

Homes for Islington Tenant Management Forum

Minutes of meeting held on 17th March 2008 at Miranda TMO

Present:	Richard Smith (RS)	Halfmoon Co-op TMO (Chair)
	Tony Fernandes (TF)	Redbrick & Quaker Court
	Bernie Tibbs (BT)	Arch Elm
	L Constantinou (LC)	Brooke Park
	Alex Scorgie (AS)	Bemerton
	Paul Shepherd (PS)	Bemerton
	Tim Bleach (JB)	Elthorne 1 st
	Vic Fellah (VF)	Miranda
	Jean Bugg (JB)	Miranda
	Pat Brock (PB)	Miranda
	Thomas Cooper (TC)	Spa Green
	G.Fereday (GF)	Seaview Co-op
	C.Jennings (CJ)	Seaview Co-op
	M.Nicolau (MN)	Hornsey Lane EMB
	Ray Yates (RY)	Gambier
	David Rose (DR)	Gambier
	Tom Kane (TK)	Taverner & Peckett

HFI Officers

Simon Kwong (SK)	Head of Performance & Service Development
Anthony Jonas (AJ)	Performance Manager
Stacey Wright (SW)	Tenant Management Team (Minutes)
Trish Hayes (TH)	Tenant Management Team

Items	Issues	Actions
1. 1.1	Apologies for absence Jenny Goble (Wenlake), Margaret Kennedy (Charteris), Kerrian Bennet (Brunswick), Lorraine Welland (Elthorne 1st)	
2 2.1	Accuracy of minutes of 24/1/08 <ul style="list-style-type: none"> • Ray Yates and Bernie Tibbs was missing from the apologies list • In 1.1 Bemerton was spelt wrong <p>The minutes of the last meeting 24th January 2008 were agreed to be a true record. LC proposed and BT seconded.</p>	
2.1.1	Matters arising from minutes of 24/1/08 <ul style="list-style-type: none"> • No matters arising 	
3. 3.1	Report back from TMO representative on HFI's CSSB and issues for the next CSSB TK – Queried why the employment KLOE was tabled at the CSSB and not agreed at TMF. AJ pointed out the minuted discussion at the previous meeting in item 5 and the deadline for feedback from TMO/Cs.	

<p>4.</p> <p>4.1</p> <p>4.2</p>	<p>Terms of Reference of the TMF</p> <p>AJ introduced paper and asked panel for feedback. Main points were:</p> <ul style="list-style-type: none"> ▪ TMO committees would elect 4 representatives to the TMF ▪ TMF to be held 4 times a year ▪ TMF will not be a Council consultative panel ▪ Phasing in period with elected TMO representatives to start in October ▪ Managers meetings to be held every 3 months <p>Comments as follows: RY – Concerned that TMO committee representatives would not be able to handle complex issues without their manager’s advice. AS – TMOs should have been involved in writing of terms of reference. AJ said TMOs were invited at a previous TMF to form a working group but there were no volunteers. The management agreement says that the Council decides the terms of reference and the Council had delegated its functions to HFI. AS – HFI could attend committee meetings instead of holding TMF. AJ said that would not be viable with 25 TMO/Cs. LC – Unfair to ask women or elderly to travel to TMF at night. TK – HFI board should meet direct with TMO/C boards TK – TMF should include elected members and meet with HFI & LBI officers. SK will put proposal to LBI. SK offered to visit each TMO/C in a rolling programme if invited.</p>	
<p>5.</p> <p>5.1</p> <p>5.2</p> <p>5.3</p>	<p>Proposals for Monitoring TMO/Cs</p> <p>AS introduced the TMO/C’s proposal for monitoring. A paper had been sent to HFI a few hours earlier. AJ thanked organisations for working on this and proposed a meeting to move forward with this.</p> <p>Working party volunteers: Richard Smith Lorraine Constantinou Alex Scorgie Pat Brock David Rose</p> <p>Date to be agreed shortly for first meeting.</p>	<p>AJ</p>
<p>6.</p>	<p>Managers Report AJ highlighted issues from Managers report. Feedback from panel on items as listed:</p> <p>HFI responsibilities AS – Exercise should have been carried out jointly with TMO/Cs AJ – Exercise was to ensure that HFI fulfils its obligations in the management agreement and had been done in response to requests from TMOs and therefore involvement of TMOs wasn’t appropriate.</p> <p>Caretaking standards AS – He was not confident that TMO estates are being scored against the same criteria as directly managed estates. SK – Quality Monitoring Officers monitor to a clear set of criteria on all estates. QMOs are in a different division within HFI from area offices and there is fierce competition between area offices.</p>	<p>RS/PS</p>

	<p>RJ – LBI should monitor HFI LC – QMO should invite TMO Manager on inspection AS – asked if this could be discussed at a future meeting.</p> <p>Voids AJ suggested this to be discussed further at a managers meeting and for organisations to consider taking the option of all or no voids.</p> <p>Out of Hours Monitoring AJ - Results of monitoring were disappointing. Individual results will be sent to each TMO shortly.</p> <p>Sharing Personal Information AJ proposed a working group to progress the protocol for the sharing of personal information. Volunteers were: Tom Kane Richard Smith Tim Bleach David Rose</p> <p>Complaints Training – 29th March RS urged organisations to attend this event as feels staff and committee would benefit from this training.</p> <p>Training AJ said would be helpful for TMOs to develop a training plan and Tenant Management Team could provide help.</p> <p>Managers’ Briefings Agreed that the first briefing would be on responsive repairs in May. HFI will propose date and items for agenda.</p> <p>New Tenant Management Officer AJ introduced Trish Hayes to the meeting</p>	<p>SW</p> <p>TH</p> <p>AJ</p>
7.	<p>Open Forum on TMO/C liaison issues</p> <p>RJ – Expressed concerns that residents who have dogs living in blocks where there are lifts could be a danger to other residents, when travelling in lift . TK – Concern that a CDM risk assessment may not be carried out when several contractors are in the same property. RJ & DR – Complained that the major works contractors have been allocated 18 permits to park on the estate whilst the TMO has been refused a parking bay for its contractors. BT – Complained that area staff have been allocated many bays on the Elthorne Estate. TK – Suggested TMO/Cs paint their own bays TK – Would like RS (Chair) to write to CSSB board re Employment KLOE. TK to speak further with RS.</p>	<p>SW</p> <p>TK</p>
8.	<p>Consultative Panel Reports SK briefly went through the relevant papers. There were no comments from the meeting.</p>	

9.	Other business None	
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