

## Notes of Holland Walk Area Housing Panel 23<sup>rd</sup> July 2009

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### Present

Annette Potter	Girdlestone TRA	
Robert Coombs	Holbrooke Court	
Gemma De Ville	Holbrooke Court	
Katherine McInerney	Hollins and McCall TRA	
Robert King	Hilldrop Crescent TRA	
Glyn Roberts	Hilldrop Crescent TRA	
Justine Gordon-Smith	Ilex House TRA	Chair
Thomas Cooper	Lower Hilldrop CRA	
Frank Sinnot	Lower Hilldrop CRA	
Pat Brock	Miranda TMO	
Jean Bugg	Miranda TMO	
John Slaughter	Moelwyn Hughes TRA	
Tracey Willoughby	New Orleans TRA	
Monica Parris	Sussex Close TRA	
Karen Ferdinand	Sussex Close TRA	
Leonie Thompson	Sussex Close TRA	
Sue Bineham	Wedmore 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	
Cllr Janet Burgess	Junction Ward	
Cllr Catherine West	Tollington Ward	
Baljit Sheemar	Area Housing Manager	
Peter Taunton	Director of Property Services	
Lyn Edwards	HFI Consultation Manager	
Catherine Curzon	Special Projects Manager	
Liza Durrant	Community & Service Development Officer	
Jonathan Gibb	Planning & Regeneration	

### Apologies

Philip Boothby	Holly Park Estate TRA
Cllr Woolley	Junction Ward

ITEM	Matter raised	Action
<b>1.0</b>	<b>Introductions</b>	
1.1	Introductions were made.	
<b>2.0</b>	<b>Islington Core Strategy Presentation</b>	
2.1	Presentation on Islington's Core Strategy Strategy circulated (please find attached). Full documents are available from the team. Officers are happy to meet with residents to discuss in more detail and they are asking for residents views until August. Liza Durrant (LD) to invite to	

	sub panels.	
<b>3.0</b>	<b>Previous Minutes and Feedback</b>	
<b>3.1</b>	Clarification over start dates for Holbrook Court works requested. LE confirmed that they are due to begin in October. Property Services are writing to residents and conducting drop in sessions. Councillors & residents express concern over the delays and lack of communication to residents. The situation is the same on Daren Court.	<b>LD</b>
<b>3.2</b>	Residents also raised concern about the continued use of the HFI logo and the amount of toner it uses up. LD to take black/blue panel heading off all minutes.	
<b>4.0</b>	<b>Local Issues - Petitions</b>	
<b>4.1</b>	<b><u>Hornsey Road/Bavaria/Ringmer</u></b> A petition was received on the 5 <sup>th</sup> May 2009 signed by 16 residents of Hornsey Road/Ringmer Gardens and Bavaria Road. The petition stated that residents were dissatisfied with the home improvement works, there was criticism about HFI's decision to use plastic sheathing for electrics, which many residents did not want the major disturbance and also damage to personal property.	<b>LD</b>
<b>4.1.1</b>	On 6 <sup>th</sup> May the day following receipt of the petition the resident liaison officer visited the signatures	
<b>4.1.2</b>	A central heating operative was dismissed for rudeness following complaints from residents.	
<b>4.1.3</b>	Where there have been allegations of damage to properties the resident liaison officer and HFI consultation officer will visit and assess each claim. HFI has now received confirmation from the lead petitioner that the petition was signed some time ago and related specifically to the central heating installers and is no way a reflection on Balfour Beatty. This point was challenged by the panel as all subcontractors represent the main contractor and should be properly managed by the main contractor. Balfour Beatty need to take responsibility for subcontractors conduct.	
<b>4.1.4</b>	HFI then stated that HFI accepts that internal works to properties is disruptive we do our best to minimise this and will act on any allegation of poor workmanship immediately.	
<b>4.1.5</b>	Action by HFI in response to the petition has concluded and the petition is now closed.	
<b>4.1.6</b>	Panel concerned about the lack of detail on the petition. Wording of the report reflects badly on HFI.	
<b>4.1.7</b>	Cllr West confirmed that contractors have agreed legacy works for certain estates including a tap at Gainsborough house.	
<b>4.1.8</b>	HFI actively seek legacy works from all contractors.	
<b>4.1.9</b>	Chair and Councillors to be copied in on petitions for the panel.	
<b>4.1.10</b>	Panel requests that HFI review their policy on trunking of electrical wiring.	
<b>4.2</b>	<b><u>Henfield Close</u></b> A petition was received on 11 May 2009 signed by 7 residents of Henfield Close,	

