within the Tribunal's jurisdiction. • Windows – repair or improvement: Tribunal unable to find that they constituted an improvement & therefore the charge was correctly included.
3.	24.10.08	Major Works Service Charges: external repairs & painting	<ul style="list-style-type: none"> • Tribunal found there were no allegations that the works were not of a reasonable standard. The charges & interest were reasonable & payable. • Tribunal left the Council to decide whether to seek to recover the costs of these proceedings under the service charge regime contained in the Lease. The second part of the Lease's third schedule appears to indicate the Council is entitled to recover costs associated with the collection of service charges.
4.	27.10.08	Annual Service Charges for 2005 to 2007	<ul style="list-style-type: none"> • Tribunal found block repair, caretaking & management fee charges were reasonably incurred & that the caretaking & management services were carried out to a reasonable standard in 2006/7. • Tribunal found lease was defective in relation to defining the estate and so found no liability for estate lighting and reduced grounds maintenance charge

Report of	Team	Job Title
Simon Kwong	Chief Executive Directorate	Director of Performance & Service Development

Name of Meeting	Date of Meeting	Item	Status
MPSB	11 th February 2009	8	Monitoring

Subject of report: Performance Indicators December 2008

1. Synopsis

- 1.1 This report gives performance figures for a range of HFI services within the remits of the Managed Property Sub-Board.

2. Recommendation

- 2.1 That MPSB notes and comments on the report.

3. Background

- 3.1 Notable performance issues are:

- Lyon Street AHO had the highest score year to date to December of 8.18 on the basket of performance measures.
- Current arrears per tenant at the end of December 2008 were £186.25 (£177.42 excluding PFI). This is 1.9% lower than at the end of 2007/08.
- Central Street AHO has the lowest average arrears per tenant (£151.94).
- Average re-let time for void properties was 16 days in December (15 days excluding PFI).
- 95.9% of invoices were paid in time in December compared with 87.2% in the last financial year.

Full details of performance are in the attached Sub-Board report.

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Performance Indicator Report



improving housing through partnership

Performance
Monitoring
Section

QMS
ISO 9001:2000
Certified



December 2008

Managed Property

Sub-board

CONTENTS AND SUMMARY OF RESULTS

Page	Ref	Description	Responsible officer
4 to 5	Performance basket		AM
OPERATIONS			
Anti-social behaviour & hate crime			
6	A235 (ex BVPI 174)	Cumulative number of racial incidents recorded by the housing department	AR
6	A240 (ex BVPI 175)	Percentage of racial harassment incidents resulting in further action	AR
6	A245 (ex LKPI 20a)	The number of sexual incidents recorded by Homes for Islington	AR
6	A250 (ex LKPI 20b)	The percentage of sexuality harassment incidents resulting in further action	AR
6	A255 (ex LKPI 21a)	The number of other incidents recorded by Homes for Islington	AR
6	A260 (ex LKPI 21b)	The percentage of other harassment incidents resulting in further action	AR
6	A265 (ex LKPI 1)	The percentage of racial harassment cases resulting in further action against the perpetrator	AR
6	A270 (ex LKPI 2)	The percentage of sexuality harassment cases resulting in further action against the perpetrator	AR
6	A275 (ex LKPI 3)	The percentage of other harassment cases resulting in further action against the perpetrator	AR
7	A100 (ex LKPI 101a)	Number of ABCs signed in month	AR
7	A110 (ex LKPI 101b)	The number of NTQs / NSPs issued (Anti-social behaviour)	AR
7	A120 (ex LKPI 101c)	The number of evictions (Anti-social behaviour)	AR
7	A130 (ex LKPI 101d)	The number of injunctions obtained	AR
7	A140 (ex LKPI 101e)	The number of ASBO's (anti-social behaviour orders) obtained	AR
8	A160 (ex LI 27g)	Number of new nuisance / anti-social behaviour cases opened in the month	AR
8	A170 (ex LI 27h)	Number of new nuisance / anti-social behaviour cases closed in the month	AR
8	A180 (ex LI 27i)	Number of live nuisance / anti-social behaviour cases	AR
8	A190 (ex LI 27j)	Number of professional witness deployments	AR
8	A200 (ex LI 27k)	Number of parental support referrals	AR
8	A210 (ex LI 27l)	Number of mediation referrals	AR
8	A220 (ex LI 27m)	Number of demoted tenancies	AR
8	A230 (ex LI 27n)	Court applications - antisocial behaviour	AR
Rent Arrears			
9	R175 (ex LI 22)	Percentage of debt pool reduction.	AR

9	R150 (ex LKPI 23) - MPG	Current arrears per tenant	AR
9	R160 (ex LI 2a)	Total rent arrears (£m)	AR
10	R170 (ex LKPI 24a)	Former tenant arrears (£m)	AR
10	R171	Amount of debt passed to Former Tenants by Area Offices	AR
10	R172	Amount of former tenant arrears collected	AR
10	R173	Amount of former tenant debt written off	AR
10	R165 (ex LI 2b)	Total current + former rent arrears (£m)	AR
11	R190 & R200 (ex LI 30a & b)	Rent arrears by banding	AR
		Voids and re-lets	
12	V110 (ex BVPI 212)	Average re-let time (days)	AM
		Caretaking	
13	E132 (ex LKPI 69b)	The percentage of caretaking inspections which achieved an A or B grade	MP
		Home Ownership - Right to Buy	
14	L500 (ex LKPI 74a)	Right to Buy applications received and processed	AM
14	L510 (ex LKPI 74b)	RTB2 - Valuations - time from request made to receipt (weeks)	AM
14	L520 (ex LKPI 74c)	S125's - receipt of valuation to issue (weeks)	AM
14	L530 (ex LKPI 74d)	Plans - plans requested from valuers to receipt (weeks)	AM
14	L540 (ex LKPI 74e)	Time from receipt of RTB1 to issue RTB2 (weeks)	AM
		PROPERTY SERVICES	
		Repairs	
15	P100 (ex LKPI 35) - MPG	The percentage of urgent repairs completed (priority H0, H1, H2 & H3 time limits)	MP
15	P220 (ex LKPI 36) - MPG	The average time taken to complete non-urgent repairs (£1000 upper limit - priority H4 & H6) in working days	MP
15	P200 (ex LKPI 37)	Percentage of non-urgent repairs completed on time (priorities H4 & H6)	MP
16	P230 (ex LKPI 185)	Percentage of repairs for which an appointment was made and kept	MP
		RESOURCES	
17	H700 (ex BVPI 8)	% Invoices Paid within 30 days	MP
18 to 19	Glossary of terms and abbreviations		

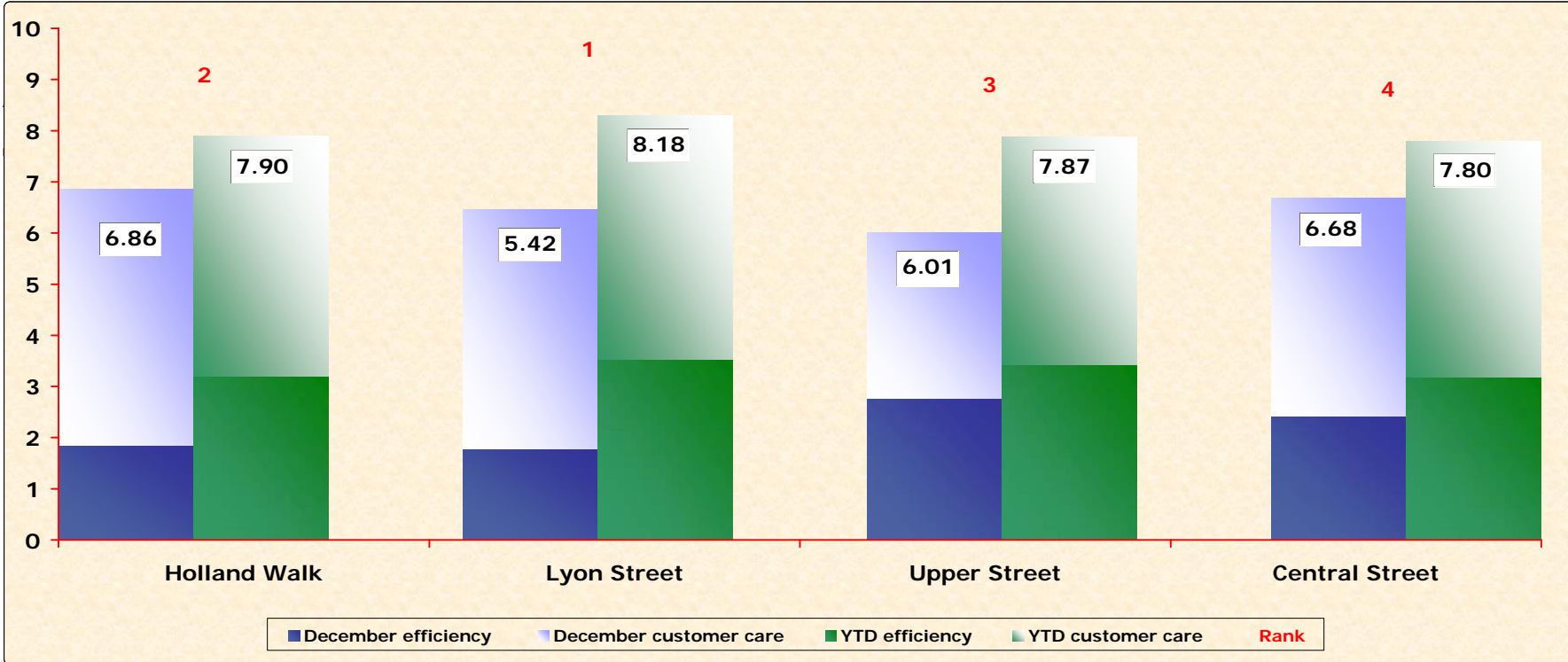
Performance Basket Report December 2008

Headline Performances

- **Lyon Street remains in first place for the year to date, scoring 8.18 points and, and achieving a score of 5.42 points for the month of December. Holland Walk moves into second place for the year to date, scoring 7.90 points, and achieving a score of 6.86 points for the month.**
- **Efficiency scores have averaged 4.41 points across the area offices for December. This performance is rated as "Below Target". Customer care scores have averaged 8.59 points across the area offices for December and based on the ratings key this performance rates as "Good".**

Contact Anne Mushington for more information on ext. 4113

PERFORMANCE BASKET - HFI Managed Area Offices



YTD Overall Ratings		
Area Office	Ratings	Ranking
Holland Walk	Good	2
Lyon Street	Good	1
Upper Street	Good	3
Central Street	Good	4

YTD Rating Keys	
Keys	Ratings
Excellent	Above 9
Good	Btw 7-9
Satisfactory	Btw 5-7
Below Target	Below 5

Monthly Efficiency and Customer Care Scores		
Area Office	Efficiency	Customer Care
Holland Walk	3.72	10.00
Lyon Street	3.57	9.35
Upper Street	5.52	6.50
Central Street	4.85	8.52

- PI's Contributing to the basket**
- | | |
|--------------------------------------|---|
| | <i>Wgt. (%)</i> |
| Efficiency Performance Indicators | 12.5 Average relet time of minor voids (Monthly) |
| | 12.5 Rents collected as % of rent due (Monthly) |
| | 7.5 % Reduction of average debt per tenant (YTD) |
| | 12.5 Caretaking - Monthly average percentage (Monthly) |
| Customer Care Performance Indicators | 5 % Invoices paid within 30 days |
| | 10 Correspondence (Monthly) |
| | 10 Complaints (Monthly) |
| | 10 Members Complaints and Enquiries (Monthly) |
| | 5 % Tenant court appearances |
| | 10 % of telephones answered a) within 6 rings, b) achieving the full corporate greeting |

OPERATIONS

The number of harassment incidents recorded by Homes For Islington;
A235 (ex BVPI 174); racial incidents
A250 (ex LKPI 20a); sexuality incidents
A265 (ex LKPI 21a); other incidents

The percentage of harassment incidents resulting in further action.

A240 (ex BVPI 175); racial incidents

TARGET = 100%

A255 (ex LKPI 20b); sexuality incidents

TARGET = 100%

A270 (ex LKPI 21b); other incidents

TARGET = 100%

Further actions include: detailed investigations, interviews, referral to policy/other agencies, mediation, rehousing of the victim and removal of graffiti. An incident has been acted upon if at least one action has been taken. This is shown by the completion of an investigation & recommendation Form HH2.

