

NOTES OF THE OLD STREET AREA HOUSING PANEL

Wednesday 17th March 2010 – Tompion Community Centre – 7pm

Present:

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| Helen Cagnoni (HC) | 1 in 1000 Rep |
| Terry Lefevre (TL) | Pleydell Estate TMO |
| Shirley Lefevre (SL) | Pleydell Estate TMO |
| Irene Francis (IF) | St Lukes TRA |
| Lorraine Job (LJ) | St Lukes TRA |
| Francios Smit (FS) | Margery Street TRA |
| Adrian Hall (AH) | Peregrine TRA |
| Martin Rutherford (MR) | Popham 1 TRA |
| Jo Pamment (JP) | Lagonier House TRA |
| Elaine Smalley (ES) | Lagonier House TRA |
| Liz Smithson (LS) | King Square TRA |
| Blanche Woodbridge (BW) | King Square |
| Virginia Stephens (VS) | Consultation Manager HFI |
| Gary Bates (GB) | Head of Services (Operations) HFI |
| David Salenius (DS) | Area Housing Manager, HFI |
| Louis Read (LR) | Community Service and Development Officer HFI |

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| 1 | Apologies | |
| 1.1 | Apologies received from: Jyoti Vaja LBI Councillor Dennis Kleinberg Whitbread Estate TRA Jenny Goble Wenlake TMO Troy Gallagher Whitecross Estate Ray Yates Gambier TMO Una O'Halloran St Lukes TRA Francis Sullivan King Square TRA | |
| 2 | Weston Rise Estate Petition- Security System | |
| 2.1 | DS notified the panel of the petition received from Weston Rise TMO requesting that LBI/HFi upgrade/replace the security system. DS told the panel that Stephen Kirrage, Director of Property Services is arranging a response to the petition in line with LBI's formal procedures. | |
| 3 | Actions from last meeting and matters arising | |
| 3.1 | 2.1 This is ongoing, MR is meeting with Aiden Stapleton in May. | |
| 3.2 | 2.4 HC asked if there was any response from AM. DS advised that some minor ASB cases are dealt with by the Tenancy Advisor in the first instance, therefore, there was no case opened. | |
| 3.3 | 5.10 Concierge charges panel has agreed reduction in charge for ground floor residents of Lagonier House HOU is arranging reduction in charges for leaseholders. JP asked what period of refund would apply? DS advised that this would be from when the matter was raised, therefore January 2010-present. | |

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| 3.4 | ES said that the leaseholder at 3 Lagonier, had previously queried the charge. DS advised that if there were any backdated requests for refunds, then HFI would deal with it. LS asked if the full rate would be refunded. DS advised that the 'C' Charge would be refunded which would be different dependant upon location and other factors. | |
| 3.5 | 5.11 IF confirmed that the intercoms are now working, but asked if there could be a refund? DS trying to confirm the extent of the problem, ie the % reduction in service and the length of time the service was not provided, with Eric Calvert in the engineering section of property services. | |
| 3.6 | 5.13 HC asked when this report would be produced. DS has requested the report from David Hutchinson (DH), but the system they use does not produce the correct information requested that this issue be brought forward to the next panel, therefore DS will chase DH. | DS/DH |
| 3.7 | 5.14 DS to check with PJ, and ensure UO'H is contacted. | PJ |
| 3.8 | 5.15 MR emphasised that if Garages were cleared, HFI could rent them out. DS said that investment in clearance and new doors is taking place, however it is very expensive, MR explained the situation at Maryland Walk with rat infestation & general waste which was raised on an estate inspection with Teresa Penfold. | |
| 3.9 | ES asked what the cost was in clearance. DS advised that the contractor's disposal costs were often very high. ES asked if garages could be cleared as part of legacy works on capital projects. DS This is arranged sometimes by the consultation officers. | |
| 3.10 | LS asked if lumber could clear garages? GB explained that there were charges on top of usual lumber costs. | |
| 3.11 | FS asked if there was a borough wide strategy for tackling empty garages. DS confirmed that HFI is notifying LBI of areas with lots of empty garages as part of a borough wide initiative, | |
| 3.12 | IF asked if renters could clear themselves? DS advised that HFI would be liable if there were any injuries as a result. TL asked what type of garages this referred to? DS advised that these are "up & over" doors which are very expensive. TL explained that special fob accessed gates have been fitted in the past eg. Redbrick Estate. DS explained that these systems are often not very resistant to vandalism and can be difficult to maintain. | |
| 3.13 | HC was concerned about the issue of rat infestation. MR has reported this to Teresa Penfold who will action accordingly. | TP |
| 3.14 | 10.1 MR asked who the contractor was, Sky or AVC? GB said that Sky have probably subcontracted the job out to AVC. | |
| 3.15 | TL: Steering group raised issue over Mansell's insurance for fitting digital aerials. GB said that as far as possible, this would tie into Decent Homes | |

