

Upper St North Area Housing Panel
23/7/09 – Durham Road Community Rooms

1.1	<p>Voting Panel Members Tony Brown – Bennett Court TRA– Chair (in absence of Tracey Owen) Brian Blackater – Stephens Ink TRA Margaret Kelly - Charteris Co-Op Paul Delappe - Six Acres TRA Paul George - Clifton Haden TRA</p>	
1.2	<p>Councillors Cllr O’Sullivan</p>	
1.3	<p>Observers Esmerelda de Morais- Charteris Co-Op</p>	
1.4	<p>Staff Doug Goldring – Director of Operations Pritpal Chhoker – Area Housing Manager Winston Morris – Estate Services Manager Mandy Miller – Tenancy Services Manager Siobhan O’Donnell – Out of Hours Antisocial team Conrad Giwa – Project Officer Virginia Curzon – Special Projects Manager Chris Donovan - CSDO</p>	
1.5	<p>Guest Speaker Jonathan Gibb – LBI Strategic Planning and Regeneration</p>	
1.6	<p>Apologies Vaudeville Court TRA Hood Court TRA Tawney Court TRA Blackstock TMO Andover TRA</p> <p>Theresa Coyle Director and Andover Community Centre Manager Des Smith – Director and Clifton Haden</p>	
2	<p>Questions arising from previous panel No comments</p>	
3	<p>Mins of Last meeting</p>	

	P6 PD There are no caretaker facilities on Six Acres	
	DG Facilities will be provided where appropriate – there is capital money available	
4	Additions to AOB None	
5	Jonathan Gibb - LBI Strategic Planning and Regeneration	
5.1	The strategic plan is an attempt to plan for the expected increase in population, jobs and homes over next ten years. Projected growth is 25,000 people, 1000 homes and 30,000 jobs each year.	
5.2	The plan will be implemented from 2010.	
5.3	Finsbury Park and Nags Head will be designated as major shopping/entertainment hubs	
5.4	Holloway Road will be improved, with better cross-access	
5.5	Highbury and Islington Station area is also designated for major improvements.	
5.6	Throughout the borough the themes of heritage and urban design, sustainability and climate change, employment, and open space, play and sport will be examined.	
	TB These are all very general – the borough is already widely diverse – difficult to see how this would be increased.	
5.7	Holloway Road is a very busy route – improving (i.e. widening) pavements will necessarily narrow road and worsen traffic	
	JG Plan thinks more about improving cross access	
5.8	TB What funding is Arsenal putting into improving H&I station?	
	JG This is being negotiated	
5.9	PD How much is being spent on drawing up these plans?	
	JG We have a statutory obligation to draw them up and a level of funding is made available by central govt.	
5.10	BB Holloway Road is very variable, parts are reasonable amenity but others are shabby and run down – would it not make sense to provide shop keepers with improvement grants?	
	JG This is contained in plan.	

5.11	<p>BB There will be a lot of new student accommodation open soon and there is very little in the area to interest of engage them</p> <p>JG This is also being taken into account.</p>	
5.12	Any further contributions can be sent in to address on back of leaflet.	
6	<p>Feedback from Panels</p> <p>For info only</p>	
7a	<p>Climate Change Briefing</p> <p>This is a summary of sustainability items</p>	
7.a1	The Borough has attracted substantial new money from the London Mayor's fund.	
7.a2	<p>Cavity wall and loft insulation</p> <p>one of the simplest and most efficient energy savers</p>	
7.a3	<p>Boiler replacement</p> <p>More efficient boilers are being installed</p>	
7.a4	<p>Communal boilers</p> <p>No incentive to residents to save energy – works being planned to meter heating and hot water used.</p>	
7.a5	<p>LED schemes (=Light Emitting Diodes)</p> <p>These low energy lights are being installed in communal areas</p>	
7.a6	<p>Double Glazing</p> <p>A reduced programme continues on selected estates</p>	
7.a7	<p>Wind Turbines</p> <p>One installed on housing block at Kestrel House, Not working at moment and spare parts a problem. Long pay back term – approx 10yrs assessment is that at present other technologies give better ways of reducing environmental impact.</p>	
7.a.8	Para 4.1.4 No extra funds available so works will only be done up to value of grant	
7.a.9	<p>Cllr O'S Does this work include lightning rods</p> <p>DG No</p>	
7.a10	Cllr O'S Welcomes paper and that HFI have been quick to get on board. Panel concurred.	

