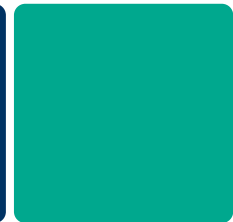
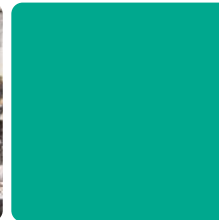


Consultative Panel Reports

January 2008

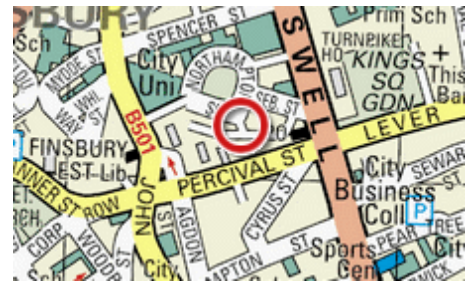


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Consultative Panel Meeting Times and Venues

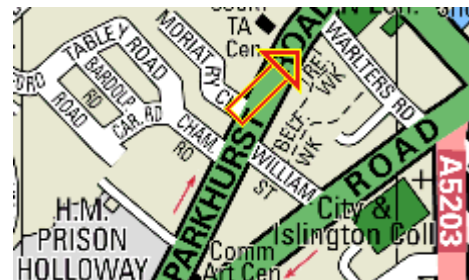
Central Street Area Housing Panel **7pm**

Brunswick Estate Meeting Room
Mulberry Court (ground floor)
Tompion Street EC1V 0HP
Refreshments provided



Holland Walk Area Housing Panel **7pm**

Williamson Street Community Centre
Parkhurst Road N7
Refreshments provided



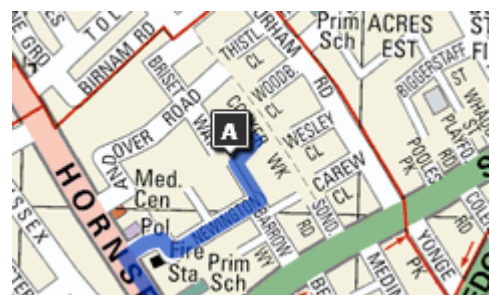
Lyon Street Area Housing Panel **7pm**

Westbourne Community Centre
Roman Way N7
Refreshments provided



Upper Street (North) Area Housing Panel **6.30pm**

Andover Community Centre
Corker Walk N7 7RY
Refreshments provided



Upper Street (South) Area Housing Panel **7pm**

Town Hall
Upper Street N1 2UD
(See notice board for room)
Refreshments provided



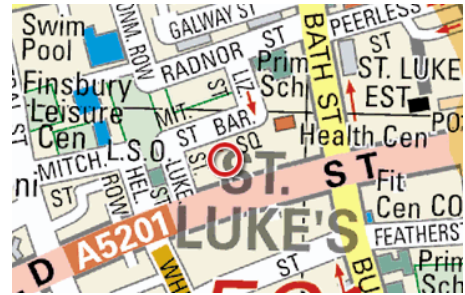
Islington Leaseholder Forum 7pm

Town Hall
Upper Street N1 2UD
(See notice board for room)
Refreshments provided



Tenant Management Forum 7:30pm

Vibast Community Centre
163 Old Street
London
EC1V 9NH



Partners For Improvement in Islington Residents Forum 6:30pm

Partners Offices
4-6 Colebrooke Place N1 8HZ
Refreshments provided



For more information about consultative panel meetings call one of the relevant numbers below:

Central Street AHP	020 7527 6259
Holland Walk AHP	020 7527 7471
Lyon Street AHP	020 7527 6818
Upper Street North AHP and South AHP	020 7527 5379
Tenant Management Forum	020 7527 4397
Islington Leaseholder Forum	020 7527 7810
PFI Residents Forum	020 7288 8343

If you are unsure which meeting is relevant to you please call 020 7527 4033

Consultative Panel Dates for 2007/08

MEETING	MAY 07	JULY 07	SEPT 07	NOV 07	JAN 08	MAR 08
Holland Walk AHP	Wednesday 16 th May	Wednesday 18 th July	Wednesday 19 th September	Wednesday 21 st November	Wednesday 23 rd January	Wednesday 19 th March
Central Street AHP	Thursday 10 th May	Thursday 12 th July	Thursday 13 th September	Thursday 15 th November	Thursday 24 th January	Thursday 20 th March
Upper Street (North) AHP	Monday 14 th May	Monday 16 th July	Monday 10 th September	Monday 12 th November	Thursday 24 th January	Monday 10 th March
Upper Street (South) AHP	Thursday 17 th May	Thursday 19 th July	Thursday 13 th September	Thursday 15 th November	Thursday 17 th January	Wednesday 12 th March
Lyon Street AHP	Tuesday 8 th May	Monday 16 th July	Monday 10 th September	Monday 12 th November	Monday 21 st January	Monday 17 th March
Islington Leaseholder Forum	Wednesday 16 th May	Wednesday 18 th July	Wednesday 19 th September	Wednesday 21 st November	Wednesday 16 th January	Wednesday 19 th March
Tenant Management Forum	Thursday 17 th May	Monday 16 th July	Tuesday 18 th September	Wednesday 21 st November	Thursday 24 th January	Monday 17 th March
Partners Residents Forum	Thursday 17 th May	Thursday 19 th July	Thursday 20 th September	Thursday 22 nd November	Thursday 24 th January	Thursday 20 th March



Glossary of Housing Terms and Acronyms

Term	Explanation
A	
ABC	Acceptable Behaviour Contract
ACG	Annual Capital Guidelines
ACC	Association of County Councils
ADC	Association of District Councils
ADH	Assistant Director of Housing
ADP	Approved Development Programme
AHO	Area Housing Office
AHP	Area Housing Panel
ALG	Association of London Government
ALMO	Arms Length Management Organisation
ALS	Approved Landlord Scheme
AMA	Association of Metropolitan Authorities
ASBO	Anti-Social Behaviour Order
B	
BAFO	Best and Final Offer
BCA	Basic Credit Approval
BME	Black and Minority Ethnic
BS4I	Building Solutions for Islington
BV	Best Value
BVPI	Best Value Performance Indicator
BVPP	Best Value Performance Plan
BVTMO	Bemerton Villages Tenant Management Organisation
B'Wide	Boroughwide
C	
CAB	Citizens Advice Bureau
Caxton Islington	Company providing repair service to Homes for Islington
CBL	Choice-based lettings – system that allows tenants to bid for properties according to how many housing register points they have
CCTV	Closed Circuit Television
CDM	Construction Design and Maintenance Regulations
CE	Chief Executive
CIH	Chartered Institute of Housing
CIS	Cash Incentive Scheme – a scheme which enables council tenants to purchase property in the private sector
CLLRS	Councillors
C&NRS	Community and Neighbourhood Renewal Strategy
Confidence Limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range
CORE	Continuous Recording of New lettings
CREP	Cyclical Remedial and Enhancement Programme
CRI	Capital Receipts Initiative
CSAHO	Central Street Area Housing Office
CSAHP	Central Street Area Housing Panel
CSSB	Contracted Services Sub-Board
D	
DCLG	Department for Communities and Local Government
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

