

Notes of Holland Walk Area Housing Panel 20 May 2009

Present

Justine Gordon-Smith	Ilex House TRA	Chair
Robert Coombs	Holbrooke Court	
Katherine McInerney	Hollins and McCall TRA	
Robert King	Hilldrop Crescent TRA	
Glyn Roberts	Hilldrop Crescent TRA	
Philip Boothby	Holly Park Estate TRA	
John Slaughter	Moelwyn Hughes TRA	
Monica Parris	Sussex Close TRA	

Eileen Avis	1 in 1000 Rep/ Associate Director HFI
Ron Vince	1 in 1000 Rep
Arthur Perry	1 in 1000 Rep
CLlr Tracy Ismail	St George's Ward
CLlr Wally Burgess	St George's Ward
Jon Farrant (JF)	Head of Services (Operations)
Jacqui Ferguson	Housing Services Manager
Lyn Edwards (LE)	HFI Consultation Manager
Liza Durrant (LD)	Community & Service Development Officer

Apologies

Tracy Millar	Brecknock TRA
Tracey Willoughby	New Orleans TRA
Thomas Cooper	Lower Hilldrop CRA
CLlr Janet Burgess	Councillor
Baljit Sheemar	Area Housing Manager

ITEM	Matter raised	Action
1.0	Introductions	
1.1	Introductions were made. Lyn Edwards is the Consultation Manager for the Holland Walk Area.	
2.0	Election of Panel Officers	
2.1	This paper is for information only. JF takes panel through report. Current Officers stand down and elections take place.	
2.2	Panel unanimously vote in Chair – Justine Gordon- Smith Vice Chair – John Slaughter 3x 1 in 1000 – Arthur Perry Ron Vince	

	Eileen Avis Associate Director – Eileen Avis	
3.0	Previous Minutes and Feedback	
3.1	Feedback/Action sheet circulated.	
3.2	The LBI community funding of £330k Is not rechargeable to leaseholders	
3.3	LD to forward list of play areas that require funding to Panel	LD
3.4	Ongoing issues at Holly Park with Sky boxes. Report from Martin Dennis circulated. Residents should contact Martin with individual issues.	
3.5	Lower Hilldrop Asphalt delay on tenant compact works. Property Services to respond with explanation of delay. Confirmed that the funding will not be lost and can be rolled over.	Property Services
3.6	Minutes agreed	
4.0	Local Issues	
4.1	<u>Petitions</u> A petition was received on the 24 th March 2009 signed by 22 residents of Holbrooke Court regarding a request for new bathrooms to be included as part of the planned major works programme on the estate.	
4.1.1	On 24 th April 2009 an inspection was carried out to the bathrooms of Holbrooke Court. In attendance were Councillor Wally Burgess, Kim Farrelly (Consultation Officer), Laura Adam (Client Representative of John Rowan & Partners) and residents of 18 and 20 Holbrooke Court.	
4.1.2	Inspection concluded that the bathrooms do not qualify for renewal under the Decent Homes criteria. HFI have added the renewal of the ventilation to the internal bathrooms to Contract 47 of which Holbrooke Court is part off. The renewal of the ventilation system will include the cleaning of all ducts and vents.	
4.1.3	The renewal of the extractor fans is subject to leaseholder consultation	
4.1.4	LE to establish schedule of works and start date for TRA.	LE
4.1.5	Reference was made to a previous discussion regarding estates in the South of the borough that apparently received decent works outside of the criteria. Further comment was made about the apparent HFI wisdom of not renewing bathrooms as estate only 2 years outside or timescale, once set up costs etc added panel felt decision not to renew bathrooms very short sighted and not good value for money. LD to forward on minutes that detail the response.	LD
4.1.6	The Panel support the petition and urge the TRA to continue lobbying.	
4.2	<u>Tenant Compact</u> Chair requested that this be put on the agenda as her TRA experienced delays	

	<p>with tenant compact works and had to file a stage one complaint. Chair expressed concern that within one financial year none of the compact works agreed for her estate were instigated and completed. The compact is the only budget residents have control over, so reps need to ensure that it is managed effectively and gets spent within the allocated financial year. Panel asked to recount if they have experienced similar delays/issues with the tenant compact works. Discussion on Asphalt works to Lower Hilldrop. Minority of estates with compact works represented at panel meeting, so only two estates could be discussed that both had similar issues.</p>	
4.2.1	HFI are trying to get more organised with the management of tenant compact. Quarterly reports are brought to the panel which enables the panel to look in detail at schemes and identify where there are delays and request explanations.	
4.2.2	LE to take individual issues back and respond to them as appropriate.	
5.0	Consultative Panel Reports	
5.1	<u>Report 1 - Tenants Compact Annual Review</u> This report is for consultation. JF takes panel through report	
5.1.1	Discussion on focus groups. Panel concerned that they are not a good representation of resident's views. Concerns over the amounts of people attending focus groups as not representing the voice of tenant's borough wide. There appear to be variations in payments, topics chosen are not relevant to specific HFI Services but rather LBI and that HFI are consulting inappropriately. Particular reference to CBL focus group. The attendees didn't know anything about the service so it's not appropriate that they should attend. Some members state that only people that are involved in that particular process should give their views.	
5.1.2	Panel propose that HFI produce a report on the effectiveness of the focus groups. How are they measured, how/who devises the questions. Panel also felt that residents should be more involved in determining how they are consulted and be involved in setting the consultation methods and reviews. Concern was also expressed about the type of information presented to residents, and a lack of confidence in the statistics used by HFI and thy way they are presented. Specific examples were given to support these concerns by the Chair. Residents would like to be more involved in defining the scope of the Tenants Compact, and the operations of the compact process.	
5.1.3	JF thanks panel for comments. Focus groups can be very useful tools in shaping a service area, they are informative and prove invaluable in getting things right. Example given on the rents efficiency review, where, via a focus group residents were given the opportunity to amend current letters that are sent to residents.	
5.1.4	Panel propose that residents are involved in the compact and resident review. All agreed.	
5.2	<u>Report 2 – Options for support Tenants & Residents Associations</u> This report is for consultation. JF takes panel through report.	