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| | work. | |
| 3.16 | 10.2 IF updated that the insurance form passed to property services had gone missing. | |
| 3.17 | 10.3 DS: DK has been informed in more detail. There is a court date in April (3 Coopers). 7 Farriers House; the office is chasing Kier, the resident has now been re-housed. | |
| 3.18 | 10.4 HC Said that the point of this was to replace the two walls either on each side and install a new gate. HC asked why this was taking so long as the insurance had been agreed? | |
| 3.19 | DS said that there had been a verbal agreement with ICSL to repair, Enterprise had then taken over the contract and refused liability initially. DS will check with TP the situation as to when this will be finalised. | |
| 3.20 | 10.5 ES said that Paul Watkins is progressing this repair. | |
| | Questions Arising | |
| 3.21 | 1. DS said that further to this response, no decision has yet been made on installation. There will be consultation with residents in June. He understands that there will be no installation charges for this scheme & no leaseholder service charges either due to a government funding. | |
| 3.22 | 2. The panel noted the response. TL informed that leaseholders pay a lump sum of £75 for installation, MR added that there was a £14 per annum service charge applicable. | |
| 3.23 | 3. GB presented the briefing as an update on this policy. MR asked how residents get onto the focus groups for consultation. MR to contact Jacqueline Robinson on the resident involvement register. | |
| 3.24 | 4. TL feels that this is a poor answer and that Black Cab drivers are privileged over other small business requiring parking. In addition, the panel said that they had previously voted on this matter and feel ignored. The panel requested that this be passed on to LBI. | JR |
| 3.25 | 5. MR stated that this information is wrong: DS advised MR that the advice on recycling/garden waste/refuse collection was given to HFI directly from Enterprise. | LBI |
| 4 | Feedback from January Panels 2010 | |
| 4.1 | GB presented the information on the feedback from the Consultative Panels in January for information. | |
| 5 | Consultative Panel Meeting Dates and Venues 2010/11 | |
| 5.1 | LR presented the panel with a number of options for dates within the prescribed periods. The panel chose: | |

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| | <p>12th May 2010 14th July 2010 15th September 2010 17^h November 2010 12th January 2011 16th March 2011</p> | |
| 5.2 | MR proposed relocating the meeting to a different venue. HC & other panel members requested that the panel continue to meet at Tompion Hall. | |
| 6. | Community Safety and Estate Security Budgets 2010/11 | |
| 6.1 | GB presented the report and explained the procedure for the decisions for allocation of the budget: | |
| 6.2 | SI asked if bids could include lighting schemes? GB Said that the Area Housing Panel has freedom to allocate provided the allocation is inked to improving estate security. DS explained that the monies would be allocated by ward and LR will write to TRAs/TMOs with the allocated figure requesting bids, for decisions in the sub panels in May. | LR |
| 6.3 | MR Complained about the security gates on Popham 1 & requested Catherine Curzon chase the contractor to make DDA compliant. | CC |
| 7. | Business Plan | |
| 7.1 | GB presented the report for information: | |
| 7.2 | TL asked if there was any provision for medical facilities given the amount of new homes being built. GB emphasised that the HFI business plan contained the plans for de-conversions of properties, not additional homes. | LBI |
| 7.3 | The panel asked LBI to report back on wider policy regarding the provision of medical facilities and other infrastructural resources given the amount of new build occurring in the area and its impact. | |
| 7.4 | HC asked whether there will be consultation on HFI's business plan post-'Decent Homes'. | |
| 8. | Repairs Procurement Update | |
| 8.1 | GB presented the update: | |
| 8.2 | JP asked regarding void standards; 1 Lagonier House was re-let with a fishpond installed by previous tenant. Talibah Asafo-Ohene to progress and contact tenant. | TA-O |
| 8.3 | FS Asked why HFI was bringing services in house? GB explained the new management arrangement with TUPE'd staff. | |
| 8.4 | HC Asked if the surveyors currently employed were often seconded form private companies? GB said that HFI sometimes use agency staff but don't give the job of specification to private companies. | |