DFG	Disabled Facilities Grant
DHS	Decent Homes Standard
DIYSO	Do-it-yourself Shared Ownership
DLO	Direct Labour Organisation
DTI	Department of Trade and Industry
E	
EHA	Empty Homes Agency
ERCF	Estates Renewal Challenge Fund
ESF	European Social Fund
ESO	Estate Services Officer
ESOL	English as a Second Language
F	
FC	Finance Committee
FEFC	Further Education Funding Council
FITA	Federation of Islington Tenant & Resident Associations
G	
GF	General Fund
GLA	Greater London Authority
GNI	General Needs Index
GOL	Government Office for London
H	
HA	Housing Association
HAC	Housing Aid Centre
HAG	Housing Association Grant – Now SHG – Social Housing Grant
HAWP	Housing Associations Working Party
HAZ	Health Action Zone
HB	Housing Benefit
HC	Housing Corporation
HCOM	Housing Committee
HECA	Home Energy Conservation Act
HEES	Housing Energy Efficiency Scheme
HFI	Homes for Islington
HIP	Housing Investment Programme
HMO	Housing in Multiple Occupation
HNI	Housing Needs Index
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 from for harassment
HMIS	Housing Management Information System, now replaced by iWorld
HFISMT	Homes for Islington Senior Management Team
HO	Housing Officers
Hot 50	Monthly report to members of key indicator performance (also known as MPG, Management Performance Group)
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
HRC	Human Resources Committee
HSE	Health and Safety Executive
HWAHO	Holland Walk Area Housing Office
HWAHP	Holland Walk Area Housing Panel
I	
ICSL	Islington Cleansing Services Limited
IDC	Investment and Delivery Committee
IGP	Innovation and Good Practice

liP	Investors in People
ILD	Index of Local Deprivation
IRL	Islington Repair Line - Call centre for tenants and leaseholders to report repairs
ISP	Islington Strategic Partnership
ITN	Invitation to Negotiate
iWorld	Housing Management IT system
K	
KPI	Key Performance Indicators
KXP	Kings Cross Partnership
L	
LA	Local Authority
LBBF	London Borough Benchmarking Forum (for example HouseMark)
LBI	London Borough of Islington
LCP	London Capital Programme
LDA	London Development Agency
LHC	Local Housing Company
LGA	Local Government Association
LI	Local Indicator
LKPI	Local Key Performance Indicator
LLIC	Local Labour in Construction
LSAHO	Lyon Street Area Housing Office
LSAHP	Lyon Street Area Housing Panel
LVSC	London Voluntary Sector Council
LVSRC	London Voluntary Sector Resource Centre
M	
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 (+/-)
MRA	Major Repairs Allowance
MP	Member of Parliament
MEP	Member of European Parliament
MPG	Management Performance Group
MPSB	Managed Property Sub-Board
N	
NHCM	Neighbourhood Housing Contract Manager
NHER	National Home Energy Rating
NHF	National Housing Federation
NHS	National Health Service
NLCB	National Lotteries Charity Board
Non-decent	Homes that fail to meet the Decent Homes Standard
Non-urgent repairs	Repairs that do not have to be completed within H0-H3 timescales
NRF	Neighbourhood Renewal Fund
NW	Neighbourhood Warden
NWU	Neighbourhood Warden Unit
O	
OHMS	Open Housing Management System
Operations	Division within Homes for Islington consisting of the following functions: tenancy management, contact centre, central services
P	
P.E.P.	Priority Estates Project
Performance Basket	Set of performance indicators used to measure and compare performance of area housing offices and Partners for Improvement in Islington

PFI	Private Finance Initiative
PFI1	Partners for Improvement in Islington – company contracted to manage PFI 1 scheme for roughly a third of street properties
PHO	Principal Housing Officer
PI	Performance Indicator
Property Services	Division within Homes for Islington consisting of the following functions: repairs, asset management, capital programme, support services
PSA	Public Service Agreement
Q	
QSP	The Council/Homes for Islington's financial management system
R	
Reception Centres	Units of temporary accommodation, managed by the Operations division of Homes for Islington
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: HO = 2 hours (weekends); H1=3 calendar days; H2= 2 hours (week days); H3=3 working days; H4= 9 working days; H5 = 10 working days; H6 = 25 working days
Resources	Division within Homes for Islington 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 residents
RH	Racial Harassment
RSG	Revenue Support Grant
ROLECS	Replacement of Life Expired Components
RPI	Retail Price Index
RSL	Registered Social Landlords (same as Housing Associations)
RTB	Right to Buy
S	
SAP	Standard assessment procedure (for energy efficiency)
S&C	Strategy and Commissioning
SCA	Supplementary Credit Approval
SCG	Specified Capital Grants
SCP	Single Capital Plot
Seasonal trend	Variations in performance due to seasonal factors
SEU	Social Exclusion Unit
SER	Social and Economic Regeneration
SERPS	State Earnings Related Pension Scheme
Sheltered	Sheltered accommodation for the elderly and infirm
SHG	Social Housing Grant
SLUG	Short Life User Group
SNMA	Special Needs Management Allowance
SPO	Suspended Possession Order
SPV	Special Purpose Vehicle
SRB	Single Regeneration Budget
SSA	Standard Spending Assessment
T	
TC	Tenants Compact
TCNC	Tenants Compact Negotiating Committee
T & RA's	Tenants and Residents Associations
TEC	Training and Enterprise Council
TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
TMO	Tenant Management Organisation

Tenant participation compacts	Locally negotiated agreements between Homes for Islington and its tenants, that sets out how tenants can be involved in decisions in services
Top quartile performance	Top quartile performance scores (that is, within the top 25%) attained during the previous year (used as a benchmark), either on a national or London level
TOR	Terms of Reference
TUPE	Transfer of Undertakings Protection of Employment
Turnaround time	The number of days or weeks between a property becoming vacant and being relet to a new tenant
U	
UDC	Urban Development Corporation
UDP	Unitary Development Plan
URA	Urban Regeneration Agency
Urgent repairs	Repairs to be completed within the H0-H3 priority bandings
USAHO	Upper Street Area Housing Office
USAHP	Upper Street Area Housing Panel
V	
VFM	Value for Money
Voids	Properties that are vacant
Y	
Year End	The final performance at the end of the financial year (end of March)
YOT	Youth Offending Team

Homes for Islington Board Meetings

Homes for Islington's Board meetings are open to the public.