<p><b>4.2.1</b></p> <p><b>4.2.2</b></p> <p><b>4.2.3</b></p> <p><b>4.3</b></p> <p><b>4.3.1</b></p> <p><b>4.3.2</b></p> <p><b>4.3.4</b></p> <p><b>4.3.5</b></p> <p><b>4.3.6</b></p>	<p>The petition is regarding antisocial behaviour (ASB) emanating from a particular address in the block.</p> <p>The address referred to as being the source of ASB is a leasehold property managed by a private letting agency. Prior to receipt of the petition, the estate agent as well as this tenant were interviewed by the ASB Officer in regards to various reports of ASB that had been received. Following this meeting, an agreement was reached whereby all occupants of the flat were to be made aware of their responsibility to be reasonable and considerate to their neighbours at all times.</p> <p>The ASB Officer contacted the managing agent. A warning was issued to all the occupants by the agent. The ASB team was then assured that any further reported incidents with evidence would result in the tenancy of all 4 tenants being terminated.</p> <p>The lead petitioner has informed the ASB team that she was happy with the outcome of this complaint and confirmed that the situation had improved. The ASB Officer will continue to monitor the case for further four weeks and will liaise with both the lead petitioner and the managing agent during that period. The petition is therefore closed but the anti social behaviour case will remain open during the monitoring period.</p> <p><b><u>Lower Hilldrop</u></b> A petition was received on 18<sup>th</sup> June 2009, signed by 50 residents of the Lower Hilldrop Estate. The petition is regarding the location of the new play area in the estate.</p> <p>A letter was sent to all signatories clarifying the precise position of the proposed play area as there had been some confusion as to where the residents believed it would be. Reasons were stated as to why it is being sited there, after consultation with the TRA and an estate-wide questionnaire was sent out.</p> <p>The precise location was agreed with members of the Lower Hilldrop Community and Residents Association (LHCRA) following a residents meeting, which was held on the 31<sup>st</sup> March 2009. The proposal to relocate the play area was put forward at this meeting.</p> <p>After a further site meeting with LHCRA, HFI carried out an extensive consultation exercise in the form of an estate-wide survey, which gave residents the opportunity to agree or disagree with the proposals. The majority of those who responded were in favour of the new location. Further consultation took place at a residents meeting on the 26<sup>th</sup> May 2009.</p> <p>Based on the results from the survey and through consultation with the LCHRA, HFI are proceeding with the scheme. The equipment has been ordered and works are due to start on site</p> <p>Action by the office in response to the petition has concluded and the petition is now closed.</p>	
<p><b>5.0</b></p>	<p><b>Consultative Panel Reports</b></p>	
<p><b>5.1</b></p>	<p><b><u>Report 1 - Feedback from Consultation Items at Consultative Panels May 2009</u></b> This report is for information. Panel note report.</p>	

