

Upper Street Area North Panel

17/9/08

<p>Present</p>	<p>Panel members</p> <p>TRA reps Robert Burbidge – Six Acres TRA and chair Tracey Owen – Clifton and Haden TRA and vice chair Phil Stevens – Jack Walker/Beechcroft TRA Richard Schunemann – Andover TRA Fabiana Bellobono</p> <p>Cllrs and ex-officio members Cllr Sidnell Cllr Greening</p> <p>Guests</p> <p>Theresa Coyle – centre manager and HFI resident director Jessie White – HFI resident Director Desmond Smith – resident Director and Clifton Ct resident</p> <p>Staff Peter Taunton – Director, property services Mandy Miller – Upper St tenancy services manager Jenny Greenfield – Project team manager Chris Donovan – CSDO</p>	
<p>Apologies</p>		
<p>Mins of previous meeting</p>	<p>Dog signs</p> <p>Cllr S has not seen many notices in the area. RB states notices went up on Six Acres but have been removed, whether by HFI or vandals is unknown</p> <p>RS wants large signs put up on Andover, current ones too small. Also requested ASB patrols for Andover</p> <p>RS states that dog nuisance on Andover has recently cost in excess of £200,000. A resident with two dogs has killed twelve 40yr old trees – this information does not appear to have been passed on to ASB, estate services, management etc. Pritpal Chhoker had telephoned him to say that Andover TRA should apply for Tenants Compact funding for replacement trees</p> <p>DS Clifton Court is having problems with dangerous breed dogs being</p>	<p>PR</p> <p>PR MM</p>