Agenda and papers for these meetings are available three days in advance of each meeting through Homes for Islington's website. A hard copy is available to view in

Area Housing Offices.

www.homesforislington.org.uk

All meetings take place at 6.30pm
at
(Highbury House, 5 Highbury Crescent)

You are welcome to attend meetings on the following date:

Monday 25th February 2008

If you have any enquiries or require a sign language interpreter contact:

HFI Governance Team at Highbury House, Highbury Crescent, London N5 1RN,
telephone 020 7527 4033 or email wendy.gajadhar@homesforislington.org.uk



Homes for Islington Sub-Board Meetings

Homes for Islington's Sub-Board meetings are open to the public.

Agenda and papers for these meetings are available three days in advance of each meeting through Homes for Islington's website. A hard copy is available to view in Area Housing Offices.

www.homesforislington.org.uk

All meetings take place at **6.30pm**

at

(Highbury House, 5 Highbury Crescent)

You are welcome to attend meetings on the following dates:

Contracted Services Sub-Board April 2007 – March 2008

Tuesday 12th February 2008

Managed Property Sub-Board April 2007 – March 2008

Wednesday 13th February 2008

If you have any enquiries or require a sign language interpreter contact:

HFI Governance Team at Highbury House, Highbury Crescent, London N5 1RN,
telephone 020 7527 4033 or email wendy.gajadhar@homesforislington.org.uk



Feedback from Panels in November 2007

Consultative Panels were asked to comment on four items at the November 2007 cycle of meetings. Additionally some Panels considered an item on development on their local agenda. The comments of Panels were used by HFI as follows:

Business Plan 2008-13

Consultative Panels were asked to comment on the proposals for inclusion in the HFI Business Plan 2008/13. The comments of the Panels were fed back to the Strategy and Procurement Manager for consideration and to be incorporated into the first draft of the Business Plan which was agreed by Board on 17th December 2007. The final version of the Business Plan is scheduled to be agreed by Board on 25th February 2008.

Area Housing Panels Terms of Reference

Consultative Panels were asked to comment on proposed amendments to the Terms of Reference (ToR) of the Area Housing Panels. The comments of the Consultative Panels were fed back to the Governance Team for consideration. HFI has written to invite all of the Chairs & Vice-Chairs of the Area Housing Panels to a session before the March 2008 Consultative Panels to agree the new ToR. The agreed ToR will then be circulated as a separate document to all TRAs for the March 2008 Consultative Panels with a view to coming into effect from May 08.

Charging proposals - concierge services, green parking, digital TV and unpooling of service charges

Consultative Panels were asked to comment on charging proposals for a range of services that are provided to residents. The comments of the Consultative Panels were fed back to LBI staff and will form part of a report to be presented to the LBI Executive when it meets in February 2008 to make a decision on these charges.

Repairs Budget Policy

Consultative Panels were asked to comment on a number of issues relating to the repairs policy. The comments of the Panels were fed back to the Director of Property Services and will be taken into consideration when HFI makes a decision on its responsive repair expenditure.

Consultative Panel Development

Consultative Panels were asked to comment on the proposals for Panel development. Thank you for the comments from those Area Housing Panels who had a chance to look at this on their local agenda. Currently, the most popular event is to invite all panel members to a development session on being a Chair or Vice Chair of a Panel, which will be done before end of March or early April in time for the Panel elections in May 2008.

Consultative Panels - Central Reports
January 2008

	Contents	Status	Page
Council Items			
1	Housing Revenue Account: Review of Rents, Fees and Charges for 2008/09	Consultation	1-6
2	Developing Islington's Housing Strategy 2008-2012	Consultation	7-10
Homes for Islington Items			
3	Consultative Panels Tenants Compact and Estate Security 2008/09	Consultation	11-18
4	Disposal of Land Managed by HFI	Information	19-20
5	HFI and Consultative Panel update	Information	21-22
6	Decision Items at last Board and Sub-Boards	Information	23-25
7	Forward Plan	Information	26



Report of		Team	Job Title
Ian Radzins		Finance Team	Head of Finance (Housing)
Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	January 2008	1	Consultation

Subject of report: Housing Revenue Account: Review of Rents, Fees and Charges for 2008/09

1. Synopsis

- 1.1 This report presents charging proposals arising from the annual review of increases in rents, Communal Heating, parking penalty charges and caretaking charges for 2008/09, in light of the draft HRA rent and subsidy information received in early December. Proposals relating to other fees and charges including concierge, CCTV, parking charges and digital TV were presented to the November Panels.
- 1.2 The Council has a statutory duty to agree a balanced Housing Revenue Account budget. The annual review of income from rents, fees and charges is a major part of the budget setting process.
- 1.3 Increases in income relieve some of the pressure on the costs of managing and maintaining the housing stock. The proposed reviews of rents, fees and charges take into consideration the principles of affordability and equity for council tenants within the boundaries of the largely pre-set envelope of Housing Revenue Account resources, as well as acknowledging their impact on the environment.

2. Recommendations

- 2.1 The Consultative Panels are asked to consider and make comment on the proposals relating to rents, fees and charges for the next financial year.

3. Rents

- 3.1 Rental income from tenants is the main source of funding for spending on the management and maintenance of council homes. Rent increases are based on the requirements of the government's Rent Restructuring Regime.
- 3.2 Central to the calculation of social rents under the Rent Restructuring Regime are the principles of fairness, affordability, and simplicity. These were presented in the government's policy statement "The Way Forward for Housing" in December 2000. Through the introduction of restructured rents in April 2002 (April 2003 for this housing authority), the government "encouraged" councils and housing associations over the ten year period 2002-

2012 to set their rent according to a national formula (formula rent) that reflects a property's size, its location, its condition, and local earnings.

- 3.3 Each property has a formula rent that is based upon its property value (30%), the number of bedrooms and the value of manual earnings (70%). Every year the actual rent is updated for inflation and growth in order to close the gap between the actual rent charged and the formula rent.
- 3.4 Originally it was expected that rents would converge from those in existence in 2002 to the formula rent by 2012 i.e. over ten years. Following pressure from local authorities, the government has accepted that this is an unrealistic objective. In November 2007, it extended the period of transition by another five years until 2017.
- 3.5 To smooth out the change in rents over the fifteen year period, and bearing in mind the affordability principle, there are a series of restrictions on the amount of rent increase that can be implemented each year as the rent moves from its current level towards the formula rent.
- 3.6 The restrictions include the "Rental – Upper Cap" which determines the maximum rent increase each year for every home. For example, the maximum rent increase for next year is the current rent plus Retail Price Index (RPI) at 3.9% plus 0.5% growth towards the formula rent plus £2. In addition, there are rent caps that determine the maximum rent that can be charged for a type of home no matter what the formula rent is (e.g. next year's cap for a two bedroom property is £113.64).
- 3.7 As a result of these measures to smooth out the impact of implementing the restructured rent regime, the government compensates housing authorities for the total rental income foregone through an increase in Housing Revenue Account subsidy (Rental Constraint Allowance). This amounts to an estimated weekly reimbursement of £0.34 a dwelling.
- 3.8 For this Council, the average actual weekly rent for next year will increase by an estimated £4.39 (or 5.7%) from £77.16 to £81.55. For comparative purposes, it should be noted that the average formula rent next year is estimated to be £92.53.
- 3.9 It is recognised that even though the majority of tenants (66%) are in receipt of housing benefit awards, the rent increase will put pressure on the household budget. It should also be noted that to balance the budget, the Council has had to identify and deliver over £5m of efficiency savings.

