

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

Minutes of the Residents Forum

Held at 6.35pm on Thursday 18 March 2010

At Islington Town Hall



Present:

Forum members:

Susanne Lamido (Chair)
Richard Best (Vice Chair)
Chris Graham
Michael Adedeji
Rose Marie McDonald
Suzanne Bryant
Shirley Bryant
Richard Bunting
Saeed Abdulrahim
Muriel Duncan
Tim Clarke

Homes for Islington:

Stephen Kirrage
Ivan Willis

Partners:

Peter Newbold – Housing Management
Ed Butler – Quality Team
Tom Irvine – Quality Team
Ami-Anne Spring – Quality Team
Casey McCann – Repairs Team
John Venning – Asset Management

Observers:

Donal Rush	Vanessa Rossi
Gary Cutting	Vera Sabeva
Thomas Cooper	Didier Fourny
Mary Katiyo	Colett Mongey - LH
Michael Darton	Khalid Waheed
Susan Haskins – LH	Oriel Hutchinson

Apologies:

Georgina Galliers
Chris Matthews
Liz Voss
Chris Cavendish resigned

1. Apologies, welcome, introductions

N/A

2. Notice of any other business

N/A

3. Minutes and Matters Arising

3.1 Minute 2.11 – Susan Haskins works - SL advised that there have been developments in this case and that it is ongoing.

3.2 Minute 2.14 – Lifecycle Meeting - SL advised that she and RB have still not attended a Lifecycle meeting yet, so this item is still on the agenda

JV /
SL

3.3 Minute 2.16 – Lisa Crowley withdrawing from Forum - SL advised that she does not accept this point.
EB advised that due to confidentiality and privacy it was not appropriate to amend this point.
SL advised that she would get Lisa to confirm this.

SL

3.4 Minute 5.3 – Communication problems and complaints system - SL advised that this is a burning issue and is still on the agenda.

TI

3.5 Minute 5.9 – FFT Completion certificates - SL advised that she is still not happy with the answer and wants to know if FFT have ladders.
EB confirmed that FFT have ladders.

JV confirmed that FFT have a contract to certify the completion of works. JV advised that he is happy to investigate examples of this not being the case.

3.7 Minute 6.1 – Works Team safety harnesses - JV confirmed to CG that there are very clear guidelines regarding working at height. If there are no guard rails on the roof in question, then a harness is required.

3.8 Minute 6.1 – Works Team CRB checks - TI confirmed that legislation on CRB checks has changed and that the Works Team are currently considering it and will provide an update the Forum at the next meeting.

LV

4. Matters Arising

4.1 SL would like information on United house/Partners compliance with the Planning (Listed Buildings and Conservation Areas) Act 1990

Questions, is there a record for each property, fees paid and a specialist Inspection after the works. Are residents given a certificate?

EB

4.2 CG would like to know if appropriate building regulations are being sought before works are carried out?

JV

4.3 SL would like to know if structural surveys are carried prior to works taking place?

LV

5. Chairs Report

5.1 Item 1 – Boundary walls and gates (HFI Monitoring Team) - EA advised there is an error in the Chairs report 1.111. The intention to keep residents informed on a 6 months basis has to be referred to Housing Management to deal with because PFI walls are referred by Partners to HFI but it may be a resources constraint and she will get back to SL.

IW confirmed that Round 2 rear walls are the responsibility of HFI and that although Eileen will endeavour to look in to this, resources are very limited and we are living in a time of financial constraint.

5.2 Item 3 – Forum meetings being open to the public - EB advised that Partners have always wanted Forum Meetings to be proactive and that their current stance is that meetings should only be open to Partners tenants and leaseholders, as well as Partners and HFI staff.

SL asked Forum Members to vote on whether meetings should be open to the public:

Vote – All in favour of open meetings, however any observers must observe only and not interrupt meetings.

5.3 Item 5 – Grant - Forum agreed that SL should go ahead to do what is necessary to set up a bank account for the forum.

6. Tenancy conditions enforcement update from Housing Management Team

6.1 PN ran through the paper and updated the Forum on the progress of the action plan, since he attended the July 2009 Forum Meeting.

6.2 Forum Members discussed final enforcement of Tenancy Conditions. PN advised that the ultimate sanction is eviction and that a County Court Judge is the only person who can make this decision.

6.3 RM suggested that if anyone in the room has an individual complaint then they should give the details to SL. SL said she would take this forward.

