

**Partners For Improvement in Islington  
Residents Forum Meeting**

**Minutes of the Residents Forum**

**Held at 6.30pm on Thursday 19 January 2012**

**At the Central Library**



**Present:**

**Forum Members**

Susanne Lamido	SL
Rose-Marie Mcdonald	RM
Tim Clarke	TCL
Richard Best	RB
Charles Cosh	CC
Saeed Abdulrahim	SA
Jo Lynch	JL
Shirley Bryant	SB
Murial Duncan	MD
Bruna Crowder	BC

**Partners**

Tom Irvine (Quality Team)	TI
Nilavra Mukerji (Managing Director)	NM
Richard Stanley (Housing Management)	RS
Katrina Dalby (Quality Team)	KD
Mike Childs (Repairs Team)	MC
Paula Redpath (Repairs Team)	PR
Casey McCann (Repairs Team)	CM
Karl Walbrook (Repairs Team)	KW
Clifford Yeend (Repairs Team)	CY

**Homes For Islington**

Ivan Willis	IW
Simon James	SJ

**LBI**

Bryony Willet	BW
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**Observers**

8 observers

**Apologies**

Georgina Galliers, Chris Mathews, Thomas Cooper, Cllr Sidnell, Ed Butler  
**Please be aware that these are draft minutes and should be read together with the minutes of the subsequent meeting.**

1	<b>Apologies, welcome, introductions, housekeeping</b>	<b>Action</b>
1.1	RM opened the meeting and asked that the minutes note that the Forum wanted to pay their respects to Thomas' family.	
1.2	RM completed the health and safety requirements	
<b>2</b>	<b>Election of Residents Forum Chair</b>	
2.1	RM asked TI to lead the election.	
2.2	TI asked for nominations for Chair.	
2.3	SA nominated RM and his nomination was seconded by MD.	
2.4	TCL nominated SL and his nomination was seconded by JL.	
2.5	TI confirmed that the vote will be conducted by IW. Nominees each had 2 minutes to speak to the Forum about why they want to be Chair. Absent members were able to vote by post or email. TI confirmed that Partners had received votes from Thomas Cooper, Chris Mathews and Georgina Galliers.	
2.6	RM – 'My name is Rose-Marie McDonald and I have been Acting Chair for past meeting. I was asked to put myself forward for Chair so there could be some stability. I see myself working with other committees and strategies that I am involved in and bring these together with Forum. I can listen to Form members and bring their needs together with other people's needs from outside the Forum.'	
2.7	SL – 'I have been Chair of Forum for last 2 terms until the last meeting. Some members of the Forum have asked me to stand again which I was surprised about. It is hard work and I am on a lot of other committees. Key things for me are that it is not just about the Forum, it is also about things which interest individuals. I am for Forum members and for residents. I have helped non Forum members with their problems, and I follow these through until their conclusion. I have helped about 30-40 members resolve problems. I want to encourage people to bring these problems out. I don't just want to control everything; I want other members to take on their own issues and feedback on what they are doing. I don't want to lose members because of what has happened. Want to bring forum back together.'	
2.8	CC joined the meeting at 645pm. The Forum gave permission for CC to vote for Chair.	
2.9	IW announced the results. 8 votes for RM and 5 for SL.	

2.10	TI confirmed that as RM was elected Chair there would be an election for Vice Chair. TI confirmed that the same procedure would be followed.	
2.11	RB nominated SL. SA nominated GG. TC nominated SA. SA confirmed that he did not want to stand	
2.12	SL stated that as she had already spoken she would not speak again. She confirmed that she gets on with Chair and will work with her and that she has been working on Forum for 10 years now.	
2.13	TI confirmed that there was one postal vote that would be eligible for inclusion.	
2.14	IW conducted the election. The results were 6 votes for GG and 5 for SL. GG was elected Vice Chair. The meeting was handed back to RM to chair.	
2.15	RM thanked everyone who voted thanked those who worked as Chair and Vice Chair in the last term.	
<b>3</b>	<b>Co-Option of new Forum Members</b>	
3.1	RM asked everyone to introduce themselves. RM confirmed that there were no co-optees. RM confirmed that this was Mr Kusimo's second meeting and if he chose to, he could be co-opted at the next meeting.	
<b>4</b>	<b>Minutes and matters arising from the Residents Forum Meeting 17 November 2011</b>	
4.1	RM took the Forum through the minutes. TI apologised that there was no microphone. The venue made use of a microphone difficult.	
4.2	RM noted that in 2.8 it stated that 'RM prompted Forum to vote for vice chair and put herself forwards.' RM stated that she did not put herself forwards, was nominated.	
4.3	Item 3.2 CC confirmed that he has received the link to the leaflets on Partners website.	
4.4	Item 4.3. RB asked who DF is and whether the action has happened. TI confirmed that DF is Diana Fitzwilliam. NM confirmed that double glazing is not part of Partners schedule of works. NM has requested a meeting with Lucy Padfield who is the Energy Manager at LBI. NM is going to investigate what money is available and once he has had the meeting he will report back to the Forum. CC asked whether grants will be available for leaseholders. NM confirmed that he will check with the Council.	NM to report to Forum after meeting with Lucy Padfield
4.5	Item 5.1. SL confirmed that the wheelie bins article appeared in the last Gazette.	
4.6	Item 4.4. RB asked where the info about the available courses is. KD confirmed that it was in the last Gazette and agreed to email the information to RB.	KD to email RB
4.7	BC asked why SL couldn't raise her point regarding the wheelie bins.	
4.8	RM confirmed that this was not part of the minutes. It was an extension of the item in the minutes.	