4. Fees and Charges

4.1 Heating and Hot Water

- 4.1.1 Communal heating and hot water is provided to 4,603 homes from 39 gas fuelled boiler rooms. 3,019 of these homes are occupied by council tenants, the remainder by leaseholders. Charging arrangements for council tenants are currently complex and inequitable. The service is effectively subsidised by tenants who do not benefit from it. Users are not encouraged to limit their energy use. The system has therefore been reviewed and a revised system of charging is proposed.

4.1.2 The measures to support the reduction in energy use include:

- Employment of professional energy management support to draw up and implement a programme of energy efficiency improvements.
- Replacing the traditional communal boilers with condensing ones (90% fuel efficient).
- Ensuring boilers are managed and controlled by thermostats.
- Ensuring pipework from boilers to homes is efficient and effective.
- Ensuring homes have thermostats.
- Introducing payment meters.

4.1.3 These measures should be seen in conjunction with the proposed formula charging policy. This system matches income from tenants (and leaseholders) with the cost of purchasing the fuel. The council has purchased in advance, its energy for communal heating over the next two years at £1.8 million a year, which is £200k less than was actually spent in 2006/07. It is expected that the price will stabilize around that level for the third year. The introduction of energy efficiency measures over this period should, through reduced consumption, require less fuel and keep the purchasing costs and ultimately the charges down (or at least reduce any future increase in prices after the third year).

4.1.4 There are currently 102 separate levels of charges for communal heating. These vary from £2.05 to £17.13 per week. The difference depends on the size of the property, the location, and the history of the communal heating system.

4.1.5 The haphazard development of the present communal heating and hot water systems means, for example, that some tenants in two bedroom homes pay £2.89 and others £11.01 a week for effectively the same service.

4.1.6 In recent years, prices have been increased in line with rent inflation rather than energy inflation. Energy prices have risen by 98% over the three-year period 2004 to 2007 but are reducing and stabilizing, whereas rent inflation over the same period has only increased by 13%. Consequently, the amount raised does not cover the council's costs, and the Heating and Hot Water Account has to be subsidised by the Housing Revenue Account.

4.1.7 In 2006/07 the subsidy was £426k, this year it is forecast to be £224k. This effectively means that some tenants are paying towards the energy costs of other users of district heating systems, as well as their own.

4.1.8 There are two options for reducing the deficit:

(i) A simplified charging system can be introduced so that the only variation is according to the size of the property. Costs are otherwise divided equally and wholly between users according to a formula. If the maximum increase per household is limited to £2 per week, this will take 3 years to phase in.

This option is recommended as it is the fairest approach. It dampens the impact on the “losers”. It should eventually be phased out as meters are installed.

(ii) Alternatively, the council can simply decide to keep the complex system but increase charges to eliminate the deficit. Gas price inflation is forecast to fall over the coming three years. On current forecasts, if overall charges continue to rise by 5% per annum the deficit in the communal heating account will fall to £35,000 by 2010/11.

Option (ii) is not recommended. Whilst it does lead to an end to subsidy from tenants who do not use communal heating, it maintains differentials and complexity that cannot be easily justified. It also means that tenants paying the lower charges will see a sudden sharp increase if charging according to consumption is introduced in future – which might delay the introduction of this flexibility.

4.1.9 Existing charges, comparative charges with two other boroughs, and proposed charges under the recommended formula are illustrated below:

Weekly Charges:		Bed-sit	1 Bed	2 Bed	3 Bed	4 Bed
Current Charges	Highest	£10.64	£10.19	£11.01	£14.01	£17.13
	Lowest	£2.05	£3.16	£2.89	£3.35	£6.63
	Average	£4.99	£6.23	£7.39	£9.33	£11.12
Comparative Charges						
	Borough A	£7.99	£10.37	£15.58	£17.55	£19.42
	Borough B	£6.63	£7.23	£11.13	£13.10	£14.70
Formula Charges		£7.03	£7.24	£9.24	£10.87	£12.31

4.1.10 An illustration of the proposed charges including the formula charge which will be reached over the next three years (2008-2011) is provided below:

Weekly Charges		Bed-sit	1 Bed	2 Bed	3 Bed	4 Bed
Year 1	Highest	£9.44	£9.39	£10.42	£12.96	£15.52
	Lowest	£3.71	£4.70	£5.01	£5.35	£8.52
	Average	£5.67	£6.75	£8.00	£9.83	£11.52
Year 2	Highest	£8.23	£8.59	£9.83	£11.92	£13.92
	Lowest	£5.37	£6.25	£7.01	£7.35	£10.42
	Average	£6.35	£7.27	£8.62	£10.34	£11.92
Year 3 – Formula Charge		£7.03	£7.24	£9.24	£10.87	£12.31

4.1.11 There are nine blocks that receive heating but no hot water from the communal heating system. It is proposed to move the charges to the formula charge but to provide a 40% discount for only providing part of the service. The £2 maximum increase in the weekly charge is also applicable over the transitional period. The discount is based upon an analysis of all the bills from last year for those blocks that receive heating and hot water, and those that just receive heating.

4.1.12 The worst affected blocks or estates if a formula charge is introduced are shown below. The formula charges would be reached by a maximum rise of £2 a year, so over 3 years for most but 4 years for Jessop Court.

Worst Affected Areas – Sample of Existing & Formula Charges:	Formula Charge	Current Charge
Jessop Court, Graham Street, N1 8LG	£10.87	£3.35
Bevin Court Estate, WC1 9HN	£9.24	£2.89
St Lukes Estate, EC1 9ES	£10.87	£5.42
Finsbury Estate, EC1 4NY	£10.87	£5.46
57 Bevin Court, Cruikshank Street, Bevin Court Estate, WC1 9HN	£9.24	£3.95
Popham Road Estate, N1 8TJ	£7.24	£3.16
Daren Court, Carleton Road, N7 0EN	£7.24	£3.35
Kings Road Estate, EC1V 7PE	£9.24	£5.09
Finsbury Estate, EC1 4NY	£10.87	£6.76
Bavaria Road Estate, N19 4HD	£7.24	£4.03
Banner Estate, EC1Y 8QB	£7.24	£4.47

4.1.13 A review of current energy use is planned, including for example heating times, to identify measures to improve energy efficiency and reduce costs and charges. The outcome of the review will be presented to the May Panels for consideration.

