

	<u>Upper Street South Area Housing Panel Meeting</u> 21st January 2010	
	<p>Present: Lorna Reid – Highbury Estate TRA (LR/Chair) Carol Johnson – Burder Close TRA (CJ) Alf Digby – Western Isles TRA (ED) Councillor Anna Berent - L.B.I (AB) Maura Lea – 1 in 1000 Representative (ML) Jo Knight – Head of Service (Operations) (JK) Mandy Miller – Housing Services Manager (MM) Winston Morris – Estate Services Manager (WM) Stephen White - Community & Service Development (SW) Catherine Curzon – Special Projects Manager (CC)</p> <p>Guest: Noreen Harfield (NH)</p> <p>Apologies: Councillor Paula Belford, Jessie White, Phil Stevens & Doreen Fishlock</p>	
Item		Action
1	<p>Introductions & Apologies</p> <p>Introductions made individually by all those in attendance.</p>	
2	<p>Minutes of last meeting</p> <p>SW – Advised panel of amendment to names of those present to include Jessie White and Virginia Stephens.</p> <p>LR – Requesting an update at the next panel meeting of progress and the situation regarding the cavity wall installation works within the Upper Street Area Housing area.</p>	Louise Quarrell

	<p>Answers to panel questions</p> <p>Business Planning</p> <p>LR – Highlighted dissatisfaction with response to the question regarding timetable from the board in respect of the future of Homes for Islington and a vote for the residents in respect of the same. If this is not known it should be stated. Chair is requesting this information from Mike Sims.</p> <p>New Generation Scheme</p> <p>LR – Concerned by delay in obtaining a response to this and as whether or not question was dealt with locally or centrally which is attributed to text in column two of answers to panel questions.</p> <p>SW – Confirmed that response to question was done and dealt with centrally.</p> <p>MM – Clarified the situation in respect of this issue in regards to the support that is available to tenants and is looked into as part of tenancy sign up arrangements.</p> <p>Highbury Estate – Making good/Legacy works</p> <p>LR – Making good works were not carried out before Balfour Beatty left site. Received a response to their stage one complaint yesterday and according to the response there is no plan in regards to point two. In regards to point three, still wants to know what the legacy money amounts to. Advised panel that the communal stairways are stained and marked with ground in dirt and putty and that this is still to be cleared. Paint splashes in the communal areas have still not been cleared. Residents requested a steam clean and this has still not happened. Balfour Beatty planning to use legacy money to carry out steam cleaning. There is also reference made to liaison with the TRA which never happened. Stated that matter will be proceeding to a stage two complaint. There also appears to be no stipulation in the contract for clearing/cleaning up. The lessons that need to be learnt is that, as a landlord HFI is leaving the residents with environment which outside is worse now than what it was.</p> <p>WM – We are liaising with the Project Officer and in instances like this we would go around highlighting what needs to be made good. Informed that the TRA has been liaised with about this.</p> <p>LR – We highlighted what needed to be done and suggested the stairs would need a deep/steam clean. If we are expected to effectively pay for it with legacy money, the TRA withdraws its support for steam cleaning</p>	<p>Mike Sims</p>
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	<p>WM - Confident that legacy works money will be received.</p> <p>LR – Would like clarification as to the reasons for the differences in the response between the stage one and that contained in the panel report.</p>	<p>Project Team</p>
<p>3</p>	<p>Central Reports</p> <p><i>All central reports were introduced to panel by Jo Knight the attending Head of Service.</i></p> <p>i) Housing Revenue Account: Review of Rents, Un-Pooled Service Charges, and other Fees & Charges for 2010/2011</p> <p>JK - Highlighted main aspects of report for panel members attention including the withdrawal of section 9 and 2.2 within the recommendations.</p> <p>LR – Highlighted that section 9 in any event should only be for the comments of residents residing within the affected blocks.</p> <p>JK – Invited panel to comment in respect of the charges.</p> <p>NH – In regards to charges and caretaking, noted that during the recent period of snow that the caretaker was sweeping rather than gritting.</p> <p>LR – Highlighted that this was an LBI issue citing the lack of gritting in Highbury New Park over the same period.</p> <p>WM – Advised panel that the contractor Enterprise were supposed to grit the estate roads over the concerned period and the fact that HFI/Upper Street AHO were not happy with the service.</p> <p>LR – Suggesting that NH reports the issue she has raised to WM who can take it up with Enterprise.</p> <p>LR – Disappointed that panel are not asked to vote on proposed increases.</p> <p>ii) Amendments to LBI secure tenancy agreement</p> <p><u>Pets</u></p> <p>JK – Highlighted main aspects of report for panel member’s attention including the withdrawal to traditional pets ‘cats’.</p>	

LR – Enquired as to why this was and JK advised that it was decided that this would be very difficult, if not impossible, to monitor and enforce.

CJ – Enquired as to what will happen where, and if, a resident has several cats.

LR – Slightly concerned as to how and who will make decisions about what pets you can and cannot keep.

CJ – Would like option 2 but does not think it is enforceable as it is in the conditions of tenancy already. Would like this included in all the new tenancy agreements.

