

Notes of Holland Walk Area Housing Panel 23rd September 2009

Present

Robert Coombs	Holbrooke Court	
Gemma De Ville	Holbrooke Court	
Justine Gordon-Smith	Ilex House TRA	Chair
Frank Sinnot	Lower Hilldrop CRA	
Tracey Willoughby	New Orleans TRA	
Ron Vince	1 in 1000 Rep	
Arthur Perry	1 in 1000 Rep	
Cllr Tracy Ismail	St George's Ward	
Cllr Catherine West	Tollington Ward	
Garry Bates		
Jacqui Ferguson	Housing Services manager	
Lyn Edwards	HFI Consultation Manager	
Catherine Curzon	Special Projects Manager	
Liza Durrant	Community & Service Development Officer	
Thomas Cooper	General Public	

Apologies

Philip Boothby	Holly Park Estate TRA
Cllr Woolley	Junction Ward
Katherine McInerney	Hollins and McCall TRA
John Slaughter	Moelwyn Hughes TRA
Monica Parris	Sussex Close TRA
Cllr Wally Burgess	St George's Ward
Cllr Janet Burgess	Junction Ward

ITEM	Matter raised	Action
1.0	Introductions	
1.1	Introductions were made.	
2.0	Islington	
2.1	Presentation on Tackling fuel poverty in Islington. Please find attached.	
3.0	Previous Minutes and Feedback	
3.1	TC attended the meeting to find out about the current situation with the play area on Lower Hilldrop. At the previous meeting the petition report stated that the equipment had been ordered and works are due to start on site. CC confirmed that as a subsequent petition had been logged the works have been halted until it has been investigated. The new petition is on the agenda for discussion.	
3.2	Panel expressed concern that the feedback from the July panels is not a true representation of their comments as there is no distinction between the individual panels. Feedback should reflect what each panel said as the perception is that HFI aren't taking comments into account. GB confirms that the feedback is an amalgamation of all the panels' comments.	
4.0	Local Issues – Petitions	
4.1	<u>Daren Court</u>	
4.1.1	A petition was received on 7 th July signed by 32 residents of Daren Court; Tufnell Park Road regarding the emersion heaters installed in each flat and according to the petitioners the heaters constantly breakdown leaving tenants	

	with no hot water.	
4.1.2	Following a consultation meeting held at St Georges Church Hall it was highlighted that the supply of hot water was poor due to the immersion heaters being beyond their life expectancy. A decision was subsequently made to replace the existing heaters	
4.1.3	At the same time concerns over the effectiveness of the communal heating system were raised following the increasing number of call outs to repair the current system. The breakdown of one of the boilers resulted in a decision to replace the whole communal system with new boilers feeding the whole block not just with heating but with hot water. The first phase of the works will commence this autumn. The works to achieve a communal hot water system are scheduled to commence in April/May of 2010 with completion in early autumn of 2010. A meeting has been arranged for Wednesday the 23 rd of September with residents to advise them of the works, what they involve, and to respond to any questions they may have with respect to this matter.	
4.1.4	Panel members concerned that the works are starting in Autumn and that residents will be left without heating. LE to clarify situation and whether a modern system will be installed.	
4.1.5	Action by HFI in response to the petition has concluded and the petition is now closed.	
4.1.6	<u>Lower Hilldrop Kick about area</u> This report is provided in response to a petition from residents of the Lower Hilldrop Estate, submitted on 6 August 2009 regarding the height of the fence on the kick about area. Residents would like the fence raised to stop balls going over fence and hitting windows and landing in gardens.	
4.1.7	The proposal is to extend the fencing by adding a canted top to the existing fence. A canted top is slanted to prevent the balls leaving the kick about area.	
4.1.8	The funding for the extension of the fencing will be sought through the Tenant Compact funding with the agreement of the TRA	
4.1.9	Action by HFI in response to the petition has concluded and the petition is now closed.	
4.2	<u>Lower Hilldrop Play Area</u> This report is provided in response to a petition from the residents of Lower Hill Drop Estate received on 7 August 2009 regarding opposition to the proposed location of the play area within the football pitch following additional consultation.	
4.2.1	The scheme was initially put forward by the TRA and the location agreed as outside of Coombe House and subsequently worked started. However, a subsequent site visit was attended by HFI and the then acting TRA Chair as there was concern over this location and it was agreed to consult the whole estate with the choice of location for either outside of Coombe House or utilisation of a proportion of the football pitch area, even though the football pitch is a well used area by older children.	
4.2.2	The result of the consultation was that the residents who responded were in favour of utilisation of the football pitch and therefore going against the initially	

