

Notes of Lyon Street Area Housing Panel 20th July 2009 @ 7.00PM

Present:

Brian Potter	(BP)	Pleasant Place TRA (Chair)
Bill Millett M.B.E.	(BM)	Westbourne, 1 in 1000
Liz Colloppy	(LC)	Sturmer Way, 1 in 1000
Mary Barnard	(MB)	Fairdene Court TRA
Kathy Daley	(KD)	Guest – Poynder Court
George Colloppy	(GC)	Guest – Sturmer Way
Mary Bowman	(MBW)	Guest – Sebbon Street
Cllr Barry Edwards	(BE)	Holloway Ward
Jonathan Gibb	(JG)	LBI, Strategic Planning and Regeneration
Jon Farrant	(JF)	Head of Service, Operations (HFI)
Seval Halil	(SH)	Area Housing Manager (HFI)
Lyn Edwards	(LE)	Consultation Manager (HFI)
Catherine Curzon	(CC)	Special Projects Manager (HFI)
Lee McDermott	(LM)	Community & Service Development Officer (HFI)

Apologies:

Richard Beal	(RB)	Keighley & Staveley TRA
Pat Croci	(PC)	Papworth Gardens, 1 in 1000 (LH)
Cllr Spall	(LS)	Caledonian Ward
Cllr Fieran-Reid	(EF)	St Mary's Ward
Irene Spence	(IS)	Mersey Estate TRA
Lee Williamson	(LW)	Guest – Mersey Estate
Mary Fitzpatrick	(MF)	Forrest Court TRA
Dolly Sparks	(DS)	Guest – Papworth Gardens
Sadie Lambert	(SL)	Lion Court, 1 in 1000 (LH)

ITEM	Matter raised	Action
1.0 1.1 1.2 1.3	Introductions Introductions were given. LM advised the panel that it was not quorate so no decisions could be made and that the meeting should ideally be reconvened at a later date. The panel discussed this and decided they would continue with the meeting. JF went on to advise that any comments or suggestions made would still be fed back to the board. Apologies were given for Valerie Dawes, HFI Investigations Manager, who was unable to attend the meeting as planned.	
2.0 2.1 2.2 2.3	Jonathan Gibb JG advised the panel that he was currently working on the Islington Core Strategy which would inform plans for future development in the borough and that as part of the process he wanted to update the panel as to where the team currently were and involve members in developing the strategy. JG told the panel that the policy would ultimately dictate where new housing, commercial and industrial developments could take place in future and that as a small borough there was a target to accommodate housing and employment needs of some Twenty Five Thousand new residents by 2025. JG took the panel through a brief presentation and advised that he would attend future meetings but anyone interested in becoming more involved could contact him directly. The panel Thanked JG for attending.	
3.0	Minutes and Matters Arising The panel agreed the minute of the previous meeting to be a true and accurate record.	
4.0 4.1 4.1.1	Consultation Items: Report One - Feedback from May 2009 Consultation items: JF took the panel through the report. The panel noted this report but made no comments.	

4.2	Report Two - Climate Change Briefing	
	<p>JF took the panel through the report.</p>	
4.2.1	<p>On 3.3.2 BP advised that he had been informed that the quality of the boilers being installed was significantly less than what should be expected for the cost of the items and their installation. BP asked for a comment from HFI on this matter.</p>	LM
4.2.2	<p>BP also asked for the details of the average cost of a single boiler installation.</p>	LM
4.3	Report Three - Repairs and Maintenance Re-procurement	
	<p>JF took the Panel through the report.</p>	
4.3.1	<p><u>Payable Repairs:</u></p>	
4.3.2	<p>MBW asked if there would be exemptions for pensioners under the proposed Payable Repairs service. JF advised this was unlikely as the repairs that were likely to attract a charge under this scheme would be outside of the normal repair obligations.</p>	
4.3.3	<p>The panel asked whether there would be the option to receive free quotes in advance of repairs being carried out by the contractor.</p>	
4.4	<p><u>Response Times:</u></p>	
4.4.1	<p>The issue of response time was discussed by the Panel but no view was expressed. The comment was made that how repairs were coded was a matter of our administration and had little impact upon the service or response times for the customer.</p>	
4.4.2	<p><u>Quality Upgrades:</u></p>	
4.4.2	<p>BP advised that he would be concerned that ‘Quality Upgrades’ would be used as a way of extracting money from residents for work that should be done properly as a matter of course.</p>	
4.4.3	<p>BE felt that there should be greater consistency over what repairs could be expected by residents as there was sometimes a great deal of inconsistency between RSLs.</p>	
4.4.4	<p><u>Service Standards:</u></p>	
4.4.4	<p>BP advised that the standards expected of our partners was not always the experience when work was sub contracted.</p>	

4.5	Report Four - Supporting Tenants and Residents Associations JF took the panel through the report.	
4.5.1	BP asked on item 4.3.3 for information on how many people were asked and how many people responded and what medium was used to conduct the surveys.	LM
4.5.2	BP went onto advise that FITA was still very much in existence and they were providing the same service as they have always done to those who need it.	
5.0	Information Items:	
5.1	Report Five - Complaints Monitoring October 08 – March 09 This report was for information only. Panel Noted the report.	
5.2	Report Six - Capital Programme – 08/09 Monitoring 4th Qtr. This report was for information only. Panel Noted the report	
5.3	Report Seven - Homes for Islington – Panel Update This report was for information only. Panel Noted the report	
5.4	Report Eight- Forward Plan This report was for information only. Panel Noted the report	
6.0	AOB	
6.1	MB advised the panel that there had recently been a lightening strike at Fairdene Court which resulted in a number of electrical items being damaged. BP asked whether this was as a result of incorrect specification of Ariel installation. LE advised that she would investigate the matter and report back.	
6.2	BM advised the panel that he had recently had the A Team (a pilot repairs service for community centres) into the Westbourne and was very pleased with their work and their professionalism. BM sent his thanks to the team and recommended them to other centre managers.	
6.3	BP advised that whilst compliments were being given, that he was very impressed with the Library Service who had recently exceeded his characteristically high expectations....	
6.4	BM told the panel that indoor bowls was due to start at the centre in September 09 and that all were welcome.	
	Date of next Meeting: Monday 21 st September 2009 at 7.00pm	