MM – Tenants are informed about the issue of keeping pets in the context of their conditions of tenancy at sign up, however, we do need to be informed when, and where, there are problems so we can take action.

Matter put to a vote of panel following a brief discussion in regards to the options.

Panel agreed, and proposed, an amalgamation of options 1 & 2.

LR – Highlighted the fact that cats should be included as there can sometimes be an issue in regards to these pets.

Panel not in favour of chairs view on cats.

Floor coverings and security grilles

JK – Highlighted main aspects of this part of the report for panel members' attention.

CJ – This is only for new tenants but what will happen when and if the new tenants want to install this type of flooring.

JK – We will not necessarily say 'No'. These are new procedures and it will depend on the circumstances.

LR – Asked panel for the preference in the context of the options.

Panel in favour of option 3

LR – Is there a duty on HFI to inspect grilles if they are agreed. Who is responsible?

WM – The Fire Brigade provide this service i.e. fire risk assessments.

	<p>CAB – Concerned about the total stripping out of void properties when the items removed are in good condition. Thinks it would be nice to give the incoming tenant the option to retain some, or all, of the items.</p> <p>MM – If HFI leave the items there, we will become responsible for them.</p> <p>CAB – You could get the tenants to sign a waiver absolving HFI of any responsibility.</p> <p>MM – Undertook to take this back.</p> <p>NH – Do HFI still send furniture to projects who can re-service it?</p> <p>WM – Will look into this with Kiers and report back.</p> <p>JK – Highlighted that the ‘additional conditions’ part of the report is linked with the recent fire in Southwark.</p> <p>CAB – Highlighted ambiguity of point 6.4 which she thinks should read ‘communal area(s)’ rather than ‘shared areas’.</p> <p>LR – Would also like the following added – ‘if you need any assistance with any of these measures you can contact.....’</p> <p>Panel agreed.</p> <p>JK – Brought to panel’s attention the timescale for the TSA in regards to this issue.</p> <p>iii) Repairs and Maintenance Re-procurement Update</p> <p>Report noted</p> <p>iv) HFI and Consultative Panel Update</p> <p>Report noted</p> <p>v) Forward Plan</p> <p>LR – Would like dates of all meetings brought to the March panel meeting where panel are asked to set the date of future meetings.</p>	<p>MM</p> <p>WM</p> <p>Simon Kwong</p> <p>Simon Kwong</p> <p>Mike Sims</p>
<p>4</p>	<p>Estate Security</p> <p>WM – All jobs are due to be completed by March 2010.</p>	

	<p>NH – Highlighted the issue of missing lead on Upper Caldly Walk.</p> <p>WM – Will look into this issue and update NH.</p> <p>CAB – Security door on Pondfield House is not working.</p> <p>WM – Will have this looked into.</p> <p>CAB – The gates to Hillfield and Larchfield House are coded or fobbed.</p> <p>WM – Will look into this and update CAB</p>	<p>WM</p> <p>WM</p> <p>WM</p>
5	<p>Tenants Compact</p> <p>CC – Under-spend at the moment is down to Cedar Court but would ask panel to await confirmation of the tender on Cedar Court before making a decision on the under-spend. Meeting on the 04th February is at Highbury House and would like to know the order in which panel would like the schemes presented.</p> <p>LR – Would like the tenant led bids first and officers bids after. Order should be, by tenant, by cost and then by estate, alphabetically. That way panel can get a picture as a whole of what is happening.</p> <p>WM - Would panel like officers at the meeting in regards to their schemes.</p> <p>LR – That would be good.</p>	
6	<p>Local Reports</p> <p>MM – Invited questions from panel in regards to the contents of the reports.</p> <p>LR – ‘Walkabouts’ – a series of dates seem to be set and received by residents representatives in regards to these. To improve participation would like to see residents asked for dates.</p> <p>WM – As a result of the volume of walkabouts/inspections required to be undertaken we do set these in advance. Presently QAO’s will ring representatives about two weeks prior to the walkabout/inspection to check availability and in case the walkabout be revised/re-arranged.</p> <p>LR Caretaking performance is down. Is this due to the decent homes works.</p>	

	<p>WM – Not totally convinced that this is the case and this seems to be very much an issue north part of our management area. Certain that this issue will be resolved and performance will improve.</p> <p>LR – Where you do have decent homes works taking place, it may be an idea to send letters to residents highlighting that this is taking place and of the fact that there should be no change in the service provided but where this does happen you will strive to put it right.</p>	
7	<p>A.O.B</p> <p>CJ – Disappointed with repairs on her estate and the delay in getting repairs carried out. Highlighted problems with a communal lighting repair immediately outside her block which is now acting as a source and hub of ASB.</p> <p>JK – Requesting that the lighting issue be looked into and that MM looks into the ASB issue.</p>	WM & MM
	<p style="text-align: center;">Date of next meeting</p> <p style="text-align: center;">18th March 2010</p> <p style="text-align: center;">In</p> <p style="text-align: center;">Committee Room 1, Town Hall</p>	