The percentage of harassment cases resulting in further action against the perpetrator (YTD).

A245; racial incidents

A260; sexuality incidents

A275; other incidents

A235; Dec 2008 = 1, YTD = 12

A240; Dec 2008 = 0%, YTD = 92%

A245; Dec 2008 = 0%, YTD = 33%

A250; Dec 2008 = 0, YTD = 5

A255; Dec 2008 = Nil, YTD = 100%

A260; Dec 2008 = Nil, YTD = 0%

A265; Dec 2008 = 0, YTD = 67

A270; Dec 2008 = Nil, YTD = 99%

A275; Dec 2008 = Nil, YTD = 31%

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported performance

Clarification can be obtained from Alan Richards (Ext 4281)

The number of racial incidents recorded by Homes for Islington

Dec 2008	A235			A240			A245		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Racial harassment									
Holland Walk	6	1	2	100%	0%	50%	83%	0%	50%
Lyon Street	1	0	5	100%	Nil	100%	0%	Nil	20%
Upper Street	6	0	0	100%	Nil	Nil	33%	Nil	Nil
Central Street	5	0	2	100%	Nil	100%	100%	Nil	100%
PFI 1	0	0	2	Nil	Nil	100%	Nil	Nil	0%
PFI 2	6	0	1	100%	Nil	100%	50%	Nil	0%
Total	24	1	12	100%	0%	92%	63%	0%	33%

The number of sexuality incidents recorded by Homes for Islington

Dec 2008	A250			A255			A260		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Sexuality harassment									
Holland Walk	3	0	1	100%	Nil	100%	33%	Nil	0%
Lyon Street	2	0	0	100%	Nil	Nil	50%	Nil	Nil
Upper Street	1	0	0	100%	Nil	Nil	0%	Nil	Nil
Central Street	4	0	1	100%	Nil	100%	100%	Nil	0%
PFI 1	1	0	3	0%	Nil	100%	0%	Nil	0%
PFI 2	4	0	0	100%	Nil	Nil	100%	Nil	Nil
Total	15	0	5	93%	Nil	100%	67%	Nil	0%

The number of other incidents recorded by Homes for Islington

Dec 2008	A265			A270			A275		
	Last Year	This Month	YTD	Last Year	This Month	YTD	Last Year	This Month	YTD
Other harassment									
Holland Walk	14	0	10	100%	Nil	100%	43%	Nil	10%
Lyon Street	21	0	14	86%	Nil	100%	24%	Nil	21%
Upper Street	18	0	5	78%	Nil	100%	6%	Nil	40%
Central Street	10	0	17	100%	Nil	100%	100%	Nil	47%
PFI 1	2	0	4	0%	Nil	100%	0%	Nil	0%
PFI 2	30	0	17	93%	Nil	94%	30%	Nil	41%
Total	95	0	67	88%	Nil	99%	33%	Nil	31%

OPERATIONS

A100 ex LKPI 101a;

The number of ABC's (Acceptable Behaviour Contracts) arranged in the month

A105 ex LKPI 101a;

The number of ABC's (Acceptable Behaviour Contracts) signed in the month

A110 ex LKPI 101b;

The number of NTQs/NSP's (Notice to Quit / Notice of Seeking Possession) issued

A120 ex LKPI 101c;

The number of evictions obtained

A130 ex LKPI 101d;

The number of injunctions obtained

A140 ex LKPI 101e;

The number of ASBO's (Anti Social Behaviour Orders) obtained

A150 ex LKPI 101f;

The number of live ABC's (Acceptable Behaviour Contracts)

The number of live ABC's and the number of ABC's arranged in the month

Dec	2008			Signed		Live
	Last Year	This Month	YTD	This Month	YTD	
A100 / A105 / A150						
Central Street	5	2	21	0	6	5
Holland Walk	8	0	22	0	1	3
Lyon St	19	0	29	0	9	11
Upper Street	19	0	25	0	6	8
PFI 1	3	5	5	0	0	0
PFI 2	1	0	0	0	0	0
Total	55	7	102	0	22	27

The number of NTQs/NSP's served

Dec	2008		
	Last Year	This Month	YTD
A110			
Central Street	20	7	26
Holland Walk	16	3	15
Lyon St	20	0	22
Upper Street	28	1	16
PFI 1	6	0	4
PFI 2	12	1	6
Total	102	12	89

The number of evictions carried out

Dec	2008		
	Last Year	This Month	YTD
A120			
Central Street	0	0	0
Holland Walk	3	0	2
Lyon St	1	0	2
Upper Street	1	0	1
PFI 1	1	0	1
PFI 2	3	1	1
Total	9	1	7

The number of injunctions / undertakings obtained

Dec	2008		
	Last Year	This Month	YTD
A130			
Central Street	5	1	4
Holland Walk	3	0	0
Lyon St	11	0	13
Upper Street	6	0	14
PFI 1	5	0	3
PFI 2	3	1	1
Total	33	2	35

The number of anti-social behaviour orders obtained

Dec	2008		
	Last Year	This Month	YTD
A140			
Central Street	1	0	0
Holland Walk	1	0	0
Lyon St	1	0	0
Upper Street	1	0	1
PFI 1	1	0	0
PFI 2	0	0	0
Total	5	0	1

Comments:

A100;

Arranged; Dec = 7, YTD = 102

Signed; Dec = 0, YTD = 22

A110; Dec = 12, YTD = 89

A120; Dec = 1, YTD = 7

A130; Dec = 2, YTD = 35

A140; Dec = 0, YTD = 1

A150; Dec = 27

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported performance.

Clarification can be obtained from Alan Richards (Ext 4281)

OPERATIONS

- A160 (ex LI 27g)
 - The number of new nuisance / anti-social behaviour cases opened in the month
- A170 (ex LI 27h)
 - The number of nuisance / anti-social behaviour cases closed in the month
- A180 (ex LI 27i)
 - The number of live nuisance / anti-social behaviour cases
- A190 (ex LI 27j)
 - Professional witness deployment
- A200 (ex LI 27k)
 - Referrals; parental support
- A210 (ex LI 27l)
 - Referrals; mediation
- A220 (ex LI 27n)
 - Court applications - antisocial behaviour
- A230 (ex LI 27p)
 - Referrals to legal for court action

- Number of new nuisance / anti-social behaviour cases opened
- Number of nuisance / anti-social behaviour cases closed
- Number of live nuisance / anti-social behaviour cases

Dec	2008					
A160 / A170 / A180	Last Year	CASES B/F	NEW CASES	CLOSED CASES	CASES C/F	CASES OPENED YTD
Central Street	156	99	23	30	92	207
Holland Walk	147	66	28	16	78	203
Lyon St	315	54	24	9	69	128
Upper Street	326	125	23	34	114	313
PFI 1	35	21	2	4	19	22
PFI 2	83	70	2	2	70	34
Total	1062	435	102	95	442	907

Professional witness deployments

Dec	2008		
A190	Last Year	This Month	YTD
Central Street	3	0	8
Holland Walk	3	0	4
Lyon St	4	0	1
Upper Street	1	0	2
PFI 1	1	0	0
PFI 2	0	0	0
Total	12	0	15

Referrals to legal for court action

Dec	2008		
A220	Last Year	This Month	YTD
Central Street	1	0	13
Holland Walk	6	0	6
Lyon St	16	0	7
Upper Street	2	0	24
PFI 1	0	1	10
PFI 2	0	0	1
Total	25	1	61

Comments:

A160; Dec = 98
 A170; Dec = 93,
 A180; Dec = 442,
 A190; Dec = 0, YTD = 15
 A210; Dec = 1, YTD = 61
 A220; Dec = 6, YTD = 61
 A230; Dec = 1, YTD = 10

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported performance.

Clarification can be obtained from Alan Richards (Ext 4281)

Referrals: mediation

Dec	2008		
A210	Last Year	This Month	YTD
Central Street	19	1	16
Holland Walk	30	1	7
Lyon St	10	1	4
Upper Street	19	1	18
PFI 1	5	2	9
PFI 2	17	0	7
Total	100	6	61

Possession orders obtained

Dec	2008		
A230	Last Year	This Month	YTD
Central Street	4	1	1
Holland Walk	10	0	2
Lyon St	13	0	4
Upper Street	19	0	1
PFI 1	2	0	1
PFI 2	9	0	1
Total	57	1	10

OPERATIONS

R150 (ex LKPI 23)

Current arrears per tenant

This figure excludes reception centres.

Target = To be below £185 (year end)

R175 (ex LI 22)

Overall debt pool reduction

This indicator measures the percentage change in overall current rent arrears since the end of 2007-08 ie March 2008. This figure excludes reception centres.

R160 (ex LI 2a)

Total current rent arrears

Comments:

R150 = £186.25

(HFI = £177.42, PFI = £226.58)

TOTAL

- up 10.7% (£18.00) since November 2008
- down 6.7% (£13.38) since December 2007

HFI

- up 11.1% (£17.78) since November 2008
- down 7.8% (£14.90) since December 2007

PFI

- up 9.2% (£19.02) since November 2008
- down 2.6% (£5.99) since December 2007

R175 = -1.5% decrease

(HFI = -2.1% decrease, PFI = 0.4% increase)

NB: "Last Year" is March 2008

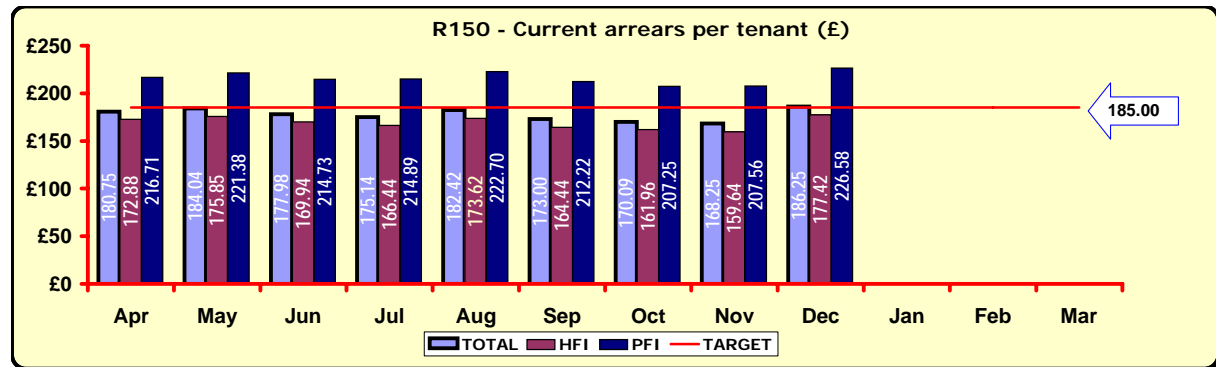
R160 = £4,690,285

(HFI = £3,667,053 PFI = £1,023,232)

- up 10.6% since November 2008
- down 7.3% since December 2007

These indicators are subject to ongoing reconciliation of previous data, which may result in changes to reported performance.