4.9	RB confirmed that he has not received his wheelie bin.	
4.10	TI offered to pass this information on to the Council	TI
4.11	Item 7.2. CC confirmed that he has received the information but he wanted clarification. IW answered CC's questions. CC to send any further questions to Eileen Abbott.	CC
4.12	Item 8.1. RB raised the issue of double glazing as it has still not been answered. RB stated that he expects a full response to this question at the next meeting. NM confirmed will do it at the next meeting.	NM to provide information about double glazing
4.13	The minutes were accepted.	
<b>5</b>	<b>Vice Chair's Report</b>	
5.1	RM confirmed that things have been quiet since the last meeting. Five Forum members have attended the Council's consultation with Partners on housing which took place last week. BW confirmed that she will collate the feedback from all the sessions and share this with everyone. BW confirmed that the next session is on the 24 January and she will share the feedback after that.	
5.2	SA asked what the meetings were about as he was unaware of them.	
5.3	BW confirmed that she did invite all Forum members and everyone on involvement register. RM stated that if anyone else wanted to go to the meeting on 2 February they should give their contact details to KD her and she would forward to BW. KD to check details of the Forum contacts.	KD
5.4	RB asked where is this list, who is on it?	
5.5	BW stated that if she had an email address for residents she sent an email, and if not she sent a letter. BW confirmed that she is happy to take any details and make sure everyone gets invited.	
5.6	TI confirmed that the Forum list he sent BW was full and correct.	
<b>6</b>	<b>External decorations programme</b>	
6.1	Presentation by CY	
6.2	RB asked what CY meant by 'Permission to have a satellite dish'. CY confirmed that anyone who erects a satellite dish should have permission from the Council. RB asked what his team would do if they found that residents didn't have permission. CY confirmed that he would pass the details to the Housing Management Team.	
6.3	SL asked whether security alarms will be used on the scaffolding. SL also asked who is carrying out the surveying, and will they be independent. SL also asked where listed properties are found to have had work done incorrectly; will the Repairs Team correct it?	
6.4	CY confirmed that alarms will be considered on a case	

	<p>by case basis. He confirmed that they can be a noise nuisance. The team will consult with the residents in the block and work with them on what they prefer. CY also confirmed that surveyors will be qualified building surveyors. They will be doing quality inspections throughout the work and HFI and the SPV will also carry out quality inspections. All works that the Repairs Team carries out to listed buildings will be to current building regulations and to planning and conservation guidelines. The team will liaise with the Council. CY confirmed that there is already procedure for satellite dishes as stated in the tenancy agreements. As long as residents are communicating with hm. CY stated that if the team is aware of a satellite dish retrospectively they would notify Housing Management. PR stated that in most cases retrospective permission is granted.</p>	
6.5	<p>TC stated that he is concerned about conservation. TC stated that we have to accept that these are old buildings and if we wanted to double glaze every property it would cost a fortune. TC asked whether we can include information on how can introduce some benefits and aspects of glazing in survey which may be a way forwards.</p>	
6.6	<p>NM suggested that there is scope for working with the energy doctors who give advice on improving properties. Partners can speak to them about supplementing the information given to residents.</p>	NM
6.7	<p>RB asked whether Partners can include cavity wall insulation.</p>	
6.8	<p>NM stated that he will raise this with the person he is contacting regarding double glazing.</p>	
6.9	<p>CC asked whether Partners can make the presentation available to other leaseholders and asked CY to confirm Partners will get final listed building consent.</p>	
6.10	<p>CY confirmed that Partners will be working closely with the Council and where we replace materials we will confirm that they are acceptable. There is little call for building consent as the work is mostly decorative. CY confirmed that where necessary Partners will liaise with the Council.</p>	
6.11	<p>CC asked whether CY will apply for retrospective consent.</p>	
6.12	<p>CY stated that he couldn't comment.</p>	
6.13	<p>SB commented that where she lives scaffolding is being struck for the 5<sup>th</sup> time. SB stated that the exterior work is abysmal.</p>	
6.14	<p>CY confirmed that this is why Repairs will be doing detailed surveys before they get to each property. They want to ensure that everything is done properly and once the scaffolding is taken down and it doesn't have to be put back.</p>	