4.2 Parking Penalty Charge

4.2.1 The penalty charge for parking on estates has been reviewed. Key to this review is the contract with the external provider. It is an income based contract. 98% of the income collected is paid over to the contractor, and at present the penalties charged are amongst the lowest in London. The higher proposed charges should act as an incentive to the contractor to provide a reasonable service. The new charges will be phased in area by area during January 2008 and will be considered in conjunction with the renewal of the contract with the existing external service provider in 2009.

4.2.2 The existing and agreed revised charges are:

	Existing Charge £	Revised Charge £
Clamp Release	65	75
Impounded Release	125	150
Storage Charge	15	20

4.3 Un-pooled-Service Charges (Caretaking and Estate Services)

4.3.1 The Council approved the separation of caretaking and estate services costs from the weekly rent charge from April 2003. For 2007/08, these were set at £6.68 for the caretaking service and £1.11 for communal lighting and communal ground maintenance. It is proposed that these charges increase by 3.9% in line with inflation. The charges will be £6.94 and £1.15 respectively.

4.3.2 A refund policy was introduced in April 2004 in relation to caretaking services to acknowledge occasions where there had been a total loss of the caretaking for more than five consecutive working days. Tenants are able to make a refund request at their Area Housing Office. At present the refund rate is set at £1.33 per working day from the 6th working day of the service loss until the restoration of the service. It is proposed to increase this sum in line with inflation to £1.38 a day (i.e. by 3.9%).

5. Other Matters

- 5.1 It should be noted that the figures in this report are subject to change arising from the government's final determination for HRA rents and HRA subsidy (consultation ends 9th January 2008), finalisation of the budget setting exercise, and consultation with tenants.
- 5.2 The changes in this report will need to be implemented on Monday 7th April 2008 (except where phasing in is required).

6. Conclusion and reasons for recommendations

- 6.1 The Council has a statutory duty to agree a balanced Housing Revenue Account budget. The annual review of income from rents, fees and charges is a major part of the budget setting process.
- 6.2 Increases in income relieve some of the pressure on the costs of managing and maintaining the housing stock. The proposed reviews of rents, fees and charges takes into consideration the principles of affordability and equity for council tenants within the boundaries of the largely pre-set envelope of Housing Revenue Account resources.

Thank you in anticipation of your comments and feedback on this report. These comments will be forwarded to the relevant member of LBI staff to feed into the report to LBI's Executive in February 2008 which will decide on future charging. If you were unable to provide feedback at the Consultative Panel meeting itself, or would like to give further feedback to HFI on the report, please email or write to the author of this report with your own views or views of your TRA.

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Report of		Team	Job Title
Islington Council Housing and Adult Social Services		Islington Council Housing Strategy and Policy Section	n/a
Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	January 2008	2	Consultation

Subject of Report: Developing Islington's Housing Strategy 2008-2012

1. Synopsis

1.1. This report advises Consultative Panels about the intention to produce Islington's Housing Strategy in 2008 and asks for any comments or views on the housing challenges facing the borough over the next five years and how these should be prioritised.

2. Recommendations

Consultative Panels are asked to:

- 2.1. Provide any comments they may have on the housing challenges that face Islington over the next five years.
- 2.2. Provide any comments on how these should be prioritised.
- 2.3. Provide any comments they may have on the most effective ways to tackle these challenges.
- 2.4. Engage in other forms of consultation we have planned from January-March 2008.

3. Background

- 3.1 Islington's current Housing Strategy 2004 -2007 was awarded "fit for purpose" by the Government Office for London in December 2003 and is now due for review.
- 3.2 Our presentation at the Consultative Panels is part of a wider programme of consultation in which we hope to gather views on the housing issues Islington faces and what needs to be done to tackle these.
- 3.3 A housing strategy is a document that sets out the council's plans for housing in the borough based on the needs of its residents. It should take account of current national, regional and local housing policy and the views of different housing service users and providers.
- 3.4 A housing strategy deals with both private and public sector housing, covering the plans for maintaining the housing stock and the provision of housing services to residents into the future.

3.5 The completed housing strategy will contain:

- The boroughs housing objectives 2008 - 2012
- Priorities for action [for both the council and other service providers]
- A clear action plan to move us towards achieving our objectives

3.6 Some of the immediate housing issues which Islington has to contend with include:

- The high cost of housing in the borough.
- The need for more affordable housing.
- High levels of deprivation which broadly correlate with tenure. It being concentrated in areas dominated by social housing.
- The need to maintain and improve both social and private sector homes and meet the government's decent homes standard.
- The need for providers of housing services to provide excellent services meeting the expectations of their customers.

3.7 Consultative Panels are asked whether they think these are the housing challenges we face and if there are any others.

3.8 Also want to know how these challenges should best be tackled.

4 Other Opportunities to get involved and give your views:

4.1 In addition to our consultation with Consultative Panels, all Tenants and Residents Associations [TRAs] will be receiving, or may have already received, a consultation document and questionnaire relating to the housing strategy. The consultation document sets out the current housing situation in Islington in more detail. We ask that Housing Panels encourage TRAs to read the document, complete the questionnaire and return it to us.

4.2 If you would like to complete the questionnaire as an individual you can complete it online, or by contacting the Housing Strategy Section to receive a copy. Contact details below.

4.3 We will also be holding a number of other consultation events. If you are interested in attending please contact us.

5. Implications

5.1 Financial Implications

5.1.1 The housing strategy sets out the future plans for housing in the borough, including investment and service development. Without an effective strategy that represents the views of Islington's community we run the risk of missing out on funding and support from partners. The housing strategy also ensures all housing initiatives are co-

ordinated in Islington; without this central focus inefficiencies between different initiatives may appear.

5.2 Legal Implications

5.2.1 These will be incorporated as the strategy is developed.

5.3 Equalities Implications

5.3.1 Islington's Housing Strategy will have a significant impact on the provision of housing and on the social inclusion of many sections of the community, particularly the most vulnerable. It will support the duty of the Council to ensure local needs are addressed in a responsive and appropriate manner.

5.4 Sustainability Implications

5.4.1 These will be incorporated as the strategy is developed.

5.5 Consultation Implications

5.5.1 The Council will be consulting with the following groups as part of the process of developing the housing strategy:

- Tenants and Residents
- The Third Sector
- Officers of the Council and Partners
- Equality Groups
- Central and Regional Government
- Housing Providers
- Academics from Local Universities Acting as 'Critical Friends'.

Thank you in anticipation of your comments and feedback on this report. These comments will be forwarded to the relevant member of LBI staff to feed in to the process. If you were unable to provide feedback at the Consultative Panel meeting itself, or would like to give further feedback on the report, please email or write to the author of this report with your own views or views of your TRA.

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

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	January 2008	3	Consultation

Subject of report: Consultative Panel Tenants Compact and Estate Security 2008/9

1. Synopsis

- 1.1 This report sets out the various funding options available for local area improvements during 2008/9. The basis of this is to ensure that Consultative Panels are clear on what other funding is being used to deliver improvements when assessing the requirements for the local area tenants compact and estate security spend.

