

**Partners for Improvement in Islington
Residents Forum Meeting**

Minutes of the Residents Forum

Held at 6.35pm on Thursday 21 May 2009



PRESENT:

Forum Members: Georgina Galliers (GG) Chair
Muriel Duncan (MD)
Susanne Lamido (SL)
Lisa Crowley (LC)
Dawreen Charles (DC)
Chris Matthews (CM)
Chris Graham (CG)
Michael Adedeji (MA)
Suzanne Bryant (SuB)
Shirley Bryant (SB)

Observer: Rose-Marie McDonald (RM)
Richard Bunting (RB)

Partners: Ed Butler (EB)
Katrina Dalby (KD)
Tom Irvine (TI)
Sharon Pearce (SP)

HFI: Eileen Abbott (EA)

Apologies: Dave Gorman (DG)
Paula Redpath (PR)
Liz Voss (LV)

1 – Minutes and Matters Arising

- 1.1** GG requested the Leasehold report (Item 1.5 from previous minutes).
EB provided the following update from the Leasehold Team:
'We have reviewed all information and charges. We now feel have a reasonable charge which has reduced from the original costs. Mr G Williams who has been managing process for PLAG has thanked Partners for working with him and is happy with the outcome. Members have not paid for the process.'
CM asked for the new figure, it was previously 55%. TI confirmed that whilst negotiations were ongoing Partners revised figures and surveyors felt that it was acceptable and that Leaseholders were

being charged what is reasonable. EB agreed to ask Housing Management to confirm the figure. **(Action point Quality Team).**

- 1.2** GG asked whether any emails have been sent (item 1.6 from previous minutes). The Forum confirm none were sent.
- 1.3** SL asked how Partners will actually apply tenancy conditions (item 1.7 from previous minutes). EB confirmed that there is an action in Best Value Plan for July 2009 regarding enforcement of tenancy conditions and we will work to this deadline. **(Action point, agenda item for next meeting)**
- 1.4** GG confirmed that they had a meeting to discuss TOR (item 2.4 from previous minutes) and asked the Forum whether there are any further issues. The Forum confirmed there were no other issues. CG asked which meeting room has been picked at the town hall. SL confirmed she picked the most appropriate one.
- 1.5** CM asked that item 6.11 from previous minutes be amended because it didn't illustrate how PFI works within the financial set up. Amend from Partners to PFI. **(Action point Quality Team)**
- 1.6** GG stated that people don't know about item 6.4 from previous minutes. Partners to add an article to the next edition of Partners Gazette. **(Action point Quality Team)**
- 1.7** The Forum would like further information about the boilers which are installed (item 10.1 from previous minutes). **(Action point TI)** to provide further information about types of boilers.

Item 2 – Repairs Team Feedback

- 2.1** TI introduced item.
- 2.2** SL when scaffolding is put up what happens if leaseholder is involved or there is a void flat in the block? TI confirmed that this report is from Responsive Repairs and not the Works Team. For both teams there should be letters sent to occupants of all properties. SL confirmed that site manager where she lives said this is not happening. CG asked whether the letter warns that scaffolding may affect their insurance? CM confirmed that it does. CG stated that the leaseholder and occupant may not be the same and asked whether both are informed. LC confirmed that if the Works Team know that the leaseholder and tenant are different they will send two letters

Item 3 - Forum Terms Of Reference (TOR)

- 3.1** GG thanked SL for preparing papers and confirmed all Forum members are happy with the changes.

EB stated that the Forum have improved the TOR and asked the Forum to consider changing the wording of 2c from proportional representation This is because he thinks that the Forum mean that they want the members to be representative of PFI1 and PFI2 and proportional representation is how members are elected rather than the final body itself. The wording should be changed to reflect this. CG suggested proportionate representation.

GG asked the Forum to vote on this change and the Forum agreed unanimously to change from proportional representation to proportionate representation. **(AP Quality Team to update TOR)**

- 3.2** CG stated that we should have code of conduct notes at meeting so we can use them if need arises. GG agreed but stated that the code of conduct should be on the wall. **(Action Point Quality Team to put code of conduct on the wall)**
- 3.3** EB suggested that item 9 bullet points 2 + 5 should include a timescale for having agenda items included. SL stated that people can bring items to the meeting and then deal with them at AOB. If more time needs to be dedicated to them they can carry forward to the next meeting as agenda items.
- 3.4** CG asked about HFi documents? GG agreed that papers should be sent out on time and if HFi papers are not ready they can be in the room for people to read at the meeting.

