

**Notes of Lyon Street Area Housing Panel
4th June 2008**

Present

W Millet MBE	Mackwest TRA
Vicki Leonard	Haslam Close TRA
K Daly	Guest
M Barnard	Fairdene Court TRA
Liz Collopy	1 in 1000 (Holloway)
George Collopy	Guest
Mary Bowman	Guest
Brian Potter	Pleasant Place TRA
Kathy Martin	1 in 1000 (Holloway)
Dolly Sparks	Guest

Emily Fieran –Reed Cllr St Mary’s Ward

Adam Borrie	Board Director
Jaci Barnes	Repairs
Simon Kwong	Senior Area Housing Manager
Martin Dennis	Project Officer
Lyn Edwards	Area Programme Manager
Seval Halil	Housing Services Manager
Michael Hooper	Assistant Project Officer
Liza Durrant	Community & Service Development Officer

Apologies

Sadie Lambert

ITEM	Matter raised	Action
1.0	Introductions	
1.1	Introductions were made. Trafford Hall Training Brochure circulated. Chair was not in attendance so Vice chair Brian Potter led the meeting	
2.0	Petition report	
2.1	One petition was brought to the panel	
2.1.2	A petition was received on 19 th May from residents on the Delhi Outram Estate, N1 requesting the closure of the Sunken Playground in Vibart Walk.	
2.1.3	No representatives from the petition were present to speak on behalf of the signatories.	
2.1.4	The panel discussed the petition and proposed that a decision remain on hold until the next panel in September. This will give an opportunity to the petitioners to come and comment. If they do not attend then panel	

	will take a vote. Bill Millet to inspect the area and feedback at the next meeting.	
2.2	Surplus 8-9K may be available from 07/08 TC budget as one scheme didn't take place. MPH to speak to TRA and bring back to the panel.	
3.0	Digital TV	
3.1	FAQ on Digital TV was circulated with the panel papers. Martin Dennis from the Projects team attended to address any questions raised by the panel.	
3.2	Noted that the cost of installation of aerial is 25p per week per tenant with no immediate plans to be increased. Leaseholders to pay £75 one off charge	
3.3	Panel discussed issue at length. Issues surrounding internal boxes and removing redundant cables raised. Martin to take issues to Peter Taunton. Feedback requested in writing to the panel.	
4.0	Previous minutes	
4.1	Panel request that pages be numbered	
4.2	Reprocurement of repairs and maintenance contracts is up for renewal in 2010	
4.3	Kier performance report 2008 circulated by Chair.	
4.4	Minutes agreed	
5.0	HFI Consultation Items	
5.1	Report 1 –HFI Business Plan This report is for Consultation. AB took panel through report.	
5.1.1	Panel raised concerns that tenants don't have any input on decisions and only get consulted after the event. The panel would like to see some of the recommendations in the report applied to the business plan. Noted that nearly a third of the budget is for offices and staff whereas as caretaking gets 26% of the total.	
5.1.2	AB noted that concerns. HFI need to start preparing for post decent homes and currently trying to arrange having control of financial activity. The purpose of paper is two fold, to see how the Board is thinking and to use consultation to start to shape future services. HFI also looking at asset management. The changes may seem insignificant to tenants at the moment but it is a long term process.	
5.1.3	HFI are increasing the number of those consulted and how they are consulted. Currently consultation takes place through TRAs, 1 in 100 and the resident involvement register. 650 are registered and HFI are	

	currently analysing data and aiming for as much reflection of the borough as possible. Panel raise concern that maybe HFI are asking people on the register the wrong questions and some people are only concerned about what is relevant to them or their homes if they are leaseholders.	
5.1.4	AB confirmed that the Audit Commission Result is under review.	
5.2	Report 2 – Repairs and recharges Policy Review This report is for consultation. JB took panel through report.	
5.2.1	Staff need to be properly trained and who exactly what they are talking about. One panel member recounted incident of emergency repair where this wasn't the case. JB to deal with separately.	
5.2.2	BP recommended to the panel that people report repairs in writing rather than phoning and ask for job numbers.	
5.2.3	Cllr Fieran-Reed raised concern over the term 'exaggerated' as what is important to the tenant may not be important to HFI. It's the operator's responsibility to ask the right questions and discern if someone is lying.	
5.2.4	JB noted concerns and stated that they recognise that the emergency statement is emotive but there is evidence that people do abuse the emergency service. HFI have asked Kier to set up more of a robust process and maybe do outbound calls to enable the tenant to discuss the issues with experienced staff.	
5.2.5	JB confirmed that £15 charge for missed appointments was approved by tenants through the consultation process and they felt this was a reasonable amount to pay. HFI do compensate tenants where contractors have missed appointments and this has been in place for 18months. JB confirmed there are more missed tenant appointments than missed contractors. Compensation does not apply to lift repairs.	
5.2.6	JB clarified that the assisted decs scheme is not a statutory service. And this will be reviewed through the year.	
4.3	Report 3 – Performance Indicators 2007/08 This report is for information only. Panel note report.	
4.4	Report 4 – Complaints Monitoring Oct 07 – Mar 08 This report is for information only. Panel note report.	
4.4.1	BP noted that there is no breakdown of complaints between tenants and leaseholders. HFI feel that more value is placed upon trends in complaints around the services rather than who is complaining.	
4.5	Report 5 – Disposal of land Managed by HFI This report is for information only. Panel note report	

4.5.1	SK confirmed the land for new build is council owed, HFI build social housing which is owned by the council.	
4.6	Report 6 – Anti-Social Behaviour Update This report is for information only. Panel Noted report	
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.	
4.9.1	Panel to decide what they would like to be consulted on.	
5.0	AOB	
5.1	No AOB	
6.0	Date of next Meeting Monday 22nd September 2008	