Clarification can be obtained on all these indicators from Alan Richards (Ext 4281)



Current arrears per tenant

Dec 2008				
R150	Last Year	This Month	% Change	
Holland Walk	£185.86	£181.22	-2.5%	
Lyon Street	£221.56	£207.74	-6.2%	
Upper Street	£178.45	£175.25	-1.8%	
Central Street	£146.10	£151.94	4.0%	
TOTAL HFI	£180.88	£177.42	-1.9%	
PFI 1	£213.85	£221.34	3.5%	
PFI 2	£242.53	£229.70	-5.3%	
TOTAL PFI	£231.81	£226.58	-2.3%	
TOTAL	£189.81	£186.25	-1.9%	

Percentage of debt pool reduction (%)

Dec 2008			
R175	Last Year	This Month	
Holland Walk	-0.7%	-2.6%	
Lyon Street	-6.5%	-6.3%	
Upper Street	-12.6%	-1.9%	
Central Street	-14.8%	4.0%	
TOTAL HFI	-10.0%	-2.1%	
PFI 1	-8.7%	6.2%	
PFI 2	-4.1%	-2.6%	
TOTAL PFI	-5.7%	0.4%	
TOTAL	-9.1%	-1.5%	

Total current rent arrears

Dec 2008			
R160	Last Year	This Month	
SLUGS	£8,136	£5,043	
Holland Walk	£938,601	£913,881	
Lyon Street	£889,325	£833,033	
Upper Street	£1,185,099	£1,162,065	
Central Street	£723,774	£753,031	
TOTAL HFI	£3,744,934	£3,667,053	
PFI 1	£351,134	£372,954	
PFI 2	£667,675	£650,278	
TOTAL PFI	£1,018,808	£1,023,232	
TOTAL	£4,763,742	£4,690,285	

OPERATIONS

R190 (ex LI 30a)
 Number of tenants in arrears by band
 (Area housing offices only)
R200 (ex LI 30b)
 Amount of arrears by band
 (Area housing offices only)

Comments

December 2008

R190 (ex LI 30a)

52.2% of all tenants are in arrears (45.0% in December 2007)

- 52.1% of Homes for Islington's tenants are in arrears
 - 53.0% of PFI 1 & PFI 2 tenants are in arrears.
 - Central Street has the lowest proportion of tenants with arrears at 50.0%.
 - Upper Street has the highest proportion of tenants with arrears at 54.3%.
- Overall, of those tenants that are in arrears:
- 3.5% have arrears of £2000 or more
 - 9.6% have arrears of £1000 or more

R200 (ex LI 30b)

Rent accounts where £1000 or more is owed hold 57.9% of the total current arrears balance (64.8% in December 2007)

- Rent accounts where £1000 or more is owed hold 56.7% of the total current arrears balance of Homes for Islington
- Rent accounts where £1000 or more is owed hold 62.2% of the total current arrears balance of PFI 1 & PFI 2
- 51.9% (lowest) of the Upper Street current arrears balance is held in accounts with more than £1000 in arrears.
- 64.2% (highest) of Lyon Street's current arrears balance is held in accounts with more than £1000 in arrears.

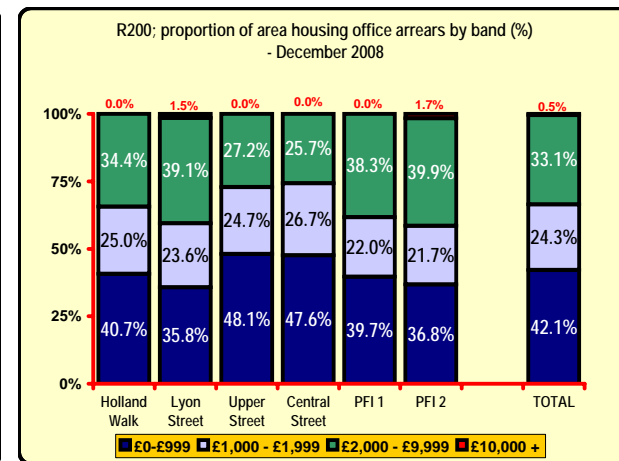
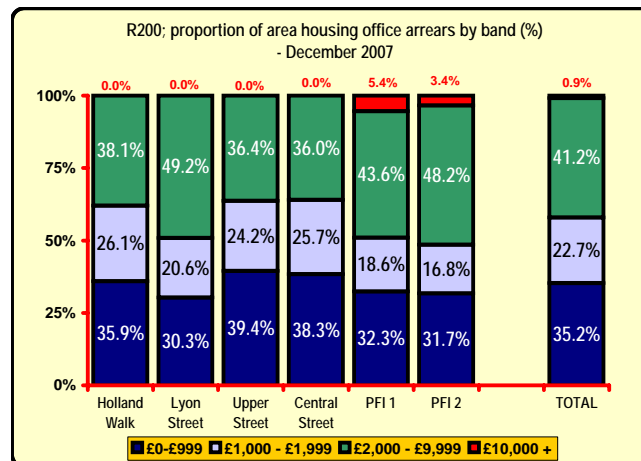
Clarification can be obtained from Alan Richards (Ext 4281)

Number of tenants in arrears by band

R190	Dec		2007		Total	Dec		2008		Total
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +		£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	
Holland Walk	2,079	181	114	0	2,374	2,320	162	96	0	2,578
Lyon Street	1,538	135	129	0	1,802	1,891	140	96	1	2,128
Upper Street	2,861	213	140	0	3,214	3,316	204	101	0	3,621
Central Street	1,798	150	90	0	2,038	2,285	145	59	0	2,489
TOTAL HFI	8,276	679	473	0	9,428	9,812	651	352	1	10,816
PFI 1	641	52	46	1	740	812	57	44	0	913
PFI 2	1,102	80	87	2	1,271	1,349	102	68	1	1,520
TOTAL PFI	1,743	132	133	3	2,011	2,161	159	112	1	2,433
TOTAL	10,019	811	606	3	11,439	11,973	810	464	2	13,249
% of total	87.6%	7.1%	5.3%	0.03%		90.4%	6.1%	3.5%	0.02%	

Amount of arrears by band

R200	Dec		2007		Total	Dec		2008		Total
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +		£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	
Holland Walk	£353,978	£257,032	£375,479	£0	£986,489	£371,537	£228,184	£314,159	£0	£913,881
Lyon Street	£288,456	£195,810	£468,166	£0	£952,432	£297,839	£196,785	£325,600	£12,809	£833,033
Upper Street	£490,313	£301,452	£452,265	£0	£1,244,031	£558,661	£287,043	£316,361	£0	£1,162,065
Central Street	£305,951	£205,531	£287,389	£0	£798,871	£358,176	£201,349	£193,506	£0	£753,031
TOTAL HFI	£1,438,699	£959,826	£1,583,299	£0	£3,981,823	£1,586,213	£913,361	£1,149,627	£12,809	£3,662,010
PFI 1	£126,871	£73,050	£171,068	£21,197	£392,186	£147,947	£82,174	£142,833	£0	£372,954
PFI 2	£214,406	£113,333	£325,626	£22,890	£676,255	£239,153	£140,818	£259,518	£10,788	£650,278
TOTAL PFI	£341,278	£186,383	£496,694	£44,087	£1,068,441	£387,100	£222,993	£402,351	£10,788	£1,023,232
TOTAL	£1,779,976	£1,146,209	£2,079,993	£44,087	£5,050,265	£1,973,314	£1,136,354	£1,551,978	£23,597	£4,685,242
% of total	35.2%	22.7%	41.2%	0.9%		42.1%	24.3%	33.1%	0.5%	



OPERATIONS

R172 (New for 2008-09)
Amount of Former Tenants Arrears collected
 Target = To collect £524,084

R171 (New for 2008-09)
Amount of debt passed to Former Tenants by Area Offices

R170 (ex LKPI 24a)
Total Former Tenant Arrears

R173 (New for 2008-09)
Amount of former tenant debt written off

R165 (ex LI 2b)
Total rent arrears (current & former)

R172
 December = £314,339 (£72,825, or 15%, below projected annual target at this stage of 2008-09) - Week 39

R171
 December = NP, YTD = £765,117
 (No information provided for December)

R170
 December = £3,656,175

R173
 December = £0, YTD = £444,468

R165
 December = £8,346,460

Clarification can be obtained on all these indicators from Alan Richards (Ext 4281)

Amount of Former Tenants Arrears collected

Dec	2008	Actual		Projected	
R172	YTD	% of Annual Target Collected	YTD	% of Annual Target	
2008-09	£314,339	60.0%	£393,063	75.0%	
2007-08 (rolling year)	£395,193	74.9%	£388,505	73.6%	

Amount of debt passed to Former Tenants by Area Offices

Dec	2008			YTD
R171	Last Year	This Month		
Holland Walk	£227,070	NP		£117,395
Lyon Street	£150,507	NP		£141,725
Upper Street	£334,655	NP		£166,978
Central Street	£235,344	NP		£122,353
PFI 1	£75,870	NP		£41,658
PFI 2	£107,897	NP		£80,448
Managing Agent	£654	NP		£69,067
Reception Centres	£82,169	NP		£25,493
TOTAL	£1,214,166	NP		£765,117

Total Former Tenant Arrears

Dec	2008		
R170	Last Year	This Month	
Holland Walk	£464,336	£500,158	
Lyon Street	£503,543	£505,796	
Upper Street	£905,297	£887,571	
Central Street	£421,123	£453,542	
PFI 1	£178,354	£202,871	
PFI 2	£292,139	£332,442	
Managing Agent	£8,864	£100,200	
Rec.Centre / Temp	£12,835	£660,995	
Sheltered	£707,402	£12,601	
TOTAL	£3,493,894	£3,656,175	

Amount of former tenant debt written off

Dec	2008			YTD
R173	Last Year	This Month		
TOTAL	£775,202	£0		£444,468

Total rent arrears (current & former)

Dec	2008		
R165	Last Year	This Month	
TOTAL	£8,257,636	£8,346,460	

OPERATIONS (RE-LET)

V110 (ex BVPI 212)

This indicator is included in the Comprehensive Assessment calculation which provides a framework for the overall assessment of performance for Islington Council

Average re-let time of management voids let in the year. The period is calculated from date void to tenancy commencement date, expressed in calendar days.

Target = 22 calendar days

V140 (ex LKPI 60b) - Reception Centre Lettings.

The void period is calculated from date void to tenancy commencement date, expressed in calendar days.

Target = 7 calendar days

Comments:

V110 (ex BVPI 212) - Average void re-let time December 2008 = 16

V111 - Average re-let, HFI only December 2008 = 15

V112 - Average re-let, PFI only December 2008 = 20

V140 (ex LKPI 60b) - Average re-let, Reception Centres December 2008 = 3

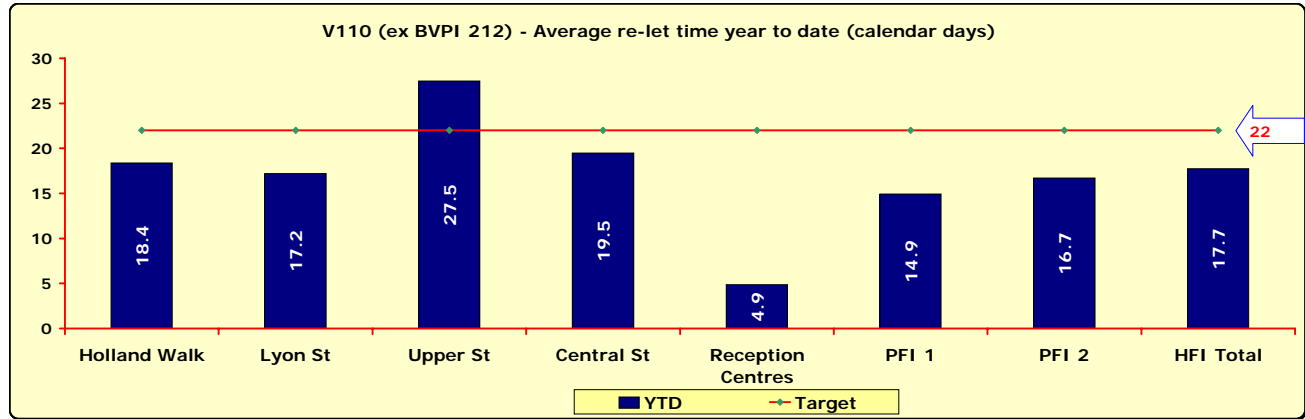
Comments:

Upper Street figures are affected by the Aberdeen Park properties. Without Aberdeen Park V110 for Upper St YTD = 18 Days

V113 - KIER average repair time - time properties (for relet) with Kier for repairs in calendar days

December 2008 = 31

For clarification please contact Anne Mushington ext 4113.



Average Re-let time

Areas	Last Year	Dec	YTD	Rolling Year
Holland Walk	23	18	18	21
Lyon Street	26	20	17	26
Upper Street	21	20	27	24
Central Street	21	16	19	21
Reception Centres	7	3	5	7
Total HFI AHO and RCs	18	15	18	18
PFI 1	16	22	15	24
PFI 2	17	19	17	9
Total PFI	17	20	16	15
Total HFI AHOs, RCs, PFI 1 & PFI 2	22	16	17	17
TMO & TMC	15	17	31	

V111 - Average re-let time HFI only

V112 - Average re-let time PFI only

V110 - (ex BVPI 212) Average re-let time

V113 - (Kier Avg repair time) Average re-let time

V113 - Average repair time of properties with Kier for works (no exclusions applied)

Areas	Last Year	Dec	YTD
Holland Walk	N/A	26	26
Lyon Street	N/A	28	26
Upper Street	N/A	55	35
Central Street	N/A	22	27
Total HFI AHOs	N/A	31	27

OPERATIONS (CARETAKING)

E132 (ex LKPI 69b) The percentage of caretaking inspections which achieved an A or B grade.
Target = 91.5%

All scores are based upon independent assessment of caretaking inspections.

