

2.2.4	Paragraph 6.1: Revision of TMO Monitoring Arrangement- TF said FITMO were discussing this item. TF felt that a lot of layers of monitoring had been added to the monitoring regime without reaching agreement with the TMOs and that TMOs were unhappy with this. AJ responded that TMO's needed to be monitored and the intention was not to increase the monitoring workload but to devise a monitoring regime that was effective and relevant. Feedback from TMF was needed on what works /doesn't work and how monitoring could be improved.	TMF
2.2.5	Paragraph 7.1: Proposed KLOEs for assessing TMO Performance - TF wanted to know the implications of the circulated paper on the proposed KLOEs. AJ replied that the proposed KLOEs would come into effect in the next monitoring round. Also that KLOEs support best practice standards, and the purpose of the monitoring was to check how these standards were being met. Standards and KLOEs were linked but not necessarily the same. TF reiterated that the monitoring regime had now become more lengthy, complicated and that TMOs were unhappy with this new proposal.	TMF
2.2.6	Paragraph 9 – Open forum – The next meeting is planned in January 2008.	
3.	<p>3. Consultative Panel Reports</p> <p>3.1 HFI Business Plan 2008/13 – AJ introduced the report on HFI's Business Plan 2008/13. TMOs had not been invited to contribute to next year's business plan. AJ agreed to find out from HFI whether TMOs were contacted or not.</p> <p>3.1.1 RY said, the efficiency savings in HFI's management fees will be discussed after the meeting involving the TMOs and HFI on allowances planned for 27 November 2007. AJ said that the meeting of 27 November 2007 had been called at short notice and arranged without the organisers enquiring of his ability to attend. He stated that the 5% savings was an average figure and didn't translate evenly across all the areas identified for growth/efficiency savings.</p> <p>The various areas likely to be affected have been listed and prioritised in the appendix of the report with priority one classification being most likely to happen and priority three less so. AJ enquired from members on the appropriateness of the different priority areas and asked the Forum to forward their comments, suggestion and priorities to the author of the report.</p> <p>TF noted that HFI was likely to negotiate a new improved contract and specification with Green space and enquired whether TMOs would also be benefiting from the new specification and the anticipated growth in budget.</p> <p>RY wanted to know whether the growth in the Translation Service budget of 5K, would extend to cover TMOs. AJ said that the three-way telephone interpreting service – The Big Word, was funded from this budget.</p> <p>Area Housing Panels Terms of Reference</p>	<p>AJ</p> <p>TMF</p>

<p>3.2</p>	<p>The members said the item on whether the TMF should count as a consultative panel could not be discussed by the group and asked for it to be deferred to the next TMF meeting. TF said feedback reaching him from the Bunhill Sub Panel meeting suggested that huge amount of time and resources was spent going through one item in the consultation papers. And those residents didn't have the necessary background, tools and time resources to understand and to consider the issues more fully. AJ disagreed and said that he had attended some Area Panel meetings where tenants had been fully engaged. RY was concerned that TMOs would be losing their collective voice. KB said TMOs should canvas the views of their residents before attending the TMF meetings. This would enable members to give the views of their residents on issues discussed at the TMF meetings.</p>	
<p>3.3</p>	<p>Digital Switchover -</p> <p>AJ went through the question and answers paper to address a number of issues raised on this subject. AJ said that there was no opting out of this service and that the communal aerial would replace all individual satellite dishes. TF asked about dishes receiving special non-mainstream channels, and how the switch over would address this.</p> <p>KB said that the lack of planning permission could not be used to cause residents to remove their individual satellite dishes, as this was not raised within the minimum qualifying period permitted by law.</p>	
<p>3.3.1</p>	<p>Unpooling of service charges-</p> <p>RY said this would mean posh residents living in well run estates would pay very little for the same service, and poorer residents living on more difficult estates would end up paying a lot more. AJ said the charge would be based only on the cost of work needed to maintain the estate, and would not be based on the income of those living on the estate. PS said leaseholders are charged in this way and this was about giving tenants the same opportunities as leaseholders. This method would enable tenants to challenge costs, as leaseholders do, for service provided by HFI.</p> <p>The members felt that it was best to keep to the existing charging arrangement and did not want charges linked to the cost of providing the service.</p>	
<p>3.3.2</p>	<p>Green Parking</p> <p>AJ reported a summary of the paper on green parking. And said, the new system of pricing had nothing to do with making money for HFI, but rather, it involved bringing parking in line with LBI and fulfilling the bigger green agenda.</p>	