	proposed location so the work that had started was brought to a halt.	
4.2.3	Following a visit by senior officers and local Councillors, it was clear that the option for utilisation of the football pitch area should not have been presented for consultation as this will just reduce the play areas for older children and hence have no overall benefit for the estate and could even be detrimental.	
4.2.4	The scheme is to be put on hold until the AGM on 20 th Oct. The play equipment is to be utilised at another site within the area as it is currently being stored in a container on the estate.	
4.2.5	At this AGM meeting the issue of the play area will be on the agenda as a specific item. It will be proposed by HFI officers that the location of the play area is to be in front of Coombe House as per the initial agreed proposal and if this is not agreed in principle with the understanding that further consultation will be conducted with the tenants of Coombe House, then the budget of £34k will be withdrawn and re-allocated within the Holland Walk area via the Area Panel for another Tenant Compact scheme.	
4.2.6	HFI should not have concurred nor considered the re location of the play area to the football pitch and therefore reducing this space for older children. It is also fully acknowledged that the consultation should not have been presented to the whole estate with this as an option.	
4.2.7	If the play area on the estate cannot be agreed by residents then the funding will be withdrawn and re-allocated within the Holland Walk Area by the Area Panel as it was funded through the Tenant's Compact.	
4.2.8	Panel discuss the petition and the apparent politics on the estate between residents from Coombe and Buckhurst House.	
4.3	<u>Ilex House</u> The Ilex House TRA rep intended to hand in a petition to HFI regarding the Sky cables but left the petition at home. This needs to be sent to the office to be logged before any action can be taken under the petitions procedure. Discussion between the rep and Special Projects Manager on the issue of the cable wires.	
5.0	Consultative Panel Reports	
	Panel agree to discuss the reports in reverse.	
5.1	<u>Report 1 - Feedback from Consultation Items at Consultative Panels July 2009</u> This report is for information. Panel note report.	
5.1.2	Cllr ask if there is any plan at HFI level to have an independent tenants' voice.	
5.2	<u>Report 2 –Equality and Diversity Strategy</u> This report is for consultation. GB takes panel through report.	
5.2.1	Cllr West noted that HFI should be trying to get more young ethnic residents on to the board and making sure that we are being as inclusive as possible with apprenticeship schemes.	
5.2.2	Panel request a breakdown of current apprenticeship schemes in HFI.	

5.2.3	One rep relates incident where one resident was refused the opportunity of going on a scheme as she didn't have email. People who don't have access to PCs should be afforded the opportunities as those who do. HFI need to overcome the digital divide.	
5.3	<p><u>Report 3 – Business Plan 2010/15</u> This report is for consultation. GB takes panel through report.</p>	
5.3.1	Panel chair expresses concern over the statistics in 3.7 and requests a breakdown of how many exit surveys were conducted.	
5.3.2	Cllr West states that HFI have improved over the years and that a lot of the staff are hardworking and good at their jobs.	
5.3.3	Cllr Ismail agrees except for the poor quality and length of time to complete repairs. Anti social behaviour also has a low rating in the satisfaction survey.	
5.3.4	GB agrees that HFI do need to improve in ASB and are working towards this.	
5.4	<p><u>Report 4 – Cyclical Maintenance Programme</u> This report is for consultation. GB takes panel through report.</p>	
5.4.1	GB clarifies that the plan is on the very early stages and that it needs to be place so that it can be implemented as soon as funding becomes available.	
5.4.2	HFI should ensure that the programmes are as accurate as possible.	
5.4.3	Panel request that the criteria are adjusted to reflect the Decent Homes programme so that leaseholders are not presented with bills so soon after the decent homes works.	
5.4.4	Cllr West requests the Holly Park Estate be bought forward from 2014/15 as they haven't had many works completed.	
5.5	<p><u>Report 5 – Update on reprourement of Repairs and Maintenance Contract</u> This report is for consultation. GB takes panel through report.</p>	
5.5.1	A report from the office of fair trading has found that some HFI contractors have been involved in price fixing and subsequently fined. Councillors have written to the Chief Executive asking that HFI ensure that there are strict measures/safe guards in place to prevent same situation occurring with new contractors. Council to ensure that there is an extra layer of scrutiny.	
5.5.2	Concerns that HFI use a lot of discretion with regards to the Decent Homes programme and on some estate residents would not have received the works if councillors had not intervened. Cllr West requests clarification on why Holly park estate has not received any DHW.	
5.2.3	Panel request a breakdown of what each panel said in 5.3 as the report makes it sound like the comments were unanimous. Clarity is needed.	
5.2.4	More clarity is needed on what support vulnerable tenants will get.	
5.2.5	No costings or charges per job.	

5.2.6	Concerns that HFI should not charge tenants for historical repairs.	
5.2.7	Panel commented that HFI can't be responsible for residents that don't speak English.	
5.6	<u>Report 6 – 2008/09 Capital Programme – 4th quarter monitoring</u> This report is for information. Panel note report.	
5.7	<u>Report 7 – Homes for Islington (HFI) – Consultative Panel Update</u> This report is for information. Panel note report.	
6.0	AOB	
6.1	GB confirms that HFI are turning 6 flats in Ormond Road into disabled flats.	
6.2	Issue of poor sound insulation on Manchester Mansions. GB confirms that is it not aware of any legal requirement to sound proof properties. Individual inspections would need to take place with regards to floorboards squeaking. Tenancy management would be able to advise on whose responsibility it would be to repair the boards.	
7.0	Date of next meeting	
	Wednesday 18 th November 2009	