6.15	BC wanted a comment noted regarding the surveys. She stated that they need to be checked thoroughly as some people who did the works didn't listen and work had to be done again.	
6.16	If Forum members have any further questions these need to be sent to KD who will arrange for a response.	Forum
6.17	IW confirmed that Martin Church who checked work during the refurbishment will now be checking quality of cyclical work.	
6.18	SL stated that IW was making a presumption that it has already been decided that the team will transfer to Council and carry on with same procedure.	
6.19	IW stated that he was sure that the Council will be as interested in independent quality verification as HFI were before.	
6.20	CC stated that Partners need to ensure that Martin's recommendations are enforced. He lives in a property today where 2 years later the problems are still there.	
6.21	RM asked CC to send any further questions to KD who will arrange for them to receive a response.	CC
<b>7</b>	<b>HFI Consultative Panel Papers</b>	
7.1	Presentation from BW	
7.2	RB stated that presumably the information did not include Partners in the figures. RB asked whether the end of the PFI has this been factored in to the calculations?	
7.3	BW stated that this had been factored in.	
7.4	SL asked where the funding for PFI comes from.	
7.5	BW stated that the Council currently gets PFI credits from the Government to maintain PFI. These were going to be removed but central Government has changed their minds and the Council will continue to get credits.	
7.6	SA enquired whether item 7.3 will be for all properties.	
7.7	JV stated that this is very limited. Partners are only responsible for replacing communal aerials which need upgrading.	
7.8	BC asked what the impact on Partners will be if the Council is no longer paying into central Government.	
7.9	BW confirmed that this will have no impact on Partners.	
7.10	TCL asked what is the % increase in rent.	
7.11	BW stated that it was approximately 8% but this varies from property to property depending on when person moved in.	
7.12	TCL asked whether communal area cleaning could be included. TCL stated that where you have leaseholders and tenants, there can be difficulties with ensuring areas are kept clean.	
7.13	BW confirmed that residents would have to pay service charges if cleaning was included. BW confirmed that the Council could look at it.	BW

7.14	SJ stated that it would be a huge cost.	
7.15	SB suggested neighbours make an agreement about communal cleaning.	
7.16	SL asked where benefit funding will be paid.	
7.17	BW confirmed that benefits are paid directly to the Council. The Government is proposing to change this to pay to tenant who then pays the Council. BW stated that this is a risk for the Council.	
7.18	CC asked whether any of the charges applicable for leaseholders.	
7.19	BW confirmed that charges are for tenants as leaseholders pay actual costs. Costs are likely increase in line with inflation but she couldn't give exact details.	
7.20	BC stated that she had read BW's report thoroughly and wanted to say thank you because it is a complicated subject which BW has summarised succinctly.	
7.21	BW stated that she will be carrying out more consultation and everyone on Forum will be invited.	
<b>8</b>	<b>Partners Annual Service plan</b>	
8.1	TI presented and asked Forum members to send any ideas for the service plan to EB or TI.	
<b>9</b>	<b>Partners Equality and Diversity Plan</b>	
9.1	TI presented and asked Forum members to send any ideas for the equalities and diversity plan to EB or TI.	
<b>10</b>	<b>Partners Residents Forum community based action</b>	
10.1	RM asked for this item to be added to the agenda for the next meeting. RM asked the Forum for their ideas to be forwarded to KD.	TI
<b>11</b>	<b>Any other business</b>	
11.1	SL stated that wheelie bins requests are being recorded. After the wheelie bin Gazette issue the number of requests rose from 65 to 100. KD has added information to the website. The long term Council plan is to look at Islington's streets and give bins out where possible.	
11.2	SB stated that she doesn't want a wheelie bin.	
11.3	SA stated that if anyone has a problem they should go through the Chair rather than sending individual emails.	
11.4	BC stated that people don't want to overload the Chair.	
11.5	SA asked who put individuals in charge of specific items.	
11.6	RM stated that the work that the individual was doing wasn't the agreed work of the Forum and that all SA was saying was that items should come through the Forum.	
11.7	SL stated that it was request to the Forum to take responsibility for the item.	
	The meeting closed at 2030	
	Minutes Agreed	
	Signed...(Chair).....	

	Date.....	
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