Caretaking inspections are assigned a grade using the following scale:
"A" (All Clear)
"B" (Satisfactory)
"C" (Poor)
"D" (Very Poor)

E132 - The percentage of caretaking inspections achieving an A or B Grade.
The overall "A" and "B" score for December 2008 was 90.5%. The "A" and "B" score for the year to date of 93.2% is above target.

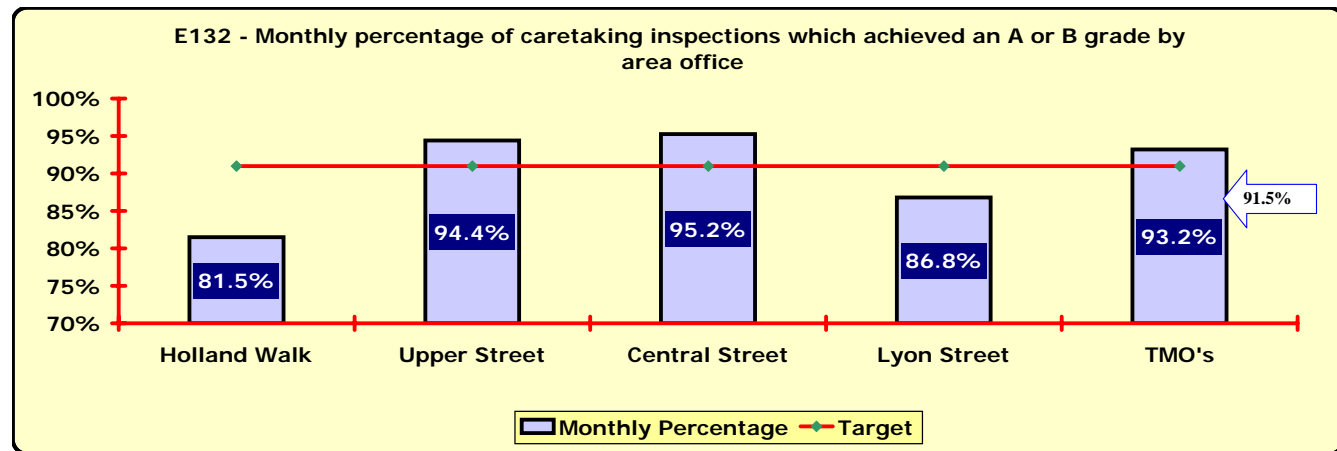
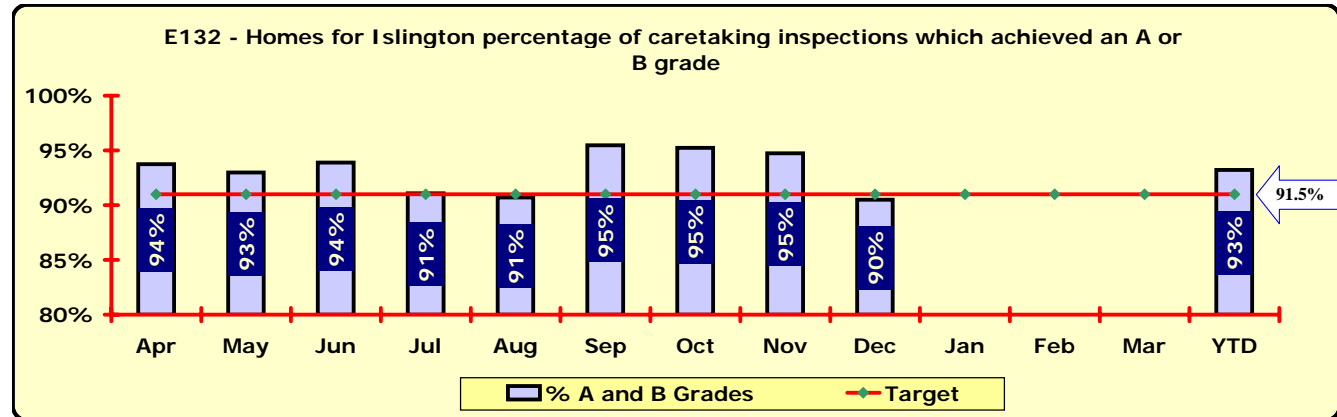
TMO inspections

The TMO "A" and "B" grades have achieved an average score of 93.2%, and a year to date score of 93.0% is above target.

Contact Matt Parsons for more information on ext 4219

Caretaking inspection total, percentage gradings and average percentage score

E132	Area office monthly breakdown										Success Rates - Grades "A" & "B"	
	No A's	No B's	No C's	No D's	% A's	% B's	% C's	% D's	Monthly Avg %	YTD Avg %	Monthly Avg %	YTD Avg %
Holland Walk	33	33	15	0	41%	41%	19%	0.0%	80.6%	82.3%	81.5%	92.5%
Upper Street	36	48	5	0	40%	54%	6%	0.0%	83.7%	81.5%	94.4%	93.5%
Central Street	52	48	5	0	50%	46%	5%	0.0%	86.2%	83.5%	95.2%	93.2%
Lyon Street	38	54	11	3	36%	51%	10%	2.8%	80.0%	82.3%	86.8%	93.9%
TMO's	34	62	7	0	33%	60%	7%	0.0%	81.6%	81.8%	93.2%	93.0%
HFI Total	193	245	43	3	40%	51%	9%	0.6%	82.4%	82.3%	90.5%	93.2%



OPERATIONS - Home Ownership - Tenants Right To Buy

L500 (ex LKPI 74a) - RTB2's - Right to Buy Applications received and processed by Home Ownership.

L510 (ex LKPI 74b) - Valuations - period from request made to valuation received in weeks.

Target = 4 weeks

L520 (ex LKPI 74c) - S125's - Landlord offers to tenants in weeks.

Target = 1 weeks

L530 (ex LKPI 74d) - Plans - period of plans requested from valuers to receiving them in weeks.

Target = 4 weeks

L540 (ex LKPI 74e) - Processing - time taken in weeks to issue RTB1 form to RTB2 (admittance/denial).

Target = 2 weeks

Comments:

December 2008 Performance:

L500 = 10 RTB's Received

L510 = 2.5

L520 = 0.8

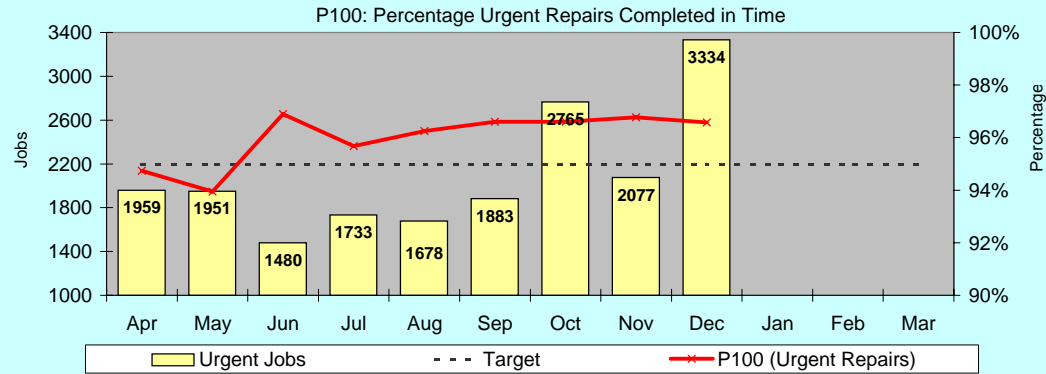
L530 = 0.7

L540 = 1.7

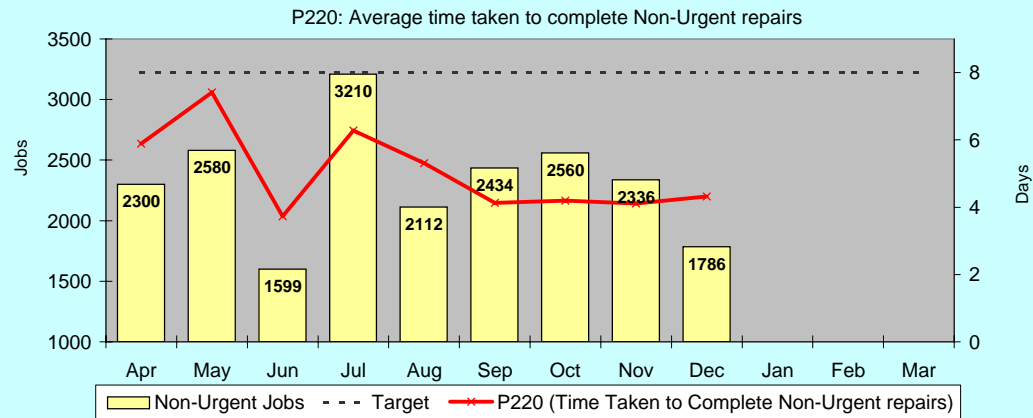
Contact Anne Mushington for more information on ext 4113.

	Right To Buy (RTB)	Last Year	Dec-08	YTD
L500	RTB Received	415	10	149
	RTB 2 Admittance's	296	11	116
	RTB2 Denials	118	4	32
	Section 125 Offers Issued	293	10	153
	Offers Accepted	154	0	20
	Instructions to legal services	135	0	24
	RTB Completions	107	1	20
	RTB Processing			
	Within timescale	100%	100%	100%
	Outside timescale	0%	0%	0%
	Processing time measurement in weeks			
L510	Time taken from Valuation request to valuation received.	3.8	2.5	4.0
L520	Time from receipt of valuation to issue S125	0.9	0.8	1.0
L530	Time from requesting plans from valuers to receiving them.	3.1	0.7	1.6
L540	Time from receipt of RTB1 to issue RTB2	1.4	1.7	1.5

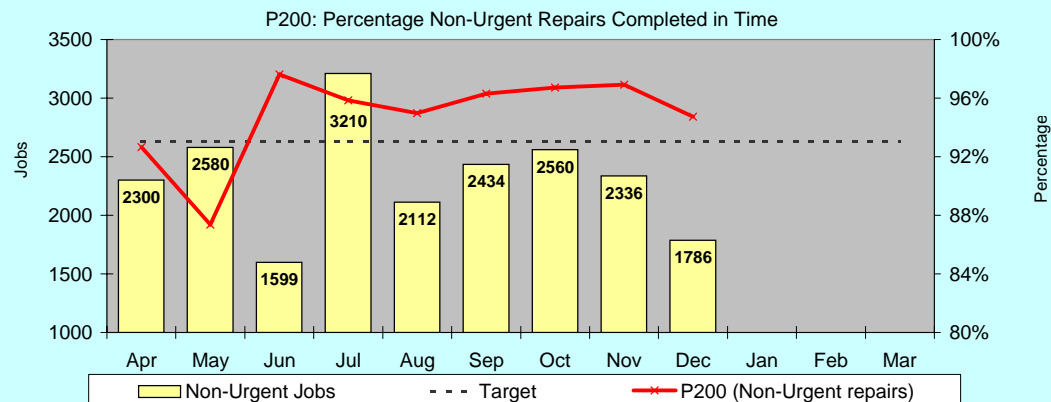
PROPERTY SERVICES (HFI REPAIRS)



P100	✓
The percentage of urgent repairs completed in time, as defined by the Right to Repair Regulations 1994.	
This does not include data from PF11 and PF12.	
Target	95.0%
This month	96.6%
Year to date	96.1%
2007/2008 Result	94.3%