Item 4 – Forum Code of Conduct

- 4.1** GG Introduced item. EB asked whether, 'All members should be familiar' with code of conduct is strong enough? GG confirmed that the Forum agreed the code of conduct and don't want any changes.
- 4.2** EB asked what point 11, 'After due process' means? It could be deleted and the meaning wouldn't change. GG confirmed that this is explained earlier in the document and no changes were needed.
- 4.3** GG asked the Forum to ratify the Terms of Reference and Code of Conduct. Both were unanimously ratified with the agreed change to the TOR.

Item 5 – Performance Summary Update

5.1 TI introduced item. No questions

Item 6 – Works Team Update

6.1 TI introduced item. No questions

Item 7 – Leaseholder Issues

- 7.1** EB introduced item and confirmed that Partners would be sending out the Leasehold handbook in next couple of weeks. It will include a Leasehold survey about satisfaction. If the Forum speaks to any Leaseholders please can they encourage them to return the survey.
- 7.2** RB stated that his property was renovated last year and is in a mixed block. The work was done very well. The leaseholder in the top flat commented on how professional the works were. SB confirmed that the leaseholder next door is very happy with the work to their roof
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Item 8 – Residents Forum Open Afternoon

- 8.1** MD introduced the item and asked for the Forum's help. The Forum is planning an open event in June, between 12-3. SB asked for it to be at the end of June. The Forum agreed 19 June 2009
- 8.2** LC stated that it should be half way between R1 and R2. GG stated that it needs to be on a bus route. SL suggested the Resource centre next to Waitrose. RM suggested the Almorah centre. GG asked the Forum to let her know if they think of anywhere. **(Action Point EA to find out information about the NCH venue)**
- 8.3** MD confirmed that a representative from Islington Disability Action will be attending.
- 8.4** SB, MD, LC, CM confirmed that they will attend
- 8.5** EB stated that if the Forum want Partners to help with publicity then June may be too early. GG confirmed that they will publicise the event themselves in doctors surgeries, door drops etc.
- 8.6** TI asked if the new members can be informed. GG confirmed that they can.
- 8.7** MD stated that the Forum needs other suggestions for events. **(AP all Forum members to email Murial with ideas before the next meeting)**

Item 9 – Any other business

- 9.1** SL stated that the next agenda needs to be flexible because we will need to elect chair.
- 9.2** MA confirmed that if there are any future problems with taxi's he will resign. GG confirmed that if anyone has to go because of work etc just let us know before beginning of meeting, this is voluntary.
- 9.3** GG and MD stated that they had sent a letter to Gordon Brown regarding the Forum. They showed the Forum the letter that they received back.
- 9.4** CM stated that her kitchen drawer is not acceptable. To illustrate this CM brought her draw to the meeting. She demonstrated that you can't fit her cutlery tray in it. CM said that this is not only an issue with her kitchen. She stated that the kitchen is poorly designed and wastes space. GG stated that Partners were supposed to have sorted this out. CG confirmed that if you have something better than the replacement you can refuse to have the new kitchen.
- 9.5** Items for next agenda:
- Kitchen space
 - Scaffolding/Voids/Windows
 - Late taxi's
 - Update from HM about enforcement of tenancy conditions
 - Sean McLaughlin Q+A regarding tenant compacts

Additional agenda items

- 10.1** TI introduced additional items. The nominations have been received for new forum but 3 of the 17 were received after the deadline. The Forum were asked to decide whether they should be included as if they had submitted time or should they have to attend first meeting and be co-opted into group at next meeting. GG confirmed that the purpose of the TOR is to stop this. GG asked the Forum to vote and the result was unanimous that the applicants cannot join the Forum initially and have to attend the first meeting as observers.
- 10.2** EB wanted to draw the Forum's attention to the HFI reports. Page 1 is review of tenant compact summary. This covers all Islington tenants and it is advised that the Forum read and contact Partners if they have any questions. Page 9 includes options for supporting residents associations.
- 10.3** CG stated that the tenant compact summary is very detailed. The compact negotiating committee amended it and came to a decision meeting where HFI collapsed the group. There was one further meeting where all changes were rejected. CG suggests the Forum should reject report and ask that proper compact negotiating

committees are reinstated. GG added that we should try July to get council rep to come to our meeting. **(Action Point EB to pass on request for Sean McLaughlin to attend next meeting and all Forum members supply questions for him)**

The meeting closed at 8.35pm