<p>3.3.3</p> <p>3.4</p> <p>3.4.1</p>	<p>Concierge Service</p> <p>AJ said the service was currently running at a deficit, and the question is whether the Council wanted to continue running at a deficit.</p> <p>AJ drew attention to the basis for the three levels of charging, and also referred to the indicative charges listed in the appendix of the report.</p> <p>RY said that Gambia TMO would be happy in principle with this new system.</p> <p>AJ asked for members to feed back directly to the author of the paper.</p> <p>Repairs Budget Policy</p> <p>The paper looks at applying the repairs policy more strictly, making tenants more responsible and recharging them for cost of repairs to their properties. TF said there had been instances of negligence from tenants that had led to a loss for the TMO. TF supported this approach and said HFI support would be needed in enforcing action against tenants who refuse to pay for damage caused as a result of negligence to their property</p> <p>The members agreed in principle with the overall recommendations of the paper but suggested further consultation in the new year.</p> <p>Reducing Emergency call outs</p> <p>The paper was received. Comments would be directed and forwarded to the relevant HFI staff to feed into the consultation process</p>	<p>TMF</p> <p>TMF</p>
<p>4.0</p>	<p>Employment Key Line of Enquiry -</p> <p>PS presented the paper on the employment KLOEs for discussion.</p> <p>He said that the first draft was circulated a month ago, and that TMOs as employers had a responsibility to their employee. The one diamond requirement could serve as a checklist for all TMOs with staff or those planning to recruit new staff, with the three diamond requirements representing best practice.</p> <p>RY and TF said the employment KLOEs in its current form was more appropriate for larger employers and not particularly suited for the needs of smaller TMOs. PS asked members to go through the one and three diamond ratings and advice/comment on content, also whether some one-diamond requirements could be shifted to three diamonds and vice versa.</p> <p>PS said that HFI would be looking forward to receiving feedback from the TMF on the appropriateness of the employment KLOEs document and await comments around how the document could be improved and made more relevant to the group.</p> <p>PS asked for volunteers to test drive the KLOEs in a self-assessment exercise and to report back to the board at the next TMF meeting. CM said that Brunswick had been through the document and had not raised any concerns, however she would mention it again to the management committee.</p>	

	<p>RY asked whether HFI did CRB check for all its employees. AJ said no, however it was a requirement for all staff dealing with children. The panel wanted to know whether staff TUPED from HFI to TMO had already been checked out. PS said they would not have had CRB checks at the time of transfer.</p> <p>AJ said TMOs should consider requesting CRB checks from contractors also.</p> <p>PS said the plan was to present the revised employment KLOE paper at the next TMF meeting in January 2008 and to incorporate the KLOEs into the monitoring regime by April 2008.</p>	PS
5	<p>Options for TMF and Liaison between TMO and HFI The members said that they were unable to deal with this issue and asked for this item to be deferred to the next TMF meeting.</p> <p>AJ introduced the paper and said that the change in purpose of the group would enable the TMF to allocate more time on more relevant tenant management issues. The paper suggested some options open to the TMF. Members were asked to discuss the paper with their respective management committees and feed back to the Tenant Management Commissioning team by 10 January 2008. The feedback will be incorporated into another paper to be presented at the next TMF meeting, planned for 24 January 2008.</p>	TMF
6	<p>Open Forum on TMO/TMC liaison issues</p> <p>The difficulties encountered by TMOs in accessing a portion of the £230K budget allocated for internal decorating for the elderly was discussed. AJ asked the members to inform the Tenant Management Commissioning team, to take up with relevant officers, when difficulties arise in the future.</p> <p>There were some issues around Kier attending to do work on TMO estates without reporting to the management office. Generally, communication between Kier and the local offices needed to improve.</p>	TMF
7	<p>Any other business PS said the on-line Equalities training would be available to all managers and committee members. People attempting the training would have their own separate log on ID.</p>	
8	<p>Date of next meeting: Weds, 24th January 2008 - Refreshments 7pm Meeting: 7.30pm-9pm Venue: Half Moon Co-op Community Centre, 183 Wynford Road, London N1 9tz</p>	