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| 8.5 | FS asked GB to elaborate on how this arrangement will work in practice, GB explained that those staff currently TUPE'd to Kiers would become HFI employees. This is a board decision, which HFI will be accountable for. | |
| 8.6 | AH updated the panel on feedback from the performance group, underlining the emphasis on quality. | |
| 9. | Allocations Policy Changes - Summary | |
| 9.1 | MR stated that there have been some recent changes to the government's allocations policy regarding waiting list priority. | |
| 9.2 | ES asked what the changes were to Homelessness provision. | |
| 9.3 | GB said that LBi no longer provide secure tenancies, now short term lets instead. | |
| 10 | HFI and Consultative Panel Update | |
| 10.1 | DS added in addition to item 5 on New Build; There will be some more new build at Jessops Court, Graham Street in the St. Peters Ward. | |
| 11. | Capital Programme 2009/10 Monitoring 3rd Quarter | |
| 11.1 | The panel discussed the Tenants Compact works 10/11: | |
| 11.2 | FS said that he has had no input into the tenants compact & requested that CC report back to FS on last years compact jobs. | CC |
| 11.3 | MR requested that DSh contact him over discrepancy over pricing for lights on two jobs and regarding a site visit that is outstanding. | DSh |
| 11.4 | IF to contact DSh re: St. Lukes tarmacing. | DSh |
| 12. | January Performance Report | |
| 12.1 | FS said that the front of house staff were not welcoming. | |
| 12.2 | MR said that there had been some confusion over passing a message to Brian McDonald due to the lack of movement boards. DS explained that this is part of the Smartworking procedure. | |
| 12.3 | The panel proposed having the Bunhill sub panel meeting at Tompion Hall. LR to consult all panel members on their preferred location. | LR |
| 12.4 | ES asked what estates caretaking grades are measured on? DS replied that these are selected and graded by Highbury House. & if there are 2 C/D results in a row on an estate then this is brought up with caretakers through standard setting. | |
| 12.5 | HC said that the differences in the quality of caretaking in a certain area may be attributable to the numbers of agency staff. | |
| 12.6 | DS informed to the panel that JF will come to the next Bunhill sub panel to report on caretaking. | |

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| 13. | Any Other Business | |
| 13.1 | MR asked why his estate does not receive “Islington Now” magazine. | LBI |
| 13.2 | <p>FS said that Cllr Terry Stacey will be visiting him to discuss his local area and requested any issues to pass on from the panel;</p> <ul style="list-style-type: none"> • ES said that there are too many students in the area. HC added that 25% of the population of Islington is transient. | |
| 13.3 | IF Raised repair: no hot water/heating. EPS reported no access despite IF waiting in all day; do they recharge for these instance? | |
| 13.4 | BW reported 6 EPS vans parked on her estate, with the workmen standing around not doing anything Bill Hickmott to raise with EPS. | Bill Hickmott |
| 13.5 | JP Queried the position with the roof garden on Lagonier House. DS stated that HFI have not agreed this can go ahead and he had been advised that Groundworks have not provided funding. | |
| 13.6 | ES said that no contamination report has been received for flat 5, therefore she is going to escalate to a formal complaint. | |
| | Next meeting: 12th May 2010 | |