

# NOTES OF THE CENTRAL STREET AREA HOUSING PANEL

Thursday 12<sup>th</sup> July 2007 – Central Street Area Housing Office – 7pm

<b>Present:</b>	<p>Helen Cagnoni (<b>HC</b>) Greenwood, Wilmington, Farringdon &amp; Yardley St TRA (Chair)</p> <p>Danny Unstead (<b>DU</b>) Pleydell Estate TMO</p> <p>Shirley Lefevre (<b>SL</b>) Pleydell Estate TMO</p> <p>Terry Lefevre (<b>TL</b>) Pleydell Estate TMO</p> <p>Jean Grout (<b>JG</b>) Pleydell Estate Resident</p> <p>Ellen Grout (<b>EG</b>) Pleydell Estate Resident</p> <p>Stephen Brogan (<b>SB</b>) Pleydell Estate Resident</p> <p>Thomas Cooper (<b>TC</b>) Spa Green TMO Manager</p> <p>Maureen Smith (<b>MS</b>) Brunswick Estate TMO</p> <p>Patrick Browne (<b>PB</b>) Brunswick Estate TMO Manager</p> <p>Joan Green (<b>JG</b>) Peregrine House TRA</p> <p>Jenny Robinson (<b>JR</b>) Peregrine House TRA</p> <p>Frances Sullivan (<b>FS</b>) King Square TRA</p> <p>Barbara Coventry (<b>BC</b>) Popham Estate resident and Board Director</p> <p>Irene Francis (<b>IF</b>) St Lukes TRA</p> <p>Una O'Halloran (<b>UO</b>) St Lukes TRA</p> <p>Martha Mansfield (<b>MM</b>) Cyrus House TRA</p> <p>Sophie Bardy (<b>SBar</b>) Cyrus House TRA</p> <p>Androulla Bardy (<b>AB</b>) Cyrus House TRA</p> <p>Jyoti Vaja (<b>JV</b>) Councillor, Bunhill Ward, LBI</p> <p>George Allan (<b>GA</b>) Councillor, Clerkenwell Ward, LBI</p> <p>Jerry Gutwin (<b>JG</b>) Greenspace Business Manager, LBI</p> <p>Jon Farrant (<b>JF</b>) Senior Area Housing Manager, HFI</p> <p>David Salenius (<b>DS</b>) Area Housing Manager, HFI</p> <p>Mary Caudron (<b>MC</b>) Community and Service Development Officer, HFI</p>
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<b>1</b>	<b>Apologies</b>	
1.1	<p><b>Apologies received from:</b></p> <p>a. Sharon Hayward, Joe Trotter, Marisha Ray, Hugh Partridge, Ben Mackmurdie, Blanche Woodbridge.</p>	~
<b>2</b>	<b>MONITORING OF HOUSING ESTATES – JERRY GUTWIN</b>	
2.1	<p><b>Background</b></p> <p>a. <b>JG</b> introduced himself and informed the panel about a system which allows parks and estates to be monitored by residents either online or by mobile.</p> <p>b. The web address is <a href="http://www.gsdivision.org">www.gsdivision.org</a>. There had been some problems adding this to the LBI site however <b>JG</b> was investigating.</p> <p>c. <b>JG</b> distributed handouts showing how the system worked and showed examples using the laptop and projector.</p> <p>d. Residents are able to rate each task such as litter collection and shrubs from A (excellent) to E (poor) and also add comments.</p> <p>e. Anyone interested in taking part to contact <b>JG</b> on 020 7527 7244 or email</p>	~