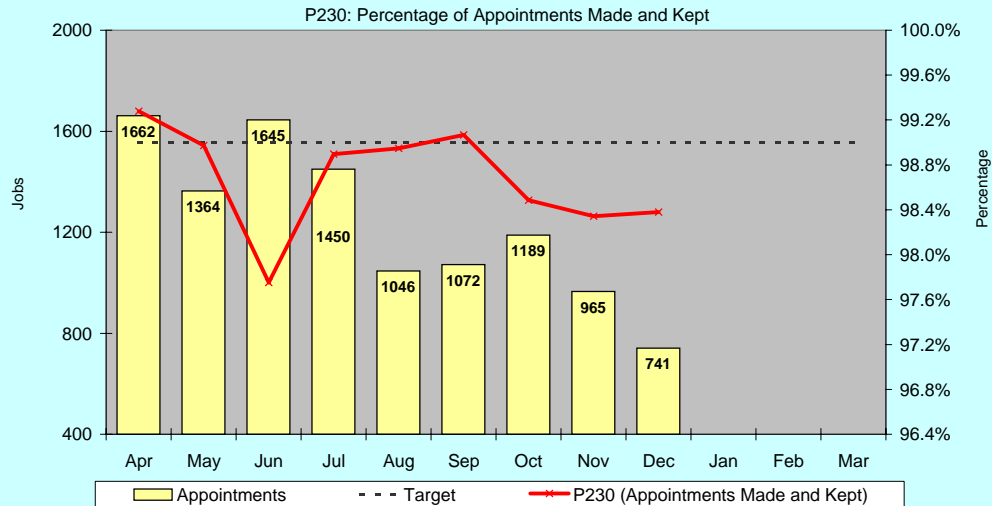


P220	✓
The average time taken to complete non-urgent repairs, ie all repairs not covered by the Right To Repair Regulations 1994 in working days (CPA Indicator).	
This does not include data from PF11 and PF12.	
Target	8
This month	4
Year to date	5
2007/2008 Result	8

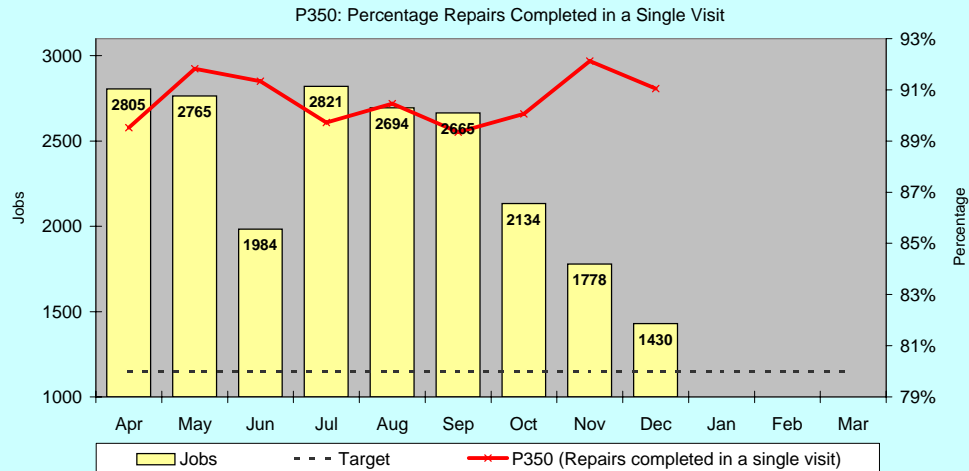


P200	✓
Percentage of non-urgent repairs, ie all repairs not covered by the Right To Repair Regulations 1994, completed on time.	
This does not include data from PF11 and PF12.	
Target	93.0%
This month	94.7%
Year to date	94.7%
2007/2008 Result	98.2%

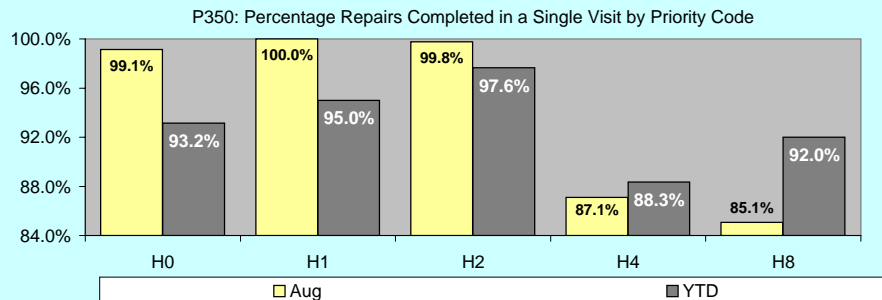
PROPERTY SERVICES (HFI REPAIRS)



P230	x
Percentage of repairs for which an appointment was made and kept	
This indicator measures the number of jobs where an appointment was given and kept. The appointment is defined as an arrangement to carry out the repair on a specific date, expressed as a percentage of all responsive repairs ordered where access was required. This excludes from both the numerator & the denominator the number of urgent and emergency priority jobs where a response is usually required within 24hrs.	
This does not include data from PF11 & PF12.	
Target	99.0%
This month	98.4%
Year to date	98.7%
2007/2008 Result	99.5%



P350	✓
Percentage of repairs completed by Kier Islington in a single visit, for priorities H0, H1, H2, H4 and H8	
Percentage of repairs completed in a single visit - all jobs except H6, no exclusions allowed.	
H6 repairs have been excluded from the calculation as by definition (HFI pre-inspection) the repair cannot be completed in a single visit.	
This does not include data from PF11 & PF12.	
Target	80.0%
This month	91.0%
Year to date	90.5%
2007/2008 Result	90.0%



Dec-08			
Priority	Repairs	Completed single visit	Percentage
H0-2 Hours	351	348	99.1%
H1-72 Hours	9	9	100.0%
H2-2 Hours	438	437	99.8%
H4-9 Days	636	554	87.1%
H8-1 Day	382	325	85.1%
Total	1816	1673	92.1%

RESOURCES

H700 (ex BVPI 8) The percentage of invoices paid within 30 days

- numerator is the total number of invoices paid within 30 days

- denominator is the total number of invoices paid this month

Current Target = 94%

All invoices are paid centrally (by Resources), but must first be certified by the relevant department.

H752 (ex LI 20)

Local Personnel PI's

Staff profiles: Agency/Temp/leavers.

Comments:

H700

November 2008 = 95.9%
YTD = 90.2%

H752 - The agency staff is the total number of staff as at 30 June 2008.

For further clarification please contact Matt Parsons on Ext 4219.

NP = Not Provided

H700 - Percentage of invoices paid within 30 days.

	Last Year			Current Month			YTD		
	Inv. Paid last year	Inv. Paid within 30 days	Percentage	Inv. Paid within 30 days	Inv. Paid this Month	Percentage	Inv. Paid within 30 days	Inv. Paid this year	Percentage
Resources	10751	12318	87.3%	1010	1053	95.9%	7668	8490	90.3%
Reception Centre	77	77	100.0%	N/A	N/A	N/A	N/A	N/A	N/A
Performance & Service Development	247	328	75.3%	29	30	96.7%	198	226	87.6%
LBI (Housing)	3401	3696	92.0%	248	267	92.9%	2642	3117	84.8%
TOTAL (Excluding LBI)	11075	12723	87.2%	1039	1083	95.9%	7866	8716	90.2%

H752 - Local Personnel PI's

Quarter	1	2	3	4
No of Voluntary Leavers	8	11		
Voluntary Leavers as % of total staff	1.0%	1.2%		
No of Temp / Agency Staff	79	109		
Temp / Agency Staff as % of total staff	10.1%	11.5%		

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

Term	Explanation
ABC	Anti-Social Behaviour Contracts
AHO	Area Housing Office
ACPI	Audit Commission Performance Indicator
ASBO	Anti-Social Behaviour Order
BME	Black and Minority Ethnic (description of community or individual not of white UK origin)
Business Objects	IT system used to create reports from iWorld
BV	Best Value - an examination of council services introduced by the current government to ensure they are being delivered effectively and give value for money
BVPI	Best Value Performance Indicator - government measure for monitoring the ALMO's performance
BVPP	Best Value Performance Plan
CBL	Choice-Based Lettings - system that allows tenants to bid for properties according to how many housing register points they have
Confidence limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range
CPA	Comprehensive Performance Assessment - a government framework for assessing how well local authorities are performing
CTA	Court Applications
Data	Information
Debt pool reduction	The overall reduction in debt since the start of the financial year
Departmental collectors	Members of staff that are responsible for providing the performance monitoring team with performance statistics for their department
Development voids	Empty properties that require major repairs work, are awaiting funding or are awaiting disposal
DHS	Decent Homes Standard - criteria set down by the government to ensure that social housing meets a minimum standard by 2010
GSMT	Gas Safety Management Team
HFI Direct	Call centre for tenants and leaseholders to report repairs
HH1	Form completed when an instance of harassment is first reported
HH2	Investigation and recommendation form - contains further details of harassment case and any action taken
HH3	Case conference decision form for harassment
HMIS	Housing Management Information System, now replaced by iWorld
HMT	Housing Management Team (former)
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
Islington Repair Line	Former name of HFI Direct the call centre for tenants and leaseholders to report repairs
iWorld	Housing management IT system
Kier Islington	Company providing repair service to the ALMO
LA	Local Authority
LBBF	London Borough Benchmarking Forum (for example HouseMark)
LI	Local Indicator
LKPI	Local Key Performance Indicator
Management voids	Empty properties that require minor repairs work
Margin of error	Statistical term denoting the probability that the figure does or does not lie within the confidence interval (+/-)

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

Term	Explanation
MPG	Management Performance Group
N/A	Not Applicable
Nil	Nothing to report.
Non-decent	Homes that fail to meet the Decent Homes Standard
Non-urgent repairs	Repairs that do not have to be completed within H0-H2 timescales
NP	Not Provided
NSP	Notice of Seeking Possession.
NTQ	Notice to Quit
Ohms	Open Housing Management System. The housing repairs database.
Operations	Division within the ALMO consisting of the following functions: tenancy management, contact centre, central services
Partners for Islington	Company contracted to manage all street properties
Performance Basket	Set of performance indicators used to measure and compare performance of area housing offices and Partners for Islington
PI	Performance Indicator
Property Services	Division within the ALMO consisting of the following functions: repairs, asset management, capital programme, support services
QSP	The Council's / ALMO's financial management system
Reception Centres	Units of temporary accommodation, managed by the Operations division of the ALMO
Re-let	When a new tenancy is created at a previously empty property
Rent roll	The total amount of rental income due
Repair Priorities	Target timescales for completing repairs: H0 = 2 hours (weekends); H1 = 3 calendar days; H2 = 2 hours (week days); H4 = 9 working days; H5 = 10 working days; H6 = 25 working days
Resources	Division within the ALMO consisting of the following functions: accounts, income management, HR & company administration, IT & infrastructure
Responsive repairs	A term used for day-to-day repairs requested by tenants
RH	Racial Harassment
SAP	Standard Assessment Procedure (for energy efficiency), used to measure the efficiency rating of buildings to retain heat etc
Seasonal trend	Variations in performance due to seasonal factors, such as winter and summer periods
Sheltered	Sheltered accommodation for the elderly and infirm
SLA	Service Level Agreement between internal/Council departments
SLUGS	Short Life User Groups
Tenant participation compacts	Locally negotiated agreements between the ALMO and its tenants, that sets out how tenants can be involved in decisions on services
TBC	To Be Confirmed
TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
TMO	Tenant Management Organization
Top quartile performance	Top quarter performance scores attained during the previous year (used as a benchmark), either on a national or London level
Turnaround time	The number of days or weeks between a property becoming vacant and being relet to a new tenant
Urgent repairs	Repairs to be completed within the H0-H2 priority bandings
Voids	Properties that are vacant
Wgt	Weighting
Year End	The final performance at the end of the financial year (end of March)
YTD	Year To Date

Report of	Team	Job Title	
David Selo	Chief Executive Directorate	Director of Resources	

Name of Meeting	Date of Meeting	Item	Status
MPSB	11 th February 2009	9	Decision

Subject of Report: Risk register – all Managed Property Sub-Board risks

1. Synopsis

1.1 This report presents the current position with regard to all risks that relate to the Managed Property Sub-Board (MPSB).

2. Recommendation

- 2.1 That MPSB agrees the current assessment of the risks listed in Appendix A of the report.
- 2.2 That MPSB agrees that it should own risk STR 011 'Poor resident satisfaction with services', transferring the risk from CSSB.

