

Notes of Holland Walk Area Housing Panel 19th May 2010

Present

(GR) Glyn Roberts	Hilldrop Crescent TRA
(KM) Katherine McInerney	Hollins and McCall TRA
(AP) Arthur Perry	1 in 1000 Rep
(EA) Elieen Avis	1 in 1000, Associate Director
(RV) Ron Vince	1 in 1000 Rep
(ER) E Raymond	Hornsey Lane EMB
(LS) Liana Sparks	Girdlestone TRA
(FS) Frank Sinnott	Lower Hilldrop TRA
(SB) Sue Bineham	Wedmore Estate TRA
(JF) Jon Farrant	
(BS) Baljit Sheemar	Area Housing Manager
(LE) Lyn Edwards	HFI Consultation Manager
(CC) Catherine Curzon	Special Projects Manager
(LD) Liza Durrant	Community & Service Development Officer
Cllr Tracy Ismail	St George's Ward
Cllr Catherine West	Tollington Ward
Cllr Janet Burgess	St Georges Ward
Cllr Catherine West	Tollington Ward
Cllr Arthur Graves	Junction Ward

Apologies

John Slaughter	Moelywn Hughes TRA
Monica Parris	Sussex Close TRA
Cllr Greg Foxsmith	Hillrise
Phil Boothby	Holly Park TRA

ITEM	Matter raised	Action
1.0	Introductions	
1.1	Panel introduced themselves	
2.0	Elections	
2.1	Report 2 – Elections of Consultative Panel Chair and Vice-Chair	
2.2	<p>This paper is for a decision. BS takes panel through report. Current Officers stand down and elections take place.</p> <p>Panel unanimously vote in</p> <p>Chair – Glyn Roberts Vice Chair – Arthur Perry</p>	
3.0	Previous Minutes and Feedback	
3.1	Cllr Burgess gives further clarification on dog waste and that in itself it is	

	hazardous but when it's mixed with household waste it's not deemed hazardous.	
3.2	LE confirms that residents on Shelley Court are happy with their new windows.	
3.3	Feedback required for trees on Hollins and McCall. BS to clarify schedule of works for trees.	BS
3.4	JF clarifies that Jake Tibbets produces a planned report every year on tree pruning so that residents can be consulted with. These works come out of a specific budget. If certain trees are causing H&S concerns/problems then it would be done under adhoc work which is a separate budget and the process would involve the area office getting the tree surgeon to come and inspect and making recommendations.	
3.5	On a planned basis no trees go beyond five years without any works. EA claims that some in her area haven't been done for 7 years. EA to pass details to BS.	EA
3.6	Panel concerned over the low number of Fixed Penalty Notices (FPN) issued to Holland Walk area. Identified that there has been a gap in signage at the office. Extra supplies have now been delivered and these will be going up around the area over the weeks so there should be more FPN's issued. Update report requested for Septembers panel.	
3.7	GR recounts estate issue where one resident is letting their dog out of the house unsupervised and NA has advised that there is nothing the office can do so he has to call the police. Caretaker apparently advised that it's not his job to report ASB. CB to investigate claims.	CB
3.8	JF confirms that it can be a police matter if a dog is considered intimidating and roaming free and the police can take action. This action may be appropriate though and the ASB team should investigate first and be proactive.	
3.9	Caretaking can monitor dog fouling but they cannot issue notices. HFI expects caretakers to be the eyes and ears of the estate and should be supplying intelligence to the office.	
3.10	GR requests Caretakers JD. HFI can write to TRAs and clarify the roles of officers in terms of supplying intelligence should they request it.	
3.11	Dog fouling and not clearing it up is considered ASB and there is a commitment by HFI across the borough to tackle ASB.	
3.12	EA asked if the dog signs could be bigger and in different colours as they are difficult to read as they are blue. CB confirmed that the new signs are red and black on a white background. CB to inspect signs with EA and get them changed.	CB
3.13	Cllr Ismail commented that HFI don't take the dog issue seriously and recounts particular incident at Margery Fry Court.	
3.14	Clarified that tenant compact funding cannot be spent to fund the Islington Boxing Club.	
3.15	BS to investigate the issue of the access panels in Coombe house to check if	BS