5.2.1	<p>Panel propose that the area offices do not service the TRAs. The panel feels that an independent body should monitor TRAs. CSDOs can facilitate TRAs but shouldn't be involved in monitoring as this can lead to a conflict of interest. TRAs should not be managed rather they should be supported by HFI. The Chair stated that she felt it would compromise the working relationship if AHO monitored TRA's because the AHO works for residents, and for them to regulate TRA's, who are in effect regulating the AHO, would be unworkable. The panel unanimously supported this proposal.</p>	
5.2.2	<p>The Chair objected to the glossy leaflets and amount of money that is spent on marketing. TRAs want HFI to spend money on housing and repairs not on schemes, expenses or training that should be funded from council tax budgets. It was suggested that TRA's become guest editors of the HFI newsletter and become much more involved to ensure that the newsletter is reflecting estate concerns rather than as a simple marketing tool. It was proposed that TRA's rotate writing any newsletters specific to TRA's.</p>	
5.2.3	<p>Cllr Ismail discusses the panels repeated requests for the panel papers to be changed. They are excessively expensive, too big and not environmentally friendly. Suggests that HFI should make more use of the estate notice boards. The Panel unanimously supported Cllr Ismail's comments and asked for more environmentally considered materials from HFI for panels, marketing and general administration.</p>	
5.2.4	<p>JF appreciates the panel comments and they will be fed back and clarifies that the idea behind the format of panel papers is that they wanted to treat the panel with respect and add an element of professionalism to the meetings. With sustainability being a high priority the Council and HFI are always looking for ways to cut waste and comments are welcomed and will be forward on to the relevant service area.</p>	
5.2.5	<p>Panel agree with holding regular meetings with all TRAs (5.3.2).</p>	
5.2.6	<p>JF to seek further clarification on the Islington Credit Union statement (5.4)</p>	
5.2.7	<p>As part of FITA SLA they were required to set up 7 TRAs, Vice Chair asks if this means that HFI will be setting up 7 in each area, totalling at least 35 new TRAs annually? HFI want to encourage and support TRAs but JF is unaware of any specific target.</p>	
5.2.8	<p>Panel support the idea of estate fundays, but stated the funding should be given to TRA's to manage and these events should not be used by HFI as marketing events.</p>	
5.2.9	<p>Panel request that any future communication/consultation from HFI is environmentally friendly.</p>	
5.2.10	<p>Assurances given that CSDO will meet with TRAs to hold further consultation on supporting residents.</p>	

<p>5.3</p> <p>5.3.1</p> <p>5.3.2</p> <p>5.3.3</p> <p>5.3.4</p> <p>5.3.5</p> <p>5.3.6</p> <p>5.3.7</p> <p>5.4</p> <p>5.5</p> <p>5.6</p>	<p><u>Report 3 – Procurement of Repairs & Maintenance Contract (HFI) - Update</u> This report is for consultation. JF takes panel through report</p> <p>Thomas Cooper is representative for the panel.</p> <p>Panel proposed that residents should be involved in the extension contract, when the 5 year period is finished.</p> <p>Individual issue of delay on boiler raised on Holbrooke Court. Peter Christmas investigates and oversees jobs in progress so is the main contact to resolve problem. Details to be forwarded to TRA.</p> <p>Contract will include penalty clauses, but residents would like more detail about how these will work and how effective they will be.</p> <p>HFI would like to do quality checks on all communal repairs which will hopefully give more confidence back to the residents.</p> <p>Confirmed that every job raised is attached to a target</p> <p>Panel would like there to be fines when contractors fail to turn up, that there is only one payment for job. The chair pointed out that on her service charge bills that she is, often having to ask for refunds where contractors have paid themselves several times for the same job. JF disputed this practice, but JGS stated she could provide specific HFI bills. Residents would like the contract to be more heavily regulated to ensure works are to a very high standard and the charges are fair and good value for money, which they don't currently feel is the case.</p> <p><u>Report 4 – Election of Panel Officers</u> This report is for information. Panel note report.</p> <p><u>Report 5 – HFI update</u> This report is for information. Panel note report.</p> <p><u>Report 6 – Forward Plan</u> This report is for information. Panel note report.</p>	
<p>6.0</p>	<p><u>Estate Security Budget Allocation</u></p>	
<p>6.1</p> <p>6.2</p>	<p>Spreadsheet circulated. Panel agree to all bids except the YMCA youth provision. Panel request that LBI examine their youth funding provision to enable youth projects to receive the appropriate funding.</p> <p>Cllr Ismail to forward North Area Committee allocation to LD to circulate to TRA's.</p>	<p>Cllr Ismail/</p>
<p>7.0</p>	<p><u>Date of next meeting</u></p>	
	<p>Wednesday 22nd July 2009</p>	