3. Background

- 3.1 HFI's Audit Committee reviews the risk register on a quarterly basis. Meetings are held regularly with Service Directors to review risks in their areas. On 20th March 2006 the Board agreed that all risks would be reported to each meeting of the relevant Sub-Board, Committee or Working Group. The risk register is also reviewed by Senior Management Team, prior to going to Audit Committee.
- 3.2 The risks set out in Appendix A have been referred to the Managed Property Sub-Board for agreement.
- 3.3 At each meeting, the Managed Property Sub-Board considers issues raised in the 'Prevention and Mitigation' and 'Progress on action' columns.
- 3.4 There is one new risk included in Appendix A, transferred from the Contracted Services Sub-Board, which is:
- STR 011 'Poor resident satisfaction with services'
- 3.5 There are no risks that have been deleted from the risk register since the last report to this meeting.
- 3.6 The risk register also contains the following 'coding' to identify updates to risks:

- + = new risk
- # = change in the overall rating of the risk
- * = update of text i.e. to the 'prevention' or 'progress' columns

3.7 Each risk has been colour-coded using the following basis:

- High risks – red
- Medium-high risks – light blue
- Medium-low risks – yellow
- Low risks - green

There are no High Risks but there is one new, Medium-high Risk (STR 028) for this meeting to consider. Comments are sought from the Sub-Board on the risks listed in Appendix A.

3.8 Audit Committee agreed that risks that are considered to be subject to external factors or influences have an 'E' inserted after risk number on the register. One such risks, OPE 016A E, has been referred to this Sub-Board.

3.9 The risk register, the 'Consequence' and the 'Likelihood' are assessed on a score of between 1 and 4. The two numbers are then multiplied together to produce an 'Overall risk rating'.

The risk matrix						Likelihood	Impact
Likelihood	4					4 = very likely	4 = major
	3					3 = likely	3 = serious
	2					2 = unlikely	2 = significant
	1					1 = very unlikely	1 = minor
		1	2	3	4		
		Likelihood					

3.10 The risk abbreviations are:

- STR – Strategic risks
- OPE – Operational risks
- MND – Managing Diversity risks
- FIN – Financial risks (none for MPSB)
- COM – Compliance risks (none for MPSB)

4.0 Implications

4.1 Financial Implications

4.1.1 Capital Implications
Included within the report

4.1.2 Revenue Implications
None specific to this report

4.1.3 Efficiency Implications
None specific to this report

4.1.4 Risk
Included within the report

4.2 Legal Implications
None specific to this report

4.3 Equalities Implications
None specific to this report

4.4 Sustainability Implications
None specific to this report

4.5 Consultation Implications
None specific to this report

Report Author: Steve Walsh, Resources Manager
Telephone: 020 7527 4262
Email address: stephen.walsh@homesforislington.org.uk

Potential Risks	Consequence H/M/L	Likelihood H/M/L	Overall Risk Rating	Prevention & Mitigation	Risk owner (Board/Sub-Board/ Committee)	Risk Owner (Staff)	Progress on actions
STR 011 + * Poor resident satisfaction with services	M 3	M 2	ML 6	<ul style="list-style-type: none"> Monthly performance management by SMT and quarterly monitoring by Board 	MPSB	S Kwong	<ul style="list-style-type: none"> Tenant satisfaction survey carried out in 2008. Increase in satisfaction to 70% (from 64%) Leaseholder satisfaction survey increased from 36% to 39%
STR 028 * Failure to manage repairs and maintenance expenditure within allocated resources	M 3	M 3	MH 9	<ul style="list-style-type: none"> Action plan agreed to bring spend within budget Fortnightly reporting on spend and forecasts against budget 	MPSB	P Taunton	<ul style="list-style-type: none"> Improved budget management and reporting arrangements in place New Head of Responsive Repairs started in post Jan 09 Negotiations continuing with Kier
STR 033 E # * Failure to manage external trading contracts: <ul style="list-style-type: none"> Circle Anglia Guinness 	L 2	M 3	ML 6	<ul style="list-style-type: none"> Monitoring procedures and meetings established to manage contracts 	MPSB	D Goldring	<ul style="list-style-type: none"> Board and LBI have agreed contractual arrangements Insurance checked and confirmed as in place for Circle Anglia contract Guinness contract involves cleaning and housing investigations
OPE 011 * Failure to establish a coherent strategy to manage Reception Centres with regard to their long-term retention or disposal and failure to manage staff redeployment following the phased closure of Reception Centres	M 3	L 1	L 3	<ul style="list-style-type: none"> Monitor effectiveness of reception centres Identify long-term strategy for dealing with Reception Centres Strategy in place with timescales, with five of the nine Reception Centres to be disposed of between 2006-10 Funding for retained Reception Centres secured 	MPSB	D Goldring	<ul style="list-style-type: none"> First phase complete in conjunction with LBI. Future options being appraised On schedule to finish Mar 09

Potential Risks	Consequence H/M/L	Likelihood H/M/L	Overall Risk Rating	Prevention & Mitigation	Risk owner (Board/Sub-Board/ Committee)	Risk Owner (Staff)	Progress on actions
OPE 016A E * Termination of Supporting People contracts: Housing Support (This risk has returned to register as contract extended from July 07 to March 10)	M 3	L 1	L 3	<ul style="list-style-type: none"> ▪ Action Plans to be complied with ▪ LBI decision on continued funding awaited ▪ Meetings with LBI to assess business continuity ▪ Current Housing Support contract extended to Mar 09 	MPSB	D Goldring	<ul style="list-style-type: none"> • Extension of contract to March 2010 agreed
OPE 022 * Failure to increase leaseholder satisfaction rating	M 3	M 2	ML 6	<ul style="list-style-type: none"> • Agree action plan to implement recommendations from Audit Committee report 	MPSB	D Goldring	<ul style="list-style-type: none"> • Leaseholder survey due to complete 1/12/08. Results due early 2009. Satisfaction increased to 38%
MND 006A Failure to develop HFI services to meet the needs of all its residents	M 3	L 2	ML 6	<ul style="list-style-type: none"> • Programme of diversity analyses across services • Outreach work with community and voluntary sector organisations 	MPSB	S Kwong	<ul style="list-style-type: none"> • Action Plan produced on rent arrears, complaints and ASB/harassment • HFI Disability Panel in place and funding agreed for ongoing work to September 09
FIN 002 * Failure to collect income effectively <ul style="list-style-type: none"> • Rent and leaseholder arrears increase • Failure to meet financial projections 	M 3	L 1	L 3	<ul style="list-style-type: none"> • Monthly performance report to Senior Management Team, Sub-Boards and Board • Quarterly reports on Strategic Performance Management to Board 	MPSB	D Goldring	<ul style="list-style-type: none"> • This is an area of performance for reporting to MPSB • Rent arrears continuing to reduce

There are no risks suggested for deletion in this report.

Report of	Team	Job Title
Simon Kwong	Chief Executive Directorate	Director of Performance & Service Development

Name of Meeting	Date of Meeting	Item	Status
MPSB	11 th February 2009	10	Decision

Subject of Report: Bicycle and motorbike on estates

1 Synopsis

- 1.1 To inform MPSB of current arrangements for storing bicycles and motorbikes on HFI estates and to seek MPSB's views on options for improving facilities.

2 Recommendations

That MPSB notes the current arrangements and decides on the following specific options:

- 2.1 provision of more bike stands (at no rental cost)
- 2.2 provision of more bike stores (with a rental cost)
- 2.3 provision of more motorbike spaces by dividing car parking spaces
- 2.4 provision of a tow-away service for poorly-parked motorbikes.

All these options are dependant on funding being identified.

2.1, 2.2 and 2.3 are also dependant on there being demonstrable resident demand before any funding is committed.

3 Background

- 3.1 As part of the government's expectation that councils pursue a green agenda, LBI expects HFI to develop policies and practices that discourage car use and encourage other means of transport. Current targets set by LBI require a 1% reduction in the use of car spaces every year. To date this has been achieved by demolition of garage areas and creation of new green spaces and landscaping.
- 3.2 MPSB will be aware of the recently-revised estate parking charges that have followed LBI's example in varying charges according to a vehicle's carbon emissions.
- 3.3 Similarly, increased attention is now being given to promoting and encouraging cycling on HFI estates so as to further reduce car usage and the demand for car spaces.

4 Current projects for bicycle storage on HFI estates

- 4.1 In seeking to promote greater bicycle usage on estates, HFI has recently developed the following projects:
- Bevin Court – The caretaker's storage room has been converted for bike storage with 20 bike stands installed with Tenant Compact funding. There has been high demand

with all 20 bike stands now in use. Estates Services targeted residents who were storing their bikes on their balcony and these residents were given first refusal to rent one of the bike stands. At present the storage is being let at no cost.

- Haden Court – There are two bike shelters at Haden Court, each with space for 12 bikes. The shelters were built with Tenant Compact funds. Following leafleting in October/November, six residents have indicated an interest in renting seven spaces. At present however, the storage areas remains largely unused. The relative lack of take-up from residents may be related to the fact that the bike stands are covered by a “cage” and so are open to the elements; residents may prefer fully covered shelters.
- Centurion Close – A garage is in the process of being converted for bike storage using Tenant Compact funding. The bike stands have been installed and doors fitted. This storage should be ready for letting by early 2009.
- Taverner/Peckett and Harvist estates – Bike storage shelters have been installed at each of these estates. The facilities in Taverner and Peckett are now in use, the facilities on Harvist estate should be operational shortly. The three shelters provide storage for around 70 bikes in total, have perspex roofs and are accessed by electronic key fob. Currently there is no rental charge but a deposit is taken for the fob keys. These storage facilities have been installed by LBI as a pilot and are funded by Climate Change Fund and Area Committee finance. LBI and HFI will monitor the success of these facilities over the coming months.
- Central Street pramsheds – Central Street AHO will shortly be starting an audit of all pramsheds on two of their estates to identify their exact location, repair condition and whether or not they would be suitable for cycle use.

4.2 **Benchmarking on bicycle storage**

4.2.1 HFI has examined bicycle projects by the following ALMOs:

- CityWest Homes – Homes have installed a number of uncovered bike racks on estates. There is no charge in place as bike racks are not let individually and residents use them on a first come, first served basis.
- Hammersmith and Fulham Homes – have installed bike racks on some estates and in the stairwells of some blocks. These are let at no charge.
- Hackney Homes – have erected “Bike-away” storage (individual lockers which store bikes vertically) on several estates. Weekly rental costs vary between estates (60p to £1.00) with a £20.00 refundable deposit for a padlock.

4.3 **Options for further bicycle storage schemes**

It is clear that the two most realistic models are either the provision of bike stands that residents can lock their bicycles to at no cost or the provision of a bike store that residents would need to pay to use. Both types of scheme require up front capital funding. The latter requires a higher level of capital funding but provides a better level of security.

4.4 MPSB is specifically asked to decide on:

- a) whether it would like to see more bike stands provided (with no rental cost) where there is demonstrable resident demand for this
- b) whether it would like to see more bike storage shelters provided (with rental costs charged to users) where there is demonstrable resident demand for this.

The proviso for both of the options would be the identification of up front capital funding, e.g. through Tenant Compact, LBI or some other source.

Consultative panel feedback on these proposals was mixed.

5 Motorbike parking

5.1 The existing approach to motorbike parking on HFI estates is set out below:

- There is no tow-away on demand service for motorbikes that are carelessly parked or present a health and safety risk on HFI estates.
- Motorcyclists do not have to pay for parking on HFI estates (as this fits with the LBI policy of encouraging the use of lower emission vehicles).
- Parking bays or cages however can be rented by motorcyclists and because of lower emissions are available from £1.80 per week against the average of £3.60 per week.
- Garages can also be rented at a reduced cost of around £10 per week because of low emission status.

5.2 There is an issue with motorcycles being parked carelessly or in a manner that causes inconvenience to other residents. One way of dealing with this could be by providing more motorbike parking spaces by dividing parking spaces to create three or four motor bike spaces per bay.

5.3 MPSB are therefore specifically asked to decide:

- a) whether it would like HFI to investigate providing a tow-away service for poorly-parked motorbikes (there may be financial implications here which would need to be taken into account before any decision was taken)
- b) whether it would support the creation of more motorbike parking spaces through the division of existing car parking spaces if funds for such work can be identified.

Consultative panel feedback on these proposals was mixed but broadly speaking panels were in favour of proposal a and not in favour of proposal b.

6 Implications

6.1 Financial Implications

6.1.1 Capital Implications

There is currently no provision for bicycle storage or motorbike parking within capital budgets. Capital funding for proposals at 4.4 and 5.3 would need to be identified before these proposals could be implemented. Capital costs could be recouped via charging as per 4.4b.