	<p>trained to pull on tree branches to strengthen jaws.</p> <p>RS Hours worked by ASB team (4pm – 1am) are not the best to catch dog owners encouraging this sort of damage</p> <p>TC Andover have 7 caretakers, and 8 estate service/ASB officers whose job it I to report such damage – why has this not been done Suggested panel demand report into what reports were made and when and what action was taken.</p> <p>Panel concurred</p> <p>MM Pritpal Chhoker has done walk about with Andover TRA to see damage, he has requested information about how trees can be saved – in some cases it is probable that a sealer over damage will limit effects.</p> <p>TC Wants to know why estate services have not picked up damage before this</p> <p>MM Cannot give immediate answer – will be covered in report panel have requested.</p> <p>PS How does HFI expect to manage with only 10 ASB officers – he headed up a team of 30 in Brighton, an area with an equivalent number of council properties. If one only puts very limited resources into solving a problem then one can only expect limited success.</p> <p>TC Wants an update</p> <p>MM A report will be prepared as requested by panel</p> <p>Cllr S Suggests that panel have dog nuisance put on agenda for next panel</p> <p>RS Residents know the identity of the culprit and would be prepared to pass on the information</p> <p>JW No-one from this panel sits on the estate services panel – would suggest this is one way of making local voices heard and getting results</p> <p>CD Governance team have asked for 2 members to be elected.</p> <p>Tracey Owen, Richard Scunneman and Fabiona Bellobono expressed interest</p> <p>FB New dog policy can backfire. On Hood Court a child with a puppy now has to play in street rather than in secure communal garden – this has caused a considerable breakdown in community spirit with</p>	<p>PR</p> <p>MM</p> <p>CD</p> <p>MM</p> <p>CD</p>
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	<p>residents split between dog lovers and cat lovers – she would like advice from HFI on how to negotiate between them.</p> <p>One couple received a letter about their dog and are very annoyed.</p> <p>CD suggested ASB team contact FB – there may be room for negotiation with one area of communal garden dog free and one with dogs allowed</p> <p>A discussion ensued about the dangers inherent in dog faeces and the possibility and practicality or otherwise of training children not to play with it.</p> <p>Estate inspections</p> <p>TO reminded staff that she had requested a copy of the quality assurance inspection checklist but has not received it.</p> <p>Cllr S asked where report on the inspection regime was</p> <p>CD stated he had the first stage in draft form and that it was with senior officers to verify and would then be circulated. Explained that it was planned to take it in three stages, the first is a statement from the office of what current regime is supposed to be, the second a consultation with TRAs about whether it happens properly and how any shortfalls can be corrected and the third a joint discussion and proposals over how the regime could be improved</p> <p>Cllr S for a copy of draft</p> <p>CD was happy to go over it with the Cllr for comments but as draft had not been verified was reluctant to give out copies.</p> <p>TC stated that panel should be consulted about all stages, including then first, what the office thought should be happening at the moment.</p> <p>CD promised to remind senior officers that first stage was overdue.</p> <p>AOB – Tenants Compact</p> <p>TC wished to know why Tenants compact was not on agenda</p> <p>JG pointed out that it was, as an update on current programmes.</p> <p>TC stated that since no notice had been given of impending vote on new projects to use underspend it would be wrong to take such a vote</p> <p>JG agreed and pointed such a vote was not intended. The underspend will be quantified and suggestions requested, probably from next panel.</p>	<p>MM</p> <p>PR</p> <p>PC/P R</p> <p>CD</p>
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	<p>AOB – Adam Borrie’s promises</p> <p>RS Has the strategy review been finished, what are the conclusions, what are the new key performance indicators.</p> <p>P4</p> <p>Correction – at present LBI receives more in government support than they pay in from rents – this is not the case for all councils</p> <p>P6</p> <p>PS Could the problem of tenants not being at home for appointments not be mitigated by shortening the appointment slots – it is not practical for many people to be in for a whole morning or afternoon – school runs etc. If the time slot was a two hour one it would be more manageable. If worker was over-running a simple telephone call would be easy to organise.</p> <p>P5</p> <p>A discussion was held about the validity of TRAs representing residents views, other ways of gaining information about residents views, the support HFI offer TRAs and methods of representing residents who had no TRA</p> <p>FB felt there was a lack of information which TRA committees needed to support their members – requested that printed copies of the conditions of tenancy be sent to all chairs for reference</p> <p>P5</p> <p>DS suggested more use was made of internet to consult TRAs</p> <p>Cllr S Still a lot of people who want one to one contact and don’t use IT</p> <p>CD asked that where possible TRAs gave telephone numbers for officers and preferably an email address. He mentioned that any RA which wanted an email address in the form TRAname@islington.org.uk should contact him.</p> <p>FB HFI needs to look at a whole range of ways to contact TRAs and to take residents opinions and concerns</p> <p>DS There appears to be a great deal of indifference – most residents do not attend TRA meetings</p> <p>FB TRAs need much more support from HFI</p>	<p>PT</p> <p>PT</p> <p>CD</p>
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	<p>4) More use needs to be made of wind power – Islington’s position scarp makes it ideal – blocks like Haden could have generators to power lifts and lights. When £3m kitty is replenished can this be done?</p> <p>5) More publicity for successful schemes – 1st green roof at Fyfield and no-one has mentioned it.</p> <p>6) Can HFI encourage staff to use bikes</p> <p>JG There is a pilot wind-power project at Kestrel House. If it takes off (<i>sic</i>) more will be considered when grants become available.</p> <p>RS When will evaluation take place</p> <p>JG It is a two year pilot</p> <p>FB Installing thermostatic valves on radiators would help save energy at a minimal cost.</p> <p>JG When new boilers are fitted then thermostatic valves are being fitted.</p> <p>PS Although thermostatic valves are fitted they are only in bedrooms</p> <p>JG will take details and check</p> <p>FB Digital thermostats are easier to be accurate, turning down those crucial few degrees, than clock style ones.</p> <p>Can solar energy be used to power estate lighting</p> <p>Recycling – refunds on drink bottles and cans would turn street drinkers from litter bugs to avid recyclers – it used to be done – can HFI/LBI influence</p> <p>Cllr S How likely is it that we will hit the 15% target within the 18 month deadline</p> <p>PT Currently on target for 12% and are looking for some more quick wins to try and make 15%</p> <p>Cllr S Are Partners working to same targets</p> <p>PT Believes Partners could do more</p> <p>Cllr S Suggests that panel request a report on progress and prognostication</p> <p>Panel concurred</p>	<p>PT on all suggestions</p> <p>PT</p>
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	<p>DS Communal heating is often wasteful – people regulate it by opening windows.</p> <p>PT This is offset by the fact that communal boilers are more efficient. Heat meters have been fitted at Aubert Court, the only communally heated block in the area.</p> <p>PS One must be realistic – residents must take responsibility for their energy use and saving as well as expecting HFI to take action.</p> <p>FB Some energy saving measures are very expensive to install – HFI may not be able to install themselves but act as an advisory agent to help publicise the grants which are available and to help residents apply for them.</p> <p>PT Panel might wish to invite Mike Rees to come and explain some of the benefits available from alternative and renewable energy which are currently practical.</p> <p>RS Can HFI encourage LBI not to ban its residents from accessing available funds</p> <p>PT Will investigate and get back on that.</p> <p>Item 2 Items considered at board and sub-boards –info paper</p> <p>Noted</p> <p>Item 3 HFI Consultative Panel Update – info paper</p> <p>RS on p9 – a focus group should be used to produce survey questions, otherwise HFI will get the answers they want by angling the questions</p> <p>PT We use a standard set of questions to allow comparability</p> <p>RS Issues change with time</p> <p>PT STATUS is a national survey – if we change our questions the results will not be directly comparable with other participants</p> <p>P11 it was noted that the dates were wrong</p> <p>Item 4 Capital programming - JG to introduce and take questions</p> <p>Cllr S questioned whether it was correct that contract 33a had started</p> <p>JG Figures for contract 35 arrived in the last 24 hours – the underpinning is not going to be as expensive as feared.</p>	<p>CD</p> <p>PT</p>
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	<p>RS Can Andover TRA and residents be consulted about Dowcra House</p> <p>P86 Communal digital TV – please take into account aesthetics of installations and consult residents.</p> <p>TO It is too late for that on Clifton/Haden.</p> <p>Cllr S Will be walking the estate with officers concerned to point out problems</p> <p>Concerns have been raised about the attitude of the installation staff.</p> <p>Concerns have also been raised about the quality of picture which is obtained – on Clifton/Haden several people have reported poor quality. Some installations do not have access to full range of channels.</p> <p>FB Can there be feedback to residents on progress of contracts.</p> <p>JG Will introduce clerk of works to TRA. There will be frequent presence of project officer.</p> <p>RS Concerned about consultation over 143 Seven Sisters Road and the possibility of using the ground floor for community use.</p> <p>RS Concern has been expressed about access to ethnic TV</p> <p>Cllr S Will introduce Martin Dennis to chairs</p> <p>RB Six Acres needs a special rack on roof to allow for feed to ethnic TV when required.</p> <p>Cllr S Will look into it</p>	<p>JG</p> <p>JG</p> <p>JG</p> <p>JG</p> <p>JG</p>
AOB	<p>Print out of some of the charts in local report poor.</p> <p>CD They are a cut and paste from a public domain format document (PDF). Has asked for original excel spreadsheet to be made available in future to overcome quality issue</p> <p>RS Would like Pritpal Chhoker to supply details of the cost of extra staff brought in to prepare for yesterdays visit to the Andover by LBI chief exec. We would also like an explanation of why the TRA were not informed or invited.</p> <p>PS Concerned there is no performance indicator to show how long it takes to obtain an eviction after court order has been given</p>	<p>CD</p> <p>PC</p>