	<p><a href="mailto:jerry.gutwin@islington.gov.uk">jerry.gutwin@islington.gov.uk</a> and he would arrange a time to meet and walk around the estate to show how the marking was done and what the standards were.</p> <p>f. <b>JG</b> stressed that his team also carried out quality checks. This system simply provided a way for residents to have a say and get involved in the process.</p>	~
2.2	<p><b>Feedback from Residents</b></p> <p>a. <b>JV</b> asked if photos could be sent? <b>JG</b> advised they could be sent to an email address but not over the system. <b>JG</b> to advise of the address.</p> <p>b. <b>HC</b> was concerned about residents being consulted with on Greenspace works. <b>JG</b> confirmed that works were programmed in so it was known when they were happening. <b>HC</b> asked that the panel be provided with the programme. <b>FS</b> advised that the TRA chair got a letter through the door when the grass cutting was taking place. <b>DS</b> to raise with estate services.</p> <p>c. <b>JF</b> advised the panel about the protocol with details of the standards that were expected. It was commented on that the standard for parks was higher than estates. <b>JF</b> felt the standard for estates inherited from LBI was not as good as it could be and would be looking at costs to raise the standard. <b>HC</b> requested the current protocol to be provided to the panel.</p> <p>d. <b>HC</b> felt that there should be something regarding the Greenspace contract on the quarterly estate inspections so TRAs could comment about the works at that time.</p> <p>e. The panel raised examples of individual areas of land maintained by residents but then removed or destroyed by Greenspace. <b>JG</b> advised that if his section were notified of these areas, permission could be granted to residents as had happened in other areas.</p> <p>f. <b>JG</b> added however that this had caused some problems where initially there had been lots of interest and the area taken out of the contract, only for interest to fade and the area not be maintained.</p>	<p><b>JG</b></p> <p><b>DS</b></p> <p><b>JF</b></p> <p><b>JF</b></p>
<b>3</b>	<b>PETITION UPDATE – PLEYDELL ESTATE NOISE NUISANCE</b>	
3.1	<p><b>Petition Update</b></p> <p>a. <b>DS</b> advised that the steps taken were reviewed by Doug Goldring, Director of Operations who believed the appropriate steps were taken by the office.</p> <p>b. <b>DS</b> went through the response that had been sent to the petitioners, detailing the extensive visits, interviews, liaison with TMO, use of ASB response team, noise machines etc. Despite this, no evidence had been found. Appreciation was given to the length of time and distress caused and mediation offered to assist in resolving the long running neighbour dispute.</p> <p>c. <b>DS</b> stressed that staff were on hand to visit during office hours to witness the noise, with the out of hours team available until 1am.</p> <p>d. <b>SB</b> circulated the petitioner's response to Doug Goldring's letter and requested that someone spends 4-5 hours in the flat on a few evenings to try and witness the noise. <b>SB</b> advised there was lots of noise after 5pm.</p> <p>e. <b>JF</b> asked whether noise would be heard if an officer was present from 5-7pm all week? <b>JG</b> said that actually it would need to be later.</p>	~

	f. <b>JF</b> and <b>DS</b> suggested the possibility of using professional witnesses and would investigate further. <b>SB</b> was told someone called Karas could organise this. <b>DS</b> to look into.	<b>DS</b>
<b>4</b>	<b>NOTES OF LAST MEETING AND MATTERS ARISING</b>	
4.1	<b><u>Notes of Last Meeting</u></b> a. The panel noted the notes of the last meeting.	~
4.2	<b><u>Matters Arising</u></b> a. <b>MC</b> distributed a feedback sheet updating the panel on the actions from last meeting. b. <b>DS</b> advised that reports on antisocial behaviour would be presented at the sub panels from July 2007. DS hoped that reports on activity figures will be produced using a new IT system from August 2007. c. An information leaflet on satellite dishes was included with the resident's newsletter and a provisional programme of works being planned to meet the digital switchover in 2012. d. The Project Team have confirmed that the area at St Lukes will be turfed and not seeded. e. The St Lukes steering group commenced in May meeting on the last Wednesday of each month and King Square were meeting every 2 months. f. The tank room door issue at St Lukes was chased up with Kier and completed. <b>IF</b> advised that another one had fallen off since then. g. St Peter's TRAs (Bentham Estate, Cumming Estate and Cluse Court) have joined with the Clerkenwell ward to form the Clerkenwell and St Peter's Housing Sub Panel, meeting every 6-8 weeks at the Finsbury Unity Room. h. <b>MC</b> confirmed that a map had been provided showing the location of the Unity Room and she would ensure a map of Brunswick was included in the area housing panel papers.	<b>DS</b>
<b>5</b>	<b>ESTATE PARKING INITIATIVES - CONSULTATION</b>	
5.1	<b><u>Background</u></b> a. JF introduced the report and asked residents views on increasing the enforcement fees, related parking charges to vehicle emissions, reviewing the lettings agreement and extending the permit renewal to every 2 years. b. The panel discussed parking issues in general and raised a number of concerns regarding blue badge holders parking in resident's bays causing the resident to park elsewhere and potentially be clamped. Examples of this occurring on a number of estates were raised. c. <b>UO</b> and <b>TL</b> felt that contractors working on estates were the worst offenders for parking illegally or causing a nuisance to residents. d. <b>HC</b> felt that the report was missing essential financial details such as the number of people clamped last year and how much revenue this raised for the contractors and LBI.	~
5.2	<b><u>Increase of Enforcement Fees</u></b>	