SL

7. Homes for Islington consultative panel papers

- 7.1 SK ran through paper and asked Forum Members if they had any questions.
- 7.2 Item 2 – Consultative Panel meeting dates and venues - SL advised that the Forum are happy that their meetings will take place on the 3rd Thursday of every other month at the Town Hall. SL also advised that the Forum would like to be kept informed and that they will only accept changes in date if they are notified well in advance.
- 7.3 SL asked SK to find out if tenancy checks are carried out on the suitability of an individual living in a particular property. SK agreed to check this and feedback to the Forum. SK
- 7.4 MD asked SK if the length of time you can be a resident for has been increased, and if so what to. SK agreed to check this and feedback to the Forum. SK
- 7.5 CG asked to see a copy of the existing Allocations Policy / Scheme. EB / PN

8. Draft Residents Forum forward plan May 2010 – May 2011

- 8.1 The Forum agreed the plan in principle, with no insertions at present.

Extra Agenda Item

Repairs

EB asked if the Forum had any question for Casey McCann from the Repairs Team?

No questions

EB asked for the Forum's opinion on the idea of the Repairs Team holding surgeries?

After discussion the Forum agreed to the idea in principle, on a trial basis for 6 months. The Forum also suggested that the Repairs Team look at Council surgery venues, and that they should be widely publicised in local newspapers and Neighbourhood offices.

9. Draft Partners Annual Service Plan 2010 – 2011

- 9.1 EB introduced item and asked Forum if they had any questions or comments.
- 9.2 SL advised that she would like a link to the Residents Forum section on Partners website, on the homepage. She would also like Forum Members photographs to be added. TI

9.3 Forum Members had no objections to having their photograph put on the website, but Richard Best would like to be notified in advance of it being taken.
EB advised that the Forum would need permission from Georgina Galliers.

TI

9.4 CG advised that item 2, number 7, (Give void standard out at viewing and / or with offer letter) is a broad point and asked if this is summarised anywhere in policy documents?
EB advised that Partners have checklists but that they are not public documents.

9.5 SL advised that this is accepted in principle.

10. Draft Partners Equality and Diversity Plan 2010 - 2011

10.1 EB introduced item and asked the Forum if they had any questions / comments.

10.2 SL asked EB for a full explanation of Partnership agencies.
EB advised that this will be added to the plan

EB

10.3 SL advised that this is accepted in principle.

At this point SL swapped the order of items 11 and 12 on the agenda

11. Any other Business

11.1 CG introduced paper on Tenants services authority (TSA) 'The regulatory framework for social housing in England from April 2010'

11.2 He explained that as a result of the new regulations affecting all social housing both himself & SL attended two courses at Trafford Hall Resident-Led Regulations & An Inspector Calls - Tenant Inspectors

He outlined the idea is that there are to be teams of resident inspectors and a scrutiny team working independently with support from Partners.

SL explained that HFI/Council have since advise that it is hoped that there will be a uniform plan across all Islington's social housing management organisations

SL also informed the forum that the TSA & Audit commission complimented the forum set up as a base to start the new arrangement when they come into effect.

11.3 The Forum agreed on the following 3 proposals in principle:

1. The Forum sets about incorporating the functions of regulation, inspection and auditing of processes and procedures, building on its 'existing structure'
2. For this purpose tenant (including leaseholders) Forum members meet mid cycle and well before the May Forum
3. In the meantime we familiarise ourselves with the 'Framework'. Currently it can be downloaded from 'publications' at www.tenantservicesauthority.org. On behalf of the Forum we are requesting Partners to obtain hardcopies for Forum members

- 11.4 CG asked Partners to source hard copies of the TSA's new regulatory framework. AS
- 11.5 SL encouraged other Forum members to look at other courses because the knowledge gained was invaluable.
- 11.6 Forum Members agreed that they were all interested in becoming Tenant Inspectors and in the meantime will help Martin Church with inspections along with SL.
- 11.7 All agreed that Forum Members should have identification cards. AS / KD
- 11.8 RM proposed that SL is given a mobile telephone to use for Forum purposes. EB

12. Works Team update

- 12.1 TI introduced paper in LV's absence and asked the Forum if they had any questions.
- 12.2 SB advised that she would like LV to contact her. AS / LV
- 12.3 SA would like to know why the Works Team install mixer taps in bathrooms but not in kitchens. LV

The meeting closed at 8.30pm

Minutes Agreed

Signed...(Chair).....

Date.....