2. Recommendations

- 2.1 That the Panels agree to allocate the local area tenants compact and estate security allocation for 2008/9 by the end of February 2008. It is recommended that this is done through a separately convened meeting in conjunction with the Area Housing Office.
- 2.2 That the Panels note and comment on the suggestions made for the Community Safety Budget and Estate security budgets as set out in Appendix 1, to ensure there is no duplication of funding on blocks or estates.
- 2.3 That the Panels note that if they are unable to allocate the funding that it is allocated by the end of June 2008, that any surplus will be allocated to other areas with reserve schemes.

3. Background

3.1 Local Area Tenants Compact

- 3.1.1 The envisaged allocation for local areas for 2008/9 varies depending on stock numbers. This was decided by the Contracted Services and Managed Property Sub Boards in June 2007.
- 3.1.2 This will be allocated preferably by February 2008 but no later than June 2008 to ensure spend is met during the 2008/9 financial year. If not allocated by this time then it will be allocated to other Panels with reserve schemes.

3.1.3 The allocation for each panel is as follows. Panels agreed for 2008/9 to allocate by stock numbers:

Area	Stock (inc leaseholders)	Total allocation	Environmental/Capital Split
Central St	6819	£357,627	£119,209 / £238,418
Holland Walk	6986	£366,386	£122,129 / £244,257
Lyon St	5916	£310,269	£103,423 / £206,846
Upper st North	3281	£172,075	£57,358 / £114,717
Upper st South	5599	£293,643	£97,881 / £195,762
Total	28601	£1,500,000	£0.5m/£1m

3.2 How the Tenant Compact budget is made up:

3.2.1 Environmental Works

- £500,000 Boroughwide:

The budget can be spent on projects which include items in the list below. This is not an exhaustive list, but such projects would typically be those which do not involve external work to buildings, except outdoor stores, and the clearance of old garages. It should be noted that this does not exclude the possibility of part of the capital budget being spent on environmental works, if desired.

- Railings/ fencing
- Lighting
- Paths/footways
- Play Areas/Play Equipment
- Resurfacing
- White/Yellow lining/markings
- Estate signs
- Tree planting
- Speed barriers
- Garage clearance/ demolition of redundant outbuildings
- Repair works to outdoor stores

3.2.2 Capital Works

- £1,000,000 Boroughwide:

The budget can be spent on projects, which can include the following:

- Security Work
- (e.g. Security gates, entry phones)
- Garage repairs
- Community centre repairs
- Caretaker stores
- Wall construction (e.g. new individual and estate boundary walls)

3.3 Estate Security Initiatives

3.3.1 The estate security budget for 2008/9 is £194k. This is divided between the five panels as follows:

Panel	Estate Security Allocation
Central St	£46,253
Holland Walk	£47,386
Lyon st	£40,128
Upper st North	£22,255
Upper st South	£37,978
Total	£194,000

3.3.2 A list of the schemes approved for 2007/8 is attached at Appendix 1.

3.3.3 Last year's schemes are a mixture of Play and Youth service and security initiatives. Area Housing Panels have full freedom to decide how this funding is allocated provided it is linked to improving estate security. The Play and Youth service where applicable should be invited by the panel to the meeting arranged to discuss the future allocation of funding. They should be advising on progress with existing schemes, whether further funding is sought and whether there are any new initiatives the panels could consider funding.

3.4 Community Safety

3.4.1 In January 2005 HFI's Investment and Delivery Committee (IDC) agreed to the allocation of £800k for Community Safety schemes.

3.4.2 This funding has continued for 2008/9 and at the Managed Property Sub Board meeting on the 12th December 2007 6 allocations were agreed subject to further local consultation with residents. The criterion for this allocation is based on the local crime statistics and vandalism costs for individual blocks/estates and is not done as a local allocation per area.

3.4.3 Proposed schemes are set out in Appendix 1.

4. Financial Implications

4.1 Capital Implications

4.1.1 The overall allocation of resources will not be fully agreed until staff are aware of the overall capital allocation available to HFI for 2008/9. The amounts included in this report reflect what was available last year although they could be subject to change.

4.1.2 The estimated allocations are as follows:

Local Area Tenants Compact	£1,500,000
Estate Security	£194,000
Community safety	£800,000k
TOTAL	£2,494,000

4.1.3 The physical works progressed under these schemes are recoverable from leaseholders.

4.2 Revenue Implications

4.2.1 The estate security budget is revenue funded and we anticipate the increase in this being 2.4% for 2008/9. This is still subject to confirmation.

4.3 Risks

4.3.1 There has been minimal risk to this program in the past with a proven track record of delivery. It is important for schemes to be agreed as early as possible so works can commence early in the new financial year.

4.4 Efficiency Implications

4.4.1 There have been developments with Kier Islington to ensure that all projects are properly quoted / tendered for and this is monitored by HFI.

5. Legal Implications

5.1 It is a legal requirement where there are individual unit costs of £250 or above for HFI to carry out what is known as Section 20 Consultation with leaseholders. This may have a bearing on the scheme implemented and will take some months to complete.

6. Sustainability Implications

6.1 Investment in the communal areas and estate security will have a number of sustainability benefits:

- It will reduce crime and the fear of crime, thus improving community cohesion and reducing the call on services to deal with community safety issues.
- Investment will protect other capital investment and thus reduce the need for more resources to make good further vandalism.
- Low energy lighting will be used for lighting elements of work where allocated.
- In line with our green procurement policy, we will work to ensure that the supply chain for these works is as green as possible.

7. Equalities Implications

- 7.1 Projects that are to be undertaken will take into account the needs of our residents in terms of ensuring that the maximum number of residents are consulted and that consultation material is available in various languages.

8. Consultation Implications

- 8.1 Following this consultation with the five local Area Housing panels feedback will be presented to Managed Property Sub Board.

9. Summary

- 9.1 The main aim of this report is to ensure that the members of the Consultative Panels are clear on what other works are scheduled within their area when deciding upon the allocation of the tenants compact resources for 2008/9.
- 9.2 It is envisaged that this will ensure that resources are directed to areas where currently there is no provision for undertaking the required improvement works.
- 9.3 It is the intention that the summary of the works proposed in Appendix 1 within each Area Housing Panel will assist in this allocation.
- 9.4 It is anticipated that Area Housing Panels will convene a separate meeting to discuss the number of local bids made between now and the end of February 2008.
- 9.5 In previous years there has been difficulty in achieving spend because not all the monies in some areas have been allocated. Staff wish to maximise the use of resources and recommend that if the allocation given to the Panel is still not allocated by the end of June 2008 then the unallocated amount will be redistributed evenly across the areas which have reserve schemes where no funding has been identified.