	<p>a. <b>MS</b> agreed that it was reasonable for the charges to be increased, as they had not done so for a number of years, however the panel were very concerned about the high level of charges suggested.</p> <p>b. The panel felt that if the service could be provided for lower costs in other boroughs (e.g. £70 and £150 in Haringey), then there was no reason for them to be increased to £95 and £165 in Islington.</p> <p>c. <b>HC</b> felt this was a money making scheme and should only rise in line with inflation. <b>JF</b> advised that a balance needed to be struck between the fee being a disincentive to illegal parking and keeping the contractor working. <b>HC</b> did not accept this argument due to the fact the service was provided at lower costs in surrounding boroughs.</p>	~
5.3	<p><b><u>Vehicle Emissions</u></b></p> <p>a. The panel discussed CO2 emissions in general and the recent survey carried out by LBI.</p> <p>b. <b>HC</b> was concerned that differential charging would penalise owners of older cars.</p> <p>c. The idea of relating parking charges to vehicle emissions was not dismissed by the panel, but it was felt that there was not enough information or proof provided in the report to make a decision.</p>	~
5.4	<p><b><u>Amending Terms and Conditions</u></b></p> <p>a. The panel supported the relaxation of the lettings agreement to existing tenants in relation to storage of vehicles (for example classic cars) but not to general storage. Reasons for this included concerns regarding estate security, fire risks, terrorism, health and safety, storage of dangerous materials e.g. paint, petrol, furniture.</p> <p>b. The panel also raised concerns about the dangers of letting garages to non tenants, or to those using fraudulent identities, in an unmonitored area on housing estates.</p> <p>c. <b>JR</b> suggested that non-residents or residents from different estates hiring parking spaces or garages should be made aware of the specific 'rules' of that estate, e.g. ensuring gates are closed and that these 'rules' should be added to the agreement and if not adhered to parking space taken away.</p>	~
5.5	<p><b><u>Annual Permit Renewal</u></b></p> <p>a. The panel agreed for this to be moved to every 2 years.</p>	~
<b>6</b>	<b>CONSULTATIVE PANEL DEVELOPMENT - CONSULTATION</b>	
6.1	<p><b><u>Panel Development</u></b></p> <p>a. <b>JF</b> introduced the report and asked the panel how better HFI could support them in their role. <b>JT</b> made suggestions on the areas the panel might like to consider and how this could be delivered such as decision-making, joint training, terms of reference, budgets etc.</p> <p>b. <b>HC</b> offered to rotate the position of chair, which happened previously when the Bunhill and Clerkenwell sub panel chair shared the position, to give other people the opportunity.</p>	~

