

**Notes of Holland Walk Area Housing Panel
23rd July 2008**

Present

Tony Statters	Bowerman Court TRA
A Flynn	Bowerman Court TRA
Annette Potter	Girdlestone TRA
Mr King	Hilldrop Crescent
Phil Boothby	Holly Park
Thomas Cooper	Lower Hilldrop CRA
Justine Gordon-Smith	Ilex House TRA
Pat Brock	Miranda TMO
J Bugg	Miranda TMO
Tracy Willoughby	New Orleans TRA
Monica Parris	Sussex Close TRA
Ron Vince	1 in 1000 Rep
Arthur Perry	Disabled /1 in 1000 rep
Cllr Wally Burgess	St Georges Ward
Cllr Janet Burgess	Junction Ward
Adam Borrie	Board Director
Jonathan Kenney	Head of Repairs
Garry Bates	Senior Area Housing Manager
Baljit Sheemar	Area Housing Manager
David Hutchinson	Estate parking Manager
Liza Durrant	Community & Service Development Officer

Residents

6 residents from Westacott Close

Apologies

Katherine McInerney	Hollins & McCall
Dot Sanders	Melmerc
Sue Bineham	Wedmore
John Slaughter	Moelwyn Hughes TRA
Claire Skinner	Highcroft & Highlands TRA
All remaining councillors	

ITEM	Matter raised	Action
1.0	Introductions	
1.1	Introductions were made. Sussex TRA has been established.	
2.0	Previous Minutes and Feedback	
2.1	Estate security bid for Rushmore house is due to be completed under the 0809 Planned Maintenance Programme. This frees up £22k, a proportion of which will go to complete the Merchon House doors. Any surplus funds to be bought to the panel for allocation in September.	
2.2	Questions over digital TV. Martin Dennis to be invited to sub panels or	

	next AHP	
2.3	Noted that response to issue over estates in Bunhill that are allegedly under 30 years old getting decent homes works when older estates in Holland Walk are not was not thorough enough. Decent Homes criteria to be sent with minutes.	LD
2.4	Information on Sky timetable isn't going to tenants who don't have access to computers. Information should be sent through the post	
2.5	Minutes agreed	
3.0	Local Issues	
3.1	One petition was brought to the panel	
3.1.2	A petition from residents of Westacott Close, Elthorne Estate, was submitted on 19 th June 2008 regarding parking on Westacott and Partington Close. The Estate Services Manager attended the AHP and took panel and residents through the report.	
3.1.3	An apology on behalf of HFI was made to the residents over the conducts of Wings Security and any distress caused by the behaviour of the officer.	
3.1.4	An undertaking was made to deal with resident's issues on an individual basis but the problem of big vehicles blocking access roads, access ramps, pavements etc would not be ignored and if a car is parked on the access road then it will be towed away.	
3.1.5	HFI continue to review staff parking permits and carry out regular inspections. Residents advised o call public enquiry line if they have further issues with staff parking in their spaces.	
3.1.6	Panel support petition. Action by HFI in response to the petition has been taken and the petition is now closed.	
3.1.7	Separate parking issue raised in relation to Lyon Street. DH to address with TC and Lyon Street AHO.	
4.0	HFI Consultation Items	
4.1	Report 1 –HFI Business Plan This report is for Consultation. AB took panel through report.	
4.1.1	HFI need to start preparing for post decent homes and currently trying to arrange having control of financial activity.	
4.1.2	Reprocurement of repairs and maintenance contracts is up for renewal in 2010 and HFI will be engaging with tenants to work together for views on what tenants want out of it. HFI realise the importance of getting tenants involved early on in the process.	
4.1.3	Concerns expressed over the resident involvement register. Panel would	

	like it to be a two way communication process with regular feedback. Comments to be fed back to SDT. LD to send registration forms and brief intro with minutes.	LD
4.1.4	Concerns over the HFI logo. Panel have raised with the board previously.	
4.1.5	General comment that the report lacked detail which is needed to make informed decision. More focus needed on repairs.	
4.1.6	Cllr JB to raise issue of bulk refuse and ground maintenance to Council	Cllr JB
4.1.7	Report on local ASB activities to be presented to sub panels.	AHO
4.2	Report 2 – Repairs and recharges Policy Review This report is for consultation.	
4.2.1	JK took panel through report and asked the panel for their support in achieving best practice.	
4.2.2	Panel would have liked a summary of repairs and definition of what Right to Repair is. A summary is available on the weblink.	
4.2.3	List of repairs timescales to be sent to members, and to be included in publicity available on the internet, in area offices and by post.	
4.2.4	HFI stated that it provides a disincentive both for contractors and residents to avoid wastage of time in the repairs processes. Both photographic and phone call evidence will be used when tenants miss appointments and in emergencies contractor must contact HFI Direct if they fail to get hold of tenant. Panel satisfied that phone calls to confirm tenant availability is a more effective method but photo evidence isn't reliable and can be tampered with.	
4.2.5	Panel would welcome a clearer definition of the term vulnerable. It was noted that the age had been revised from 70 to 75 years of age and that special needs should be included. JK clarified age and criteria were expressed as either/or, and residents did not need to be both over 75 and infirm. Concerns that procedures don't appear to be in place to protect vulnerable tenants when there are layers of sub contractors.	
4.2.6	Comment over phrase "open to abuse". This was an observation to highlight the risk to the organisation.	
4.2.7	Panel would like to have commitment to assisted decs programme. HFI agrees that this is a high priority and will undertake to review in October. HFI also offer other assistance schemes outside of this programme for tenants.	
4.2.8	Resident details regarding individual issues to be passed to JK to respond to separately.	

4.2.9	Noted that systems should be in place to ensure that officers are made accountable for mistakes they make. HWAHO are aiming to improve the consultation process to avoid such mistakes and apologised for what had happened in the past. Staff are continually being trained and supported to avoid such situations.	
4.3	Report 3 – Performance Indicators 2007/08 This report is for information only. Panel note report.	
4.3.1	GB to respond to Hilldrop crescent TRA on individual instances of empty properties if details are provided to the area office.	Hilldrop Cres TRA
4.3.2	Clarification needed on why there is no racial harassment target. Take to Ian Towers.	
4.4	Report 4 – Complaints Monitoring Oct 07 – Mar 08 This report is for information only. Panel note report.	
4.4.1	Panel request detailed breakdown of complaints.	
4.4.2	Request for more detail on how disability panel is administered and how satisfied they are. SDT to respond.	SDT
4.5	Report 5 – Disposal of land Managed by HFI This report is for information only. Panel note report	
4.5.1	Scout Hut is still being disposed of despite objections from the panel.	
4.6	Report 6 – Anti-Social Behaviour Update This report is for information only. Panel Noted report	
4.6.1	Details of art project that took place on Holly Park requested.	ASB
4.7	Report 7 – Items considered at board and sub board This report is for information only. Panel note report	
4.8	Report 8 – HFI and consultative panel update This report is for information. Panel noted report.	
4.9	Report 9 – Forward plan This report is for information. Panel noted report.	
5.0	AOB	
5.1	Dog consultation handouts. TRAs to make any comments to LD	
6.0	Date of next Meeting	
	Wednesday 24 th September 2008 at 7pm.	