	they have been repaired properly following a break in two years ago.	
3.16	BS confirms that legal action has been taken against the squatters in Crouch hall Court.	Property Services
3.17	Community safety days to take place in the north later in the year. CW requests Crouch Hall Court. LD has passed to H&S team.	
3.18	Further clarification needed on the response to Hollins and McCall kitchens. Forward to Property Services.	
3.19	Further discussion held on the lack of consistency to the decent homes works. HFI to confirm what expectation are in terms of the decent homes standard. Its hard to give response on what the standard of expectations will be as it's not clear yet what programme will be in place after the decent homes works ends.	
3.20	HFI will go on a case by case scenario which is how it was prior to the decent homes.	
3.21	Discussion about Parks patrol not being able to issue fines on HFI land as they are employed directly by the council and that it would be beneficial to have them working in partnership with HFI to deal with the problem of dogs. JF agreed that it would be good to explore and investigate partnership working. Issue of costs involved for this to happen.	
3.22	Minutes agreed	
4.0	Local Issues – Petitions	
4.1	<u>Sussex Close Caretakers Petition</u> This report is provided in response to a petition from 29 residents of Sussex Close, received on 31 st March 2010. The petition is regarding the temporary caretaker on Sussex Close. The residents did not want the temporary caretakers contract to be terminated.	
4.2	A further complaint was sent to the Director of Operations regarding the same matter from an individual resident. There was also a request for a permanent caretaker on the estate as the normal caretaker is on long term sick leave. An email response was sent on the 9 th April 2010.	
4.3	The individual resident was written to stating that their concerns around a long term replacement were appreciated. It was clarified that the temporary caretaker in question was acting as this replacement, although there were notable concerns raised with him from staff. HFI would expect all staff to be helpful and courteous to the residents and to maintain the cleanliness of the blocks. Milesesh Patel, Estate Services Coordinator (Caretakers line manager), held several one-to-one meetings with the temporary caretaker regarding his time keeping, punctuality and general attendance, particularly given that he was covering a long-term absence from work.	
4.4	The residents were assured that the temporary caretaker was not dismissed under the grounds of financial constraints and more to do with his conduct and concerns regarding the caretaking not being carried out to a satisfactory standard. Ray Kent, Quality Assurance Officer, inspected the block and found the caretaking to be of an unsatisfactory standard. The caretaker was advised of	

	these concerns but failed to improve the work performance and therefore HFI had no alternative but to terminate his contract.	
4.5	HFI have ensured that the new Caretaker is fully aware of HFI standards whilst helping the residents. Miles Patel is to attend the next TRA meeting and meet with residents.	
4.6	Action by the office in response to the petition has been taken and the petition is now closed.	
5.0	Ratification of Estate Security Budget	
5.1	Budget of £48,336.	
5.2	MP to discuss the trees on Turpin way with EA.	MP
5.3	Panel concerned with the high quotes from Kiers. Cllr West to take comments back to the council.	CW
5.4	CC is investigating whether the orders can be grouped together so that they can go out to tender thus reducing the costs.	CC
5.5	Cllr West requests that a bid for Oakdale Court security doors be put forward under the most appropriate budget for the next financial year. LD to forward to ESCO.	LD
5.6	Estate Security budget ratified.	
6.0	Consultative Panel Reports	
6.1	<u>Report 1 - Feedback from Consultation Items at Consultative Panels March 2010</u> This report is for information. Panel note report.	
6.2	<u>Report 3 – review of Tenant compact Summary 2010/11</u> This report is for consultation. JF takes panel through the report.	
6.2.1	Annual exercise and the process will be the same whatever the future holds for the name.	
6.2.2	TRAS need more support. Cllr West confirmed that they are planning to hold a tenants and residents conference which will be separate to HFI to discuss issues of housing. Supporting TRAs will be on the agenda. This will feedback into the resident involvement strategy.	
6.2.3	Discussion around estates losing out on tenant compact money if they don't have a TRA. Estate Services Coordinators do actively look at estates that don't have TRAs and put forward bids on their behalf but ultimately it is the decision of the panel as to whether they allocate funding. The Sub panels do request that ESCOs put photos of unrepresented estates forward and there is a fair allocation. Some reps suggest doing a tour of all the sites. This can be considered and agreed by the panels next year.	
6.2.4	SB requested that the ASB procedure be reviewed as there is no reference or procedure for those who make malicious allegations. JF to take to Senior Managers.	
6.3	<u>Report 4 – HFI and consultative Panel Update</u>	

	This report is for information. Panel note report. Changes to complaints process flagged. And noted.	
6.3.1	Panel congratulate Katherine McInerney for winning the mayors Civic Award.	
6.4	<u>Report 5- Forward Plan</u> This report is for information. Panel note report.	
7.0	AOB	
7.1	JF confirms The review has been completed and benchmarked. HFI are phasing out residential caretakers and the situation is ongoing with the unions on how to do this. HFI will not be recruiting resident caretakers. The only difference between resident and non resident is that resident caretakers are rotard on weekend shifts. HFI wants to introduce more flexibility with caretakers with regards to the service level agreements and residents and tailor their duties to estates and also work as part of teams when required.	
7.2	Panel rep recounts good relationship they have with resident caretaker and stresses that they add value. JF appreciated and understands how much the resident's value resident caretakers but over half of HFIs stock is not covered by them.	
7.3	Girdlestone rep to have a list of caretaking duties	CB
8.0	Date of next meeting	
	Wednesday 21 st July 2010	