<p>5.2</p> <p>5.2.1</p> <p>5.2.2</p> <p>5.2.3</p> <p>5.2.4</p> <p>5.2.5</p> <p>5.2.6</p> <p>5.2.7</p> <p>5.2.8</p> <p>5.2.9</p> <p>5.3</p> <p>5.3.1</p> <p>5.3.2</p> <p>5.3.3</p>	<p><b><u>Report 2 –Climate Change Briefing and Sustainability Projects</u></b>  This report is for consultation. Peter Taunton (PT) takes panel through report.</p> <p>There will be leaseholder charges on some schemes.</p> <p>Wedmore ask how schemes get prioritised. Have surveys been completed on properties that have insulation? Are there plans to insulate as the decent homes programme is about to start on the estate? PT confirms that there should be plans to insulate as it's stated in the policy. With regards to surveys it all depends on the grants, they will have their own surveyors who will come and inspect the properties.</p> <p>Panel expressed concern that residents who have already had decent homes works will miss out on the opportunity to have insulation installed. PT stated that the Government didn't give priority to environmental issues when drawing up the decent homes policy.</p> <p>Discussion over whether communal or individual boilers are more energy efficient. PT confirms that there is a technical solution which is heat metering where there are meters in every flat.</p> <p>Cllr WB asks why there isn't an option to have showers during climate change adaptations and why not have dual flush toilets.</p> <p>Some residents would like the option of having showers as they save money and are more energy efficient. HFI needs to take environmental issues more seriously. There are solutions to problems and HFI needs to spend more time and resources exploring them.</p> <p>Putting combi boilers on higher floors means less pressure and they need replacing earlier. HFI would normally only use combi boilers where there is a lack of space.</p> <p>Thermostats are going to be set to new systems.</p> <p>Panel support report in general, but there are concerns around the quality of works, lack of liaison with residents and they ways works are conducted. Real concern was also expressed about the residents who have already had DHS missing out and becoming environmentally impoverished in the future. The panel asked if HFI could address this. Discussion was also had about Islington's climate fund, how it is financed and if tenants/ residents in LBI stock could access it to solve problem. HFI Panel request that HFI are resourceful, creative and solution focussed.</p> <p><b><u>Report 3 – Repairs and Maintenance Re-procurement</u></b>  This report is for consultation. PT takes panel through report</p> <p>Panel agrees that there are some good ideas in the report</p> <p>HFI should be meeting the cost of vulnerable residents.</p> <p>There should be more quality control monitoring methods. There are concerns over supervision and monitoring, the process needs to be much tighter.</p>	
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5.3.4	Customer care standards are a bit vague. These standards need to be applied and extended to sub contractors.	
5.3.5	HFI investigated feasibility of having an in-house contract but results show it's not viable to do this as there's no current infrastructure. Investigation has meant there is now a more competitive tendering process. Councillors want to see more local people in jobs and more decent apprenticeship schemes. Councillors are monitoring the bid as it's a large amount of money and hope that in future HFI do have the contract in-house.	
5.3.6	TC agrees that a can do attitude needs to be adopted for an in-house contract, Agrees that there are many things that cannot be done but most can. Another problem with outsourcing is that HFI don't have control and can't conduct CRB checks, including checks to sub contractors. HFI confirmed that in-house will not happen on this contract. It will be a maximum 10 year contract but there will be break clauses.	
5.3.7	Concern that there is a fundamental issue is lack of communication between HFI and contractors. PT confirms that HFI are already addressing issues. Kiers contractors have moved into call centre. HFI recognise there is a problem and are working to solve it with contractors.	
5.3.8	TC confirmed that next contract will not be a joint venture.	
5.3.9	Panel take vote and unanimous No to upgraded repairs, there should be one service for all. Concern expressed that upgraded repairs could lead to two tier service with the better off receiving better services than the poor. Principle that repairs are the legal responsibility of the landlord and this should be covered by rent. Two panel members did not vote as they felt issue is more complicated.	
5.4		
	<p><b><u>Report 4 – Supporting Tenants and Residents Associations (TRA)</u></b> This report is for consultation. LE takes panel through report.</p>	
5.4.1	Panel propose that they outsource support to independent provider such as FITA. All agreed.	
5.4.2	There needs to be stronger communication between HFI and TRAs	
5.4.3	Web page with all information on TRAs would be useful.	
5.4.4	Consultation with TRAs on service statements would be beneficial and needs to happen as the information can sometimes be wrong and then HFI has to spend more money in rectifying the problem. HFI/local offices should be working in partnership with TRAs.	
5.4.5	Concern that residents are no longer listened to. HFI should listen if they want to have a positive working relationship with residents.	
5.4.5	Principles outlined in the report are good but HFI need to be more proactive in creating good working relationships with TRAs.  Panel resubmit proposal from previous minutes. Response requested from Service Development team. (From Mays Panel) Panel propose that the area offices do not service the TRAs. The panel feels that an independent body	SDT

<p>5.5</p> <p>5.6</p> <p>5.7</p>	<p>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> <p><b><u>Report 5 – Annual Complaints Monitoring</u></b> This report is for information. Panel note report.</p> <p><b><u>Report 6 – 2008/09 Capital Programme – 4<sup>th</sup> quarter monitoring</u></b> This report is for information. Panel note report.</p> <p><b><u>Report 7 – Homes for Islington (HFI) – Consultative Panel Update</u></b> This report is for information. Panel note report.</p>	
<p>6.0</p>	<p><b>AOB</b></p>	
<p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p>Incident involving a pregnant woman getting stuck in Coomb house lifts and emergency number not working. Forward to estate services to ensure that number is working.</p> <p>Panel ask that HFI undertake PFI review.</p> <p>Dalmeny Avenue doors are broken. Forward to Estate Services</p> <p>LE to clarify decent homes criteria to residents on Tansley close as they are not getting bathrooms.</p>	<p><b>ES</b></p> <p><b>ES</b></p> <p><b>LE</b></p>
<p>7.0</p>	<p><b>Date of next meeting</b></p>	
	<p>Wednesday 22<sup>nd</sup> September 2009</p>	