Thank you in anticipation of your comments and feedback on this report. These comments will be forwarded to the relevant member of HFI staff to feed in to the process. If you were unable to provide feedback at the Consultative Panel meeting itself, or would like to give further feedback to HFI on the report, please email or write to the author of this report with your own views or views of your TRA.

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Item 3 - APPENDIX 1

Proposed spend by Area for 2008/9

1. Central Street

1.1 Estate Security

Budget allocation 2007/8:

Clerkenwell Ward – A4 Youth Club (Mo Hammoudan YPS)	£18,760
Bunhill Ward:	
- King Square TRA for Arsenal Positive Futures	£ 6,306
- St. Lukes TRA for Barrier / Kissing Gates	£ 3,290
- Toffee Park Adventure Playground	<u>£2,544</u>
Total Allocated To Date	£30,900

Proposed Budget allocation 08/09 £46,253

1.2 Community Safety

2008/9 Proposals:

Bentham Court environmental improvements	£50k
Popham estate phase 3 entryphone doors	£125k
Bevin Court completion of entry doors	£30k

2. Holland Walk

2.1 Estate Security

2007/8 Budget Allocation:

Miranda Youth Club	£4,500
Elthorne Youth Club	£14,000
Partnership Project	<u>£8,500</u>
Total Allocated To Date	£27,000

Proposed Budget allocation 2008/9 £47,386

2.2 Community Safety

2008/9 Proposals:

Palmers Estate -renewal of football cage and provision of CCTV Budget estimate £45k

2009/10 proposals:

Rushmore House - entry phone upgrade
New Orleans - Iberia and Monroe House install new security system
Colman Mansions - new door entry and fencing
Holbrooke Court - Block of entrances and provide security doors
Penryn / Trecastle Way - Renewal of play area / CCTV installation

3. Lyon Street

3.1 Estate Security

2007/8 Budget Allocation:

Copenhagen Youth Project	£30,900
Proposed Budget allocation 2008 / 9	£40,128

3.2 Community Safety

2008/9 Proposals:

Pangbourne and Moulsoford House entryphone upgrade	£80k
Boston / Nailour Estate lighting improvements, environmental improvements, securing garages, speed humps, moped barriers	£104k

4. Upper Street North

4.1 Estate Security

2007/8 Budget Allocation:

Andover Youth & Community Trust	£20,000
Clifton Court - Netting for balconies	£ 3,500
Clifton Court - Door for bin chute chamber	<u>£ 3,500</u>
	£27,000

Proposed Budget allocation 2008/9 £22,255

4.2 Community Safety

2008/9:

Andover Arsenal Positive futures capital investment £25k (equipment)

5. Upper Street South

5.1 Estate Security

2007/8 Budget Allocation:

General security works (old Boleyn Area)	£30,295
Canonbury Youth Outreach Worker	£12,000
Rosebowl Youth Club	<u>£18,295</u>
	£60,590

Proposed Budget allocation 2008/9 **£37,978**

5.2 Community Safety

2008/9 Proposals:

Gardner Court for completion of entryphones	£51k
Hillfield / Larchfield completion of entryphones	£50k
New River Green lighting upgrade	£62k
Spring Gardens - Installation of entry phone doors	£105k
Dovercourt Estate - Install CCTV system for Ilford and Threadgold House	£104k

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

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	January 2008	4	Information

Subject of Report: Disposal of Land Managed by HFI

1. Synopsis

- 1.1 At present the Council policy is to maximise the supply of affordable housing within the borough. This means that where land is identified that is surplus for requirements that consideration is given for its development to include a provision for social housing.
- 1.2 In July 2006 a paper was brought to Panels which set out the schemes that are currently being considered by the Council. Attached at Appendix A is the current update to these schemes.

2. Recommendation

- 2.1 Panels are asked to note and comment on the schemes under consideration, attached at Appendix A.

3. Background

- 3.1 A procedure now exists where consultation is undertaken with local residents prior to any agreement on the scheme being reached by the Council.

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Appendix A - POSSIBLE DEVELOPMENT SITES DEC 07

Site	Current Status	Ward
Susan Lawrence RC, Kings Cross Rd	Underused, large victorian building, likely locally listed. Currently occupied due to decanting from Holloway Rd and Highbury Quadrant RCs. Looking at options incl. disposal to an RSL if centre once again becomes under-occupied.	Clerkenwell
Holloway Rd RC	Will go to tender to RSLs in January 08.	Holloway
Twelve Acres RC	Planning consultation recently took place, planning guidance will be agreed at Exec in Jan 08 with a view to go to tender to RSLs in early Spring 08.	Highbury East
Barnsbury RC	Will go to tender to RSLs for 100% affordable housing in 2008.	Barnsbury
Neptune Hse Garages, off King Henry St	Neptune House will no longer be disposed of to an RSL.	Mildmay
Gambier House Community Centre	Local TMO have been in contact, currently there are no plans for disposal and redevelopment. Planning have indicated the site is suitable for residential development. If this is an option local TMO will be contacted to discuss.	Bunhill
Scout Hut, 301-323 Holloway Rd	Looked at possible re-development with scouts facility re-provided through residential cross-subsidy. Scouts have yet to decide how to progress.	Holloway
Site adj 1-16 Dunoon Hse, Copenhagen St	Site will be used as site for displaced shop while works to Naish Ct are completed. Site available in early 2008 and will be looked at again. Options to be discussed in 08 once works to Naish Crt complete.	Caledonian
Coalsheds Adj 15-30 Dunoon Hse, Copenhagen St	Site will be used as site for temporary library while works to Naish Ct are completed. Site available in early 2008 and will be looked at again. Options to be discussed in 08 once works to Naish Crt complete.	Caledonian

Report of	Team	Job Title
Eamon McGoldrick	Chief Executive Directorate	Chief Executive

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	January 2008	5	Information

Subject of Report: Homes for Islington (HFI) and Consultative Panel update

1. Synopsis

1.1 This report updates Consultative Panels on current events in HFI.

2. Recommendation

2.1 That Consultative Panels note this report.

3. Background

3.1 Election of Chair and Vice-Chair

3.1.1 At its meeting on 17th December 2007 the Board voted in Adam Borrie as Chair with Jessie White as Vice-Chair for a one year term. Adam replaces Ann Lucas who had chaired the Board since its inception in 2004.

3.2 Report it on-line

3.2.1 As part of the improving of the HFI website HFI now offers a number of services online.

3.2.2 Residents can now use online forms to:

- Report antisocial behaviour
- Report repairs
- Pay your rent
- Request a rent statement
- Make us a complaint or a comment
- Apply for support through the self-referral form
- Report communal repairs
- Report a housing fraud
- Apply for a transfer
- Comment on estate services
- Take part in our diversity monitoring

3.3 New Council Housing

3.3.1 Demolition of the old Boleyn Road area housing office begins early in the New Year in preparation for clearing the site to begin building new council housing in 2008.