	<p>c. <b>JV</b> suggested that a programme of training sessions were put together that panel reps could pick from, similar to what happens for school governors each term at CEA.</p> <p>d. It was felt that sessions after the panel meeting would drag on, as the meetings go on for some time already. The panel thought separate/special sessions would work better.</p> <p>e. The panel made no further comments.</p>	~
<b>7</b>	<b>RESIDENT INVOLVEMENT AWARDS - INFORMATION</b>	
7.1	<p><b>Resident Involvement</b></p> <p>a. <b>JF</b> highlighted the resident involvement awards, which were advertised in the latest newsletter. The closing deadline is Friday 3<sup>rd</sup> August with winners being announced in the next newsletter.</p>	~
<b>8</b>	<b>HFI 2006/7 PERFORMANCE INDICATORS - INFORMATION</b>	
8.1	<p><b>HFI Performance</b></p> <p>a. <b>JF</b> introduced the report and advised that HFI wanted to set challenging targets that could be achieved. <b>HC</b> commented that on most indicators HFI had improved which was a credit to the organisation, even though some targets had not been met.</p>	~
<b>9</b>	<b>DISPOSAL OF LAND MANAGED BY HFI - INFORMATION</b>	
9.1	<p><b>Disposal Update</b></p> <p>a. <b>HC</b> noted that the Tompion development received planning permission although residents were against it. <b>JV</b> stressed that the residents would be getting a newly built community centre as part of the works.</p> <p>b. <b>JF</b> highlighted Gambier Hall as being the other site in the Central Street area.</p>	~
<b>10</b>	<b>ITEMS CONSIDERED AT BOARD AND SUB BOARDS - INFORMATION</b>	
10.1	<p><b>Board Items</b></p> <p>a. <b>HC</b> informed the panel about an incident that she heard happened at an open area meeting where a resident was verbally abused by two Board members, which ended up in a 'slanging match'. <b>HC</b> felt it important that the 'Respect Agenda' under discussion should be practiced by all.</p> <p>b. <b>JV</b> requested that the report gave information on what was decided by the Board, not just what discussed as this didn't really tell the panel anything.</p> <p>c. <b>JF</b> to feedback on these points to Mike Sims.</p>	<b>JF</b>
<b>11</b>	<b>HFI UPDATE - INFORMATION</b>	
11.1	<p><b>HFI Update</b></p> <p>a. <b>JF</b> highlighted the Kier fun day, signing of the respect agenda and resident board elections. The panel noted the report.</p>	~
<b>12</b>	<b>CENTRAL STREET PERFORMANCE REPORT - INFORMATION</b>	
12.1	<b>May Performance Indicator Report</b>	

	<p>a. <b>DS</b> went through the office's performance figures taken from May's operations performance report.</p> <p>b. Areas where the office had done well included caretaking and rent collection where Central Street was leading the other offices.</p> <p>c. Areas requiring work include void turnaround time and ensuring correspondence responded to in 10 days.</p> <p>d. <b>DS</b> went through the antisocial behaviour figures and reiterated that details of activities not currently shown in this report would come to panels for example letters sent, visits made for a particular block.</p> <p>e. <b>JV</b> queried why the figures were low, with only 2 new cases in May. <b>JF</b> advised there was concern about underreporting and I-World was now being used to ensure figures were accurately kept.</p> <p>f. The panel felt the performance was good as a whole.</p> <p>g. <b>JV</b> asked that the number of complaints received was added to the report.</p>	<b>MC</b>
<b>13</b>	<b>AOB</b>	
13.1	<p><b><u>No Smoking Signs</u></b></p> <p>a. <b>UO</b> asked about no smoking signs in the lift. <b>DS</b> advised that the office was in liaison with the lift engineers who have said they will put these up.</p>	<b>DS</b>
13.2	<p><b><u>Cyrus House Major Works</u></b></p> <p>a. <b>SBar</b> raised concerns that the block would not have major works carried out until 2010 or 2012 even though the other blocks in the area were being done.</p> <p>b. <b>SBar</b> handed in a petition from residents and asked that this was passed to the Project Team.</p>	<b>DS</b>
13.3	<p><b><u>Brunswick Security</u></b></p> <p>a. <b>MS</b> was concerned about the security on the estate, which kept going down. Engineers had visited but could not solve the problem. Post meeting notes - <b>DS</b> advised the TMO to take this up with the HFI Direct resolution team.</p>	
	<p><b><u>Other Issues</u></b></p> <p>a. <b>HC</b> highlighted a number of issues that may be of interest to residents. Panel to contact <b>MC</b> for further information if required.</p> <ul style="list-style-type: none"> <li>• LBI currently have an audit going on and residents are able to raise queries either by email or the town hall.</li> <li>• Reps are still required for the Clerkenwell safer neighbourhood police meetings. Any volunteers to contact <b>MC</b>.</li> </ul>	~
13.3	<p><b><u>Date of Next Meeting</u></b></p> <p>a. The next meeting would be held at <b>7pm on Thursday 13<sup>th</sup> September</b> at Brunswick Meeting Room, Mulberry Court.</p>	~