7.a11	Repairs and Maintenance Re-procurement	
7.a12	Current contract ends 31 st Oct 2010	
7.a13	HFI want to ensure that new one meets people's expectations and is consulting widely.	
	Payable Repairs	
7.a14	Currently there is a booklet identifying which repairs are landlord's responsibilities and which tenants – for example we do not assist with lock changes if an able tenant loses keys. Question is should we offer this service and charge? Should we offer repair service to leaseholders and charge? Should such a service be non-profit-making? TB Thinks it would be good idea – there would be a guarantee of price and quality and a come back which does not always exist with private builders.	
7.a15	MK How do discretionary repairs fit in? DG This is a different scheme to support disabled or vulnerable people – but could be expanded to form the template.	
7.a16	Response Times This is an attempt to simplify the contracted response times	
7.a17	Cllr O'S Would be helpful to know which type of repair fits into which category	
7.a18	Is there any mechanism to stop 'card and run'? DG Current system is that if an operative attends and finds no-one at home they should telephone base who will then call resident to confirm	
7.a19	Cllr O'S Could workmen telephone to say they are on the way? DG We currently encourage this and could put it new contract.	
7.a20	PDR What about 100% post inspection? DG This would be prohibitively expensive – currently do 10% + all jobs over £5,000 – this is industry standard.	
7.a21	Cllr O'S Is there an analysis of repairs by property? DG Yes and HFI recharge for wilful damage or carelessness	

7.a22	BB Emergency repairs – had a sewage back surge which took 6 hours	
7.a23	DG Give details after meeting and will look into it PG What penalties are built in for missed appointments DG Worked out on a percentage of appointments.	CD
7.a24	Quality Upgrades DG This is proposal to allow residents to opt for better quality fittings and pay excess. Meeting felt this was a good idea	
7.a25	There was a discussion about insurance, what was covered and by whom CD Suggested this be put forward as an article for resident's newsletter	CD
7.a26	DG Consultation will be open for a while and contact details are in paper for any further comments or suggestions	
7.b.1	Supporting TRAs Paper is a summary of current position – HFI want to find out what support TRAs want.	
7.b.2	PC Drew attention to offer of estate walk about with Area Housing Manager – is happy to either do this as one of the accompanied estate services inspections currently programmed or as a separate meeting as TRAs choose.	
7.b.3	DG The Credit Union is looking into offering TRA bank accounts after the Oct 09 changes in legislation.	
7.b.4	Drew attention to the Islington's Got Talent competitions being organised	
8a	Complaints Report Complaints are up on 08/09. Repairs complaints significantly up. 20% of complaints are now received electronically.	
8.b.	Capital Programme and Minor Budgets	
8.b.1	BB Nothing back from Kiers about sleeping policemen on Stephens Ink PD If a project is agreed for funding by panel but refused planning	CG

	<p>permission what happens?</p> <p>CG We attempt to re-design to take account of planning committee's objections. If this is not possible we would report back to panel.</p>	
8.b.2	<p>TB Have new doors to Bennett Court been costed</p> <p>CG No – this was a new item – will check back.</p>	CG
8.b.3	<p>BB Stephens Ink – has it been put forward</p> <p>CG Will check.</p>	CG
8.c	<p>HFI Consultative Panel Update Noted</p>	
8.d	<p>Forward Plan Noted</p>	
9	<p>Local Papers Noted</p>	
10	<p>AOB None</p>	
11	<p>Date of next meeting 6:30 pm Thursday Sept 24th, Andover Community Centre</p>	