3.3.2 There are three sites planned for new housing, which will be managed by HFI. These are Boleyn Road, Graham Street and Armour Street. Planning applications were submitted in December and work is due to commence in summer 2008.

3.4 **Revised Anti-Social Behaviour Policy**

3.4.1 As part of signing of the new Respect Agenda, HFI has drawn up a new antisocial behaviour policy.

3.4.2 The policy highlights the following key values in dealing with ASB:

- Defines what is unacceptable behaviour for all residents
- Encourages a self help approach where appropriate
- Set realistic expectations of what HFI can deliver
- Work with partners, agencies and the community to deliver effective services
- Identify and adopt best practice
- Value diversity and respect for all
- Take swift and appropriate enforcement
- Keeping reporters of ASB and the community informed of action taken

4. **Items for Consultation – January 2008**

4.1 HFI is aware that not all TRA members attend every Panel meeting. Where this is the case then you are welcome to pass your comments on to the report author by phone, email or in writing.

4.2 For the January cycle there are three items for consultation. Papers are included in this pack.

Report Author:	Eamon McGoldrick, Chief Executive
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Report of	Team	Job Title
Eamon McGoldrick	Chief Executive Directorate	Chief Executive

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	January 2008	6	Information

Subject of Report: Items considered at Board/Sub-Boards and Consultative Panel forward plan.

Items considered at HFI Board Meeting 17th December 2007:

1. Business Plan 2008-13 (first draft)
2. HFI Business Plan Objectives 07/08 (qtr 2) and September Performance Indicators
3. Health and Safety Policy
4. Customer Care options
5. Community Engagement Strategy Action Plan update
6. Capital and Financial Performance Management

Items for consideration at HFI Board Meeting 25th February 2008:

1. Business Plan 2008-13
2. HFI Business Plan Objectives 07/08 (qtr 3) and December Performance Indicators
3. New Build Proposals (Phase 2)
4. Risk Management
5. Procurement Strategy Action Plan Update
6. Efficiency Strategy Action Plan Update
7. Capital and Financial Performance Management
8. Neighbourhood Management
9. LBI Housing Strategy

Items for consideration at Contracted Services Sub-Board (CSSB) 12th February 2008

Items for consideration at Managed Property Sub-Board (MPSB) 13th February 2008

1. Election of Chair and Vice-Chair	1. Election of Chair
2. Performance Indicators	2. Performance Indicators
2. Risk Register	4. Responsive Repairs
3. Performance reports – Partners – PF11 and PF1 2 and TMOs / TMCs	5. Consultative Panel feedback reports
4. Consultative Panel feedback reports	6. Petitions received at Consultative Panels
5. Risk Register	7. Risk Register
6. Management Fee for TMOs	6. Leaseholder update
7. TMO KLOEs – Employment and Diversity	

**Report back from the Contracted Services Sub-Board (CSSB) –
11 December 2007
Kate Barns – Vice-Chair**

Performance Indicators

- CSSB noted the performance figures for a range of HFI services within the remit of the Sub-Board.

HFI Community Fund

- CSSB agreed to fund an application from the Bemerton Villages Management Organisation and that the amount would be £5,000.

Report Back from PFI 1 contractor - Partners for Improvement in Islington

- CSSB noted a report giving information about the performance of Partners in delivering the PFI 1 contract for refurbishment, maintenance and housing management services to 2,400 street properties across the borough.

Report Back from PFI 2 contractor - Partners for Improvement in Islington

- CSSB noted a report giving information about the new PFI contract, referred to as PFI2, delivering refurbishment, maintenance and housing management services to 1,871 street properties, comprising a total of 4,101 dwellings across the borough.
- It was noted that HFI is undertaking an audit of Partners Equality and Diversity Plan and that this would be reported at the meeting in April 2008.

Report Back from TMOs/TMCs

- CSSB noted a report giving information on the performance of the 24 estate-based TMOs and TMCs, delivering housing management and maintenance services to 4,000 properties on behalf of the London Borough of Islington.
- It was noted that an a KLOE concerning employment was being piloted and that a KLOE concerning customer access was being consulted on with TMOs / TMCs.

Risk Register

- CSSB noted the current position with regard to all risks that relate to its remit.

Report Back from Consultative Panels

- CSSB received a report giving feedback from the November round of Consultative Panels on items for consultation.

Forward Plan

- CSSB agreed the forward plan.

**Report back from Managed Property Sub-Board (MPSB) -
12 December 2007
Jessie White – Chair**

Community Safety

- MPSB agreed schemes as recommended by staff to be included in the 2008/9 programme under the Community Safety initiatives budget heading.

HFI Community Fund

- MPSB noted a report informing the Sub-Board about applications to the HFI Community Fund.
- MPSB agreed to fund schemes for thirteen organisations across the borough.

HFI / Kier Islington Repairs and Maintenance

- MPSB noted a report on the key areas of performance that HFI focuses on in the provision of a repairs and maintenance service to customers.

Performance Indicators

- MPSB received and noted a report giving the performance indicators for October 2007.

Risk Register

- MPSB noted the current position with regard to all risks that relate to its remit.

Update on petitions received by Area Panels

- The report was noted.

Consultative Panel Feedback report

- MPSB received a report giving feedback from the September round of Consultative Panels on items for consultation.
- MPSB noted that the Panels had raised concern with the Digital TV proposals.

Forward Plan

- The forward plan was agreed.

Item 7

Forward Plan for Consultative Panels 2007-2008

Date of meeting	Items on the Agenda	Status	
Mar-08	Options for Board engagement with residents	C	Asks for you views on ways for the Board to communicate with residents
	Capital Programme 2007/08 monitoring 3rd qtr	I	Tells you about local capital projects for 2007/08
	Consultative Panel feedbacks	I	Tells you about current events in HFI and the outcomes from the consultation reports at the last meeting
	Forward Plan	I	Tells you about future proposed items for Consultative Panel agendas
May-08	Tenants Compact Annual Review	C	Asks you for views on the proposed review of tenants compact funding
	Panel Election guidance	I	Tells you about the process for the Panel elections for 2008/09
	Review of Complaints / Ombudsman	I	Tells you about the complaints received by HFI in 2007/08
	Capital Programme 2007/08 monitoring 4th qtr	I	Tells you about local capital projects for 2007/08
	Consultative Panel feedbacks	I	Tells you about current events in HFI and the outcomes from the consultation reports at the last meeting
	Forward Plan	I	Tells you about future proposed items for Consultative Panel agendas
Jul-08	07/08 Pis	I	Tells you about HFI's performance in 2007/08 across a key range of Performance Indicators (Pis)
	Land Disposal update	I	Tells you about land being disposed on estates by LBI
	Consultative Panel feedbacks	I	Tells you about current events in HFI and the outcomes from the consultation reports at the last meeting
	Forward Plan	I	Tells you about future proposed items for Consultative Panel agendas



improving housing through partnership

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