6.1.2 Revenue Implications

There may be implications for the cost of the parking enforcement contract of the proposal at 5.3a. Converting car parking bays to motorbike parking (5.3b) will also have revenue implications, depending on letting.

6.1.3 Efficiency Implications

None specific to this report.

6.1.4 Risk

None specific to this report.

6.2 **Legal Implications**

None specific to this report.

6.3 **Equalities Implications**

None specific to this report.

6.4 **Sustainability Implications**

Promotion of the use of bicycles and motorbikes rather than cars fits with LBI and HFI sustainability strategies.

6.5 **Consultation Implications**

A paper on this subject was considered by consultative panels in January 2009 and the feedback from panels was taken into account in writing this report. The feedbacks are included as a separate report to this meeting.

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Report of	Team	Job Title
Simon Kwong	Chief Executive Directorate	Director of Performance & Service Development

Name of Meeting	Date of Meeting	Item	Status
MPSB	11 th February 2009	11	Information

Subject of Report: HFI Youth Engagement Programme 08/09

1. Synopsis

- 1.1 This paper updates MPSB on the 2008/9 youth engagement programme delivered by HFI.

2 Recommendation

- 2.1 That MPSB notes the contents of the report.

3 Background

- 3.1 2008/9 saw a further expansion in HFI's youth engagement activities following the success of the previous year's Arsenal Positive Futures programme and an increase in the overall budget to £313,000. This increased budget reflects LBI's prioritisation of this area. Core objectives for 2008/9 were as follows:

- To continue and expand upon the Arsenal Positive Futures programme
- To develop a range of alternative sports provision beyond just football
- To provide further arts and drama projects following the positive response in 07/08
- To upgrade facilities on HFI estates to enable the continued development of sports provision.

4 Arsenal Positive Futures

- 4.1 Since its inception in 2004, this project has proved to be a highly successful and innovative partnership between Homes for Islington, Islington Council, Arsenal Football Club and residents from HFI estates providing a weekly supervised HFI and Arsenal on-estate Double Club (combined football, learning and fun-based activities) to eight estates (and soon to be ten), for children aged 8-11 years.

Some of the programme's successes are listed below:

- Last month HFI won the 2008 UK Institute of Housing Award (the Oscars of the housing sector), in a new category "empowering communities" under the heading of Every Child Matters. This highly prestigious award was given in respect of the outstanding achievements of the HFI youth engagement programme, including Arsenal Positive Futures and Access to Sports.

- HFI's partnership with Arsenal Positive Futures was the primary reason for the recently-received top 'gold' star award by the Home Office, under the heading of the National (England and Wales) Positive Futures initiative for flagship projects that make a sustained difference in the lives of young people (aged from 10-19).
- The HFI and Arsenal on-estate Positive Futures partnership initiative is currently 'live' on eight HFI-managed estates. Two more 'pilot' projects have been launched in December 2008 on the Girdlestone estate and Baxter/Mitchison Road, bringing the total to ten.
- In November, a further weekly "double club" for the young Somali community was launched in partnership with the Andover Youth Trust with the initial response being very positive.
- HFI is carrying out substantial capital works to a number of estates including the Harvist and Girdlestone providing fencing, new lighting and soft surfacing.
- HFI has contributed towards the installation of IT and multi-media centres on both Harvist and Tollington estates and an upgrade is currently being installed at Hind House that will support learning and co-educational activities.
- Due to the popularity of this initiative a number of estate teams have been formed and youngsters who show potential are also being offered opportunities to play for recognised football clubs. Additionally, some young people have now completed the level 1 accreditation of the Football Association coaching course and are likely to be offered future coaching opportunities in the project.
- Surveys carried out suggest a high rate of satisfaction amongst users and residents who live on estates where the scheme has operated. A further survey is planned by March 09.

4.2 The table below shows HFI and Arsenal Positive Futures average monthly term-time attendance levels. (Please note: Highbury Quadrant and King Square Double Clubs were launched later in the year.)

Estate	Weekly sessions	Jan-Nov attendances	Types of activities
Tollington	6	524	Football/Double Club
McCall and Hollins House	2	159	Football only
Harvist	3	185	Football/Double Club
Highbury Quadrant	3	126	Football/Double Club
* Westbourne	2	24	Football only
Finsbury	3	235	Football/Double Club
Crouch Hall Court	1	135	Football only
King Square	3	277	Football/Double Club
Girdlestone	new	new	Football/Double Club
Baxter/Mitchison	new	new	Football only
Cumulative totals	23	1,665	

* Although the launch earlier this year on the Westbourne estate of HFI and Arsenal Positive Futures went well, attendances have since fallen away. A primary contributory factor appears to be the low numbers of resident youngsters aged 10-19. Children aged 8+ will now be offered coaching sessions, following a recent request from the TRA and parents.

5 Arts and Drama initiative

5.1 In 2007/8 HFI commissioned the following arts and drama projects in order to deliver a greater variety of activities to young people beyond football and sports:

- King Square and Finsbury estates – DJ projects delivered by Arsenal Positive Futures
- Holly Park and Highview estates – Graffiti Art Project delivered by Cape Play and Youth Project
- Kerridge, Tudor Court, and Mayville estates - African Arts Sculpture project delivered by King Henrys Walk Adventure Playground
- New River Green – Drama performance project in partnership with Safer Neighbourhood Team delivered by the Canonbury Project/Rosebowl
- A further project was the design and production of a magazine-style report on the events, produced by young people.

5.2 Earlier this year as part of its 08/09 commitment, HFI awarded the company 'All Change' £40,750 to proactively engage up to 80 young people from HFI estates in four specific locations, via a programme of estate-based arts projects to be known as the "Snapshot project".

5.3 A series of taster sessions in areas such as art, drama and film-making were held in December after which young people selected the activities they wished to pursue in the project. This will eventually culminate in an 'end-of-year' HFI young persons' celebration event in March 2009 to be held at the Emirates Stadium.

6 Access to Sport

6.1 HFI has funded Access to Sport with £50,000 from June 2008 to provide a range of sporting activities beyond football.

6.2 In order to offer more sports diversity to HFI residents, Access to Sport offered cricket 'taster' sessions for one month from early November 2008 in four specific locations, two of which are on HFI-managed estates. In addition, sessions on basketball and table tennis are planned as well as a sports project for the disabled.

6.3 Crucial to the Access for Sports Project is the provision of training programmes that concentrated on Sports and Youth Leadership Courses and Sports Coaching awards. Targets for Access for Sports in 08/09 are as follows:

- 100 people to benefit from Sports Coaching training
- 80 people to contribute 12 hours volunteer work each
- five people to gain employment
- six football teams to be supported.

6.4 **Challenges to the youth engagement service**

- The level of funding until now has been good but it is possible that future services will be affected by public expenditure cuts
- The capacity of Arsenal Positive Futures and HFI may be stretched by the continuing demand for the projects
- The high capital investment needed to introduce new schemes in terms of lighting
- The need to provide further alternatives for young people who do not like football or sport.

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Report of	Team	Job Title
Mike Sims	Chief Executive Directorate	Company Secretary

Name of Meeting	Date of Meeting	Agenda item	Status
Managed Property Sub-Board	11th February 2009	12	Information

Subject of Report: Report back from Consultative Panels – January 2009

1. Synopsis

- 1.1 This report provides the Sub-Board with a summary of the views of Consultative Panels on the items presented for consultation.

2. Recommendation

- 2.1 That MPSB notes the report.

3. Background

- 3.1 Each Panel meeting (including 5 Area Housing Panels and Partners for Improvement in Islington Residents Forum) now receives a pack of Consultative Panel reports from Homes for Islington. As of May 2005, Consultative Panel reports have been labelled as information, decision or consultation items.
- 3.2 Where a report is for consultation, previously the views of Consultative Panels have been recorded in the minutes of Panel meetings and reported back to Sub-Board by Associate Directors, along with other items from Consultative Panel meetings.
- 3.3 The purpose of this report is to provide the Sub-Board with a clear summary of Consultative Panel views specifically on consultation items. The Sub-Board can then refer to this summary and take into account Consultative Panel feedback before making informed decisions on the items listed, if items on the agenda require it to do so.

4. Consultation Reports for January 2009

- 4.1 There were 4 reports for consultation:
- **Rent Charges and Proposals 2009/10 (LBI Report)**
 - **Bike Parking on Estates**
 - **5% Sustainability, Tenants Compact, Community Safety and Estate Security**
 - **Financial Inclusion Statement**

4.2 Appendix 1 of this report is a summary of the views of all Consultative Panels. Where no comment was recorded in the minutes of a Consultative Panel meeting, this has been noted.

5. Conclusion

5.1 The Sub-Board is asked to note the feedback on consultation items from Consultative Panels in Appendix 1.

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HFI Consultative Panels – **January** 2009 Holland Walk

Report 1 - Rent charges and proposals 2009/10	Report 2 – Bike Parking on estates	Report 3 – 5% Sustainability, Tenants Compact, Community Safety and Estate Security	Report 4 – Financial Inclusion Statement
<p><u>Recommendations</u></p> <p>2.1.1 – Panel propose that there is no rent increase as its not justified and cavity wall insulation could be paid for by government. If this is not viable then option 1 because they haven't seen enough cost savings from council. They should evidence this more.</p> <p>2.1.2 - Panel don't support the proposal to set rents for newly let homes at a higher rate.</p> <p>2.1.3 – Panel defer making decision as none have communal boilers. Recommend that all boilers are checked for energy efficiency.</p> <p>Discussion on individual heating issues. HFI are looking at options for reducing communal heating.</p>	<p><u>Recommendations</u></p> <p>Bike stands at no rental costs: Yes- 1 No- 7 Decisions should be made at a local level.</p> <p>Bike stands with rental costs Yes - 3 abstentions - 6 Decisions made at local level. There needs to be a standard charge.</p> <p>Motor bike space No - unanimous</p> <p>Tow away service. Where circumstances are appropriate, if it's illegally parked in a bay or causing damage/risk to life or property.</p>	<p>Panel agree to allocate TC in separate meetings. Issue that some estates have yet to have last works completed.</p>	<p>Panel comments that whilst it's happy for HFI to involve other partners, its aim should be to ensure that tenant's money is spent on their home. The financial inclusion work is vital but should be funded by other service providers i.e. Islington Strategic Partnership, European Social funds and other sources of government funding.</p>

HFI Consultative Panels – **January** 2009 Upper Street South

Report 1 - Rent charges and proposals 2009/10	Report 2 – Bike Parking on estates	Report 3 – 5% Sustainability, Tenants Compact, Community Safety and Estate Security	Report 4 – Financial Inclusion Statement
<p>The various aspects of report put to the panel to vote upon by the chair.</p> <p>On rents: Option 1 & 2 (2a & 2b)</p> <p>On each of these options panel voted 6 against with 0 in favour and 2 abstentions.</p> <p>On new lets and possibly charge tenants of these properties higher rents.</p> <p>Panel voted 6 against with 0 in favour and 2 abstentions.</p> <p>On proposed increase in heating charges.</p> <p>Panel voted 5 in favour, 0 against and 3 abstentions in respect of a slow increase in the heating</p>	<p>Bikes</p> <p>Panel happy to leave this issue with individual estates to decide upon</p> <p>Motorobikes</p> <p>Panel do not wish to have tow away for motor bikes</p> <p>Panel agree and support proposal except the towing but this should be subject to local consultation.</p>	<p>Proposed and panel agreed to meet on 19th February 2009 at 6.30pm. Suggested venues are the Town Hall and the board room in Highbury House.</p>	<p>Panel would like to see this report discussed more widely with residents – no other comments made</p>

<p>charges.</p> <p>In regards garage charges:-</p> <p>Panel does not support the proposed 5% increase in charges.</p>			
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HFI Consultative Panels – **January** 2009 Upper Street North

Report 1 - Rent charges and proposals 2009/10	Report 2 – Bike Parking on estates	Report 3 – 5% Sustainability, Tenants Compact, Community Safety and Estate Security	Report 4 – Financial Inclusion Statement
<p>The various aspects of report put to the panel to vote upon by the chair.</p> <p>On rents: Option 1 & 2 (2a & 2b)</p> <p>Option 1 (lowest increase) 6 votes for 0 against 0 abstentions</p> <p>On new lets and possibly charge tenants of these properties higher rents.</p>	<p>Panel happy to leave this issue with individual estates to decide upon</p> <p>Motorobikes</p> <p>3 votes for bays to be provided, with tow away service</p> <p>1 vote for bays with no tow away service</p>	<p>Meeting to be arranged in February. CD to check Councillors diaries and set date in consultation with chair.</p>	<p>Panel would like to see this report discussed more widely with residents – no other comments made</p>

<p>Not discussed or voted on.</p> <p>On proposed increase in heating charges.</p> <p>5 votes to withdraw subsidy immediately, 0 against, 1 abstention on grounds not sufficient information given</p> <p>Garage Charges</p> <p>Not discussed</p>	<p>Panel agree and support proposal except the towing but this should be subject to local consultation.</p>		
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HFI Consultative Panels – January 2009 Lyon Street

<p>Report 1 - Rent charges and proposals 2009/10</p>	<p>Report 2 – Bike Parking on estates</p>	<p>Report 3 – 5% Sustainability, Tenants Compact, Community Safety and Estate Security</p>	<p>Report 4 – Financial Inclusion Statement</p>
<p>Rent Setting 09/10: Panel voted seven in favour of option 2b and one against.</p> <p>Higher rent for new tenants: Panel felt that they did not want to</p>	<p>Bike Stands/ Bike Stores Panel felt that there should be a combination of options one and two with consultation locally to decide the appropriateness of each</p>	<p>Tenant Compact Panel felt strongly that a number of the items listed as being options for spend under tenant compact should not be included as they were</p>	<p>Financial Inclusion: Panel noted this report but felt there was little to comment on other than it felt that the number and breath of services</p>

<p>see LA rents being brought into line with RSLs and believed this was an unfair practice. Panel voted unanimously that rents should remain the same for new tenants as for old tenants.</p> <p>Heating and Hot Water:</p> <p>Panel voted Six in favour of option 4 (ending current subsidy system) with one abstention and one vote against. Many felt that the communal charges were very much less than their own current bills. It should be noted though that only one resident at the meeting benefited from this facility.</p> <p>Other Charges:</p> <p>Estate Parking: Seven panel members voted to keep estate parking charges the same with no decrease for taxi's and provision of free parking for electric vehicles. One against.</p> <p>5% increase:</p>	<p>scheme. Panel advised that both should be provided at no cost and that HFI should seek subsidy of parking from LBI Climate Change Fund.</p> <p>Provision of Motorbike Spaces/ tow away scheme:</p> <p>Panel felt that the division of car parking spaces should only be carried out where there is a local requirement and only with consultation of residents – panel felt that some areas were already struggling with limited parking bays. Panel also felt strongly that poorly parked motorcycles should be removed and or fined in the same way as other vehicles.</p>	<p>repair or maintenance issues; panel specifically asked for the following to be removed and advised that they would not agree to: White/ Yellow Line marking; garage clearance or demolition; repair works to outdoor stores; Garage Repairs; Community Centre Repairs nor caretaker stores.</p> <p>Estate Security</p> <p>A number of panel members advised that they were aware that at least one other area panel refused to allocate this budget to youth provision and advised that the panel should not subsidise LBI in this respect.</p>	<p>provided across the borough should be better co-ordinated.</p> <p>In addition to this the panel felt that Employment and worklessness were not a housing function.</p>
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<p>Increased rent on garages and other services should not be increased by 5% as panel cannot see that costs have risen by that amount nor has inflation – the panel felt this was unjustifiable.</p>			
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HFI Consultative Panels – January 2009 Central Street

<p>Report 1 - Rent charges and proposals 2009/10</p>	<p>Report 2 – Bike Parking on estates</p>	<p>Report 3 – 5% Sustainability, Tenants Compact, Community Safety and Estate Security</p>	<p>Report 4 – Financial Inclusion Statement</p>
<p>11 people on the panel voted for going with Option 1, with no one voting for Option 2.</p> <p>There was a unanimous vote in favour of Option 3.</p>	<p>No summary view was provided.</p>	<p>The panel agreed that the current system of Tenants Compact and Estate Security funding works well.</p>	<p>No summary view was provided.</p>

Report of	Team	Job Title
Doug Goldring	Chief Executive Directorate	Director of Operations

Name of Meeting	Date of Meeting	Item	Status
MPSB	11 th February 2009	13	Information

Subject of Report: Update on Petitions Received by Consultative Panels

1. Synopsis

- 1.1 This report updates Managed Property Sub-Board on petitions received at Consultative Panels and progress on their resolution.

2. Recommendation

- 2.1 That Managed Property Sub-Board note the report.

3. Background

- 3.1 At its meeting in December 2004, Managed Property Sub-Board requested a report to come to the February meeting, providing information on the current protocol for receiving petitions and an update on any ongoing petitions at Consultative Panels.
- 3.2 At its February meeting the Sub-Board received a report detailing the procedure for receipt and action on petitions received at Consultative Panels, together with a summary of those petitions received since April 2004.
- 3.3 Since 30th March 2005, the report has been presented at each Managed Property Sub-Board meeting, providing information on petitions received by Consultative Panels from April 2004 to date.
- 3.4 The November 2005 cycle of Consultative Panels considered the procedure for the management of petitions received at these meetings. The Consultative Panels were in favour that petitions to Area Housing Panels, which are not resolved at Panels, would be escalated to the Managed Property Sub-Board.
- 3.5 On the 14th November 2005 the Board of Homes for Islington agreed that the current wording in the Terms of Reference for Managed Property Sub-Board be amended to read:

“To monitor that the petitions received at Consultative Panels are being properly addressed and to arbitrate on those petitions where residents have received what they consider to be an unsatisfactory conclusion to the matter.”

4. Updates on Petitions

4.1 Appendix 1 to this report provides up to date information on petitions received by Consultative Panels from September 2008 to date.

4.2 Since the last petitions update report to Managed Property Sub-Board:

- There are no petitions open at: Lyon Street or Partners for Improvement in Islington Resident's Forum (1 and 2).

4.3 Holland Walk Area Housing Panel

4.3.1 On 21st January 2009 residents of Kingsley House submitted a report regarding ASB of a resident.

4.3.2 On 21st of January residents of Coombe House submitted a report regarding gate access.

4.4 Central Street Area Housing Panel

4.5 On 15th October 2008 residents of Sanders House submitted a petition regarding caretaking on Sanders Estate.

4.6 Upper Street South Area Housing Panel

4.7 On 22nd January 2009 residents of Mildmay Street submitted a petition regarding the closure of an alleyway.

4.8 On 22nd January 2009 Highbury Quadrant TRA & residents submitted a petition regarding restoration of the Neighbours statue.

4.9 On 22nd January 2009 residents of Hawthorne Close submitted a petition regarding the proposed closure of certain accessible parts of the estate as part of security works.

4.10 Upper Street North Area Housing Panel

4.11 On 15th January 2009 Mr Delappe , 1 Fallowfield House, Six Acres, + 59 petitioners submitted a petition seeking compensation for inconvenience and caretaking work not done during regeneration project.

4.12 On 15th January 2009 residents of Blackstock TMO submitted a petition alleging windows installed in last major works not fit for purpose.

5. Conclusion

5.1 Following action taken in response to the petition from HFI staff, the petition from residents of Coombe House is now closed.

5.2 Following action taken in response to the petition from HFI staff, the petition from residents of Sanders House is now closed.

5.3 Following the response of Sean McLaughlin the petition from Mr Delappe, 1 Fallowfield House is now closed.

5.4 At present a combined total of six petitions remain open at, Holland Walk, Central Street, Upper Street South and Upper Street North Area Housing Offices.

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Petitions Received at Consultative Panels remaining “open” since April 2004

Consultative Panel	Date	From whom petition came	Subject	Comments
Central Street	15.01.09	Residents on Sanders House	Caretaking on Sanders House	<p>DS talked through the petition received from residents at Sanders House.</p> <p>DS reported that he hasn't been able to calculate a compensation package that can be provided through the normal policy as yet, and has asked his colleagues to find out what they should be refunding.</p> <p>DS is currently thinking that a percentage reduction in the charges may be made.</p> <p>JV asked why the problems on the estate weren't picked up by staff earlier before a petition was created. DS agreed and has raised this with the manager concerned to make sure it doesn't happen again.</p> <p>HC asked if the change in staff levels will affect caretaking standards. DS stated that there is no change with the officers although there may be a change in the number of inspections carried out, as HFI have been criticised by the audit commission on spending too much time on inspections rather than fixing the problems found from them.</p> <p>IF asked if there could be a rebate on St Luke's as the same thing happened there for 8-10 weeks. DS suggested that she request a report from Keiron Duncan.</p> <p>DS reported that tenants should ask for caretaking reports if there are concerns.</p>

Consultative Panel	Date	From whom petition came	Subject	Comments
Holland Walk	21.01.09	Kingsley House	ASB of resident	<p>A petition was submitted on 4th November 2008 from residents of Kingsley House regarding the antisocial behaviour of a resident in the block. The report involved the playing of loud music and constant dog barking emanating from a particular address in Kingsley House.</p> <p>Prior to receipt of the petition, the perpetrator had been interviewed following previous complaints from the lead petitioner and been sent a Final Warning Letter.</p> <p>On receipt of the petition, diary sheets and ASB Support Packs were sent to each of the petitioners with a request they complete and return the diary sheets to the ASB Officer by 8 December 2009. Contact was made to the petitioner's to discuss the issue. They were advised and given information to contact HFI's out of hours anti social behaviour team to report incidents as they happen. In addition to this, the ASB Officer contacted the Animal Warden and Islington's Noise Patrol team.</p> <p>On 8 December 2008, four of the petitioners had returned Diary sheets, the information they gave was sufficient for a Notice of Seeking possession to be served on 9 December 2008. During the early part of January 2009, all petitioners were contacted and the majority reported that the problem with noise is much improved.</p> <p>Although most of petitioners have stated that they are happy with the outcome of the actions taken, this case will continue to be monitored over the next four weeks during which liaisons with the Animal Warden and Noise Patrol will be maintained. The petition is therefore closed but the anti social behaviour case will remain open during the monitoring period.</p>

Consultative Panel	Date	From whom petition came	Subject	Comments
Holland Walk	21.01.09	Coombe House	Gate access	<p>A petition was submitted on 19th November 2008 from residents of Coombe House. Regarding the restriction of access via an Access Gate of Coombe House.</p> <p>Petitioners have advised HFI that access to Dalmeny Avenue from Coombe House and vice versa via the gate is vital to many residents, particularly the elderly, other vulnerable and disabled residents as the access gate is the shortest and most accessible route to local shops.</p> <p>A consultation letter was issued to affected residents in both Coombe House and Ivinghoe House informing them of the petition and the request for extended opening hours of the gate. Residents were asked for their views on this request.</p> <p>Four replies were received. Three are in agreement with extended opening and one against. On receipt of the responses we informed the TRA of the outcome.</p> <p>A resident that has a key to the gate has agreed to open and close the gate at the requested times of 8.30am – 9pm. These times will be monitored by officers for a period of three months. The petition is now closed.</p>

Consultative Panel	Date	From whom petition came	Subject	Comments
Upper Street South	22.01.09	Residents of Mildmay Street	Closure of an alleyway	Update provided at meeting. Pending liaison with Legal Services further update to provided at panel meeting on 19.03.09.
	22.01.09	Highbury Quadrant TRA & Residents	Restoration of Neighbours Statue	Update provided. Funding for works now need to be sought. Survey to be carried out to establish extent and cost of restoration works required. Update to be provided for panel meeting on 19.03.09.
	22.01.09	Residents of Hawthorne Close	Proposed closure of certain accessible parts of estate as part of security works	Tabled on the night. Discussed and all parties gave their views. Agreed that an update from HFI will come to the panel on 19.03.09

Consultative Panel	Date	From whom petition came	Subject	Comments
Upper St North	15/01/09	Mr Delappe , 1 Fallowfield House, Six Acres, + 59 petitioners	Compensation for inconvenience and caretaking work not done during regeneration project	<p>Opened and closed at same panel. Sean McLaughlin refused compensation.</p> <p>Mr Delappe declared that he preferred to take legal action.</p> <p>On this and Mr McLaughlin's reply panel felt it proper to close petition</p>
	15/1/09	Blackstock TM	Allegation windows installed in last major works not fir for purpose	<p>Surveyors ordered by Jenny Green field of Project team to check on allegations.</p> <p>Ms Greenfield asked for more time to await surveyors report.</p> <p>Petition therefore remains open</p>