

Contracted Services Sub-Board
Agenda 14th February 2006
6.30 PM to 8.30PM

Stephenson Hall, NCH, 85 Highbury Park

Item	Presenter	Subject	Status	Page number	Duration
1	William McGarvie	Welcome/Apologies/ Introductions	Information	Verbal	6.30-6.35
2	William McGarvie	Declaration of interests	Information	Verbal	6.30-6.35
3	William McGarvie	Questions from the public	Information	Verbal	6.35-6.40
4	William McGarvie	Minutes of last meetings (13 th December 2005) and matters arising	Decision	1 – 4	6.40-6.50
5	William McGarvie & Simon Kwong	Chair and Director of Performance and Service Development Report	Information	Verbal	6.50-6.55
6	Simon Kwong	Leaseholder Association Recognition	Consultation	5 – 8	6.55-7.10
7	Simon Kwong	Performance Indicators	Monitoring	9 – 28	7.10-7.30
8	Jane Mugridge	Report back – Partners for Improvement in Islington	Monitoring	29 – 36	7.30-7.50
9	Simon Kwong	Report back – TMO / TMC	Monitoring	37 – 40	7.50-8.00
10	William McGarvie	Consultative Panels Feedback reports	Information	41 – 48	8.00-8.10
11	William McGarvie	Report back from Managed Property Sub-Board – 14 th December 2005	Information	49	8.10-8.15
12	William McGarvie	Forward Planner Contracted Services Sub-Board 2005/06	Information	Verbal	8.15-8.20
13	William McGarvie	Any other business and questions from the public (non - agenda items)	Information	Verbal	8.20-8.30
14	William McGarvie	Date and time of next meeting	Information	Verbal	8.20-8.30

**Homes for Islington
Contracted Services Sub-Board Meeting
Minutes of 13th December 2005**

Present: William McGarvie (Chair)
Jyoti Vaja (Vice Chair)
Ann Lucas (Independent Director)
Des Smith (Resident Director)
Steve Town (Independent Director)
John Bevan (Associate Director, nominated by TMO/TMC Review Group)
Chris Radway (Associate Director, nominated by Islington Leaseholder Forum)

In Attendance: Simon Kwong (Head of Performance and Service Development)
Chris Worby (Assistant Director of Housing - Special Projects)
Gina Clarke (Assistant Director of Law and Public Services)
Graham Baugh (Commissioning Manager and Tenant Management)
Tom Kane (Manager of Taverner & Peckett Square TMO)
Mike Sims (Governance Team Manager)
Mark Jenkins (HFI Governance Team – Minutes)

Apologies: Dawreen Veronica Charles (Associate Director, nominated by PFI 1 Residents' Forum)
Richard Rosser (Resident Director)

	ITEM	ACTION
1	<p>Welcome/Apologies/Introductions</p> <p>a) William McGarvie opened the meeting at 6.35pm. b) William McGarvie welcomed those present to the meeting. c) William McGarvie gave apologies for Richard Rosser and Dawreen Veronica Charles.</p>	
2	<p>Election of Chair</p> <p>a) Simon Kwong took the Chair for this item. b) William McGarvie was unanimously elected as Chair. c) Jyoti Vaja was unanimously elected as Vice-Chair.</p>	
3	<p>Declarations of Interest</p> <p>a) William McGarvie resumed the Chair. b) Jyoti Vaja declared an interest in relation to: 1) Item 9 (Report back TMOs and TMCs) and Item 10 (TMO value for money exercise) as a member of the St Luke's Management Organisation; 2) Item 16 (PFI 2) as the Council's Executive member for Housing and Community Safety.</p>	

4	<p>Questions from the public</p> <p>There were no questions in writing from the public</p>	
5	<p>Minutes of the Last Meeting (18th October 2005) and Matters Arising</p> <p>Accuracy:</p> <p>a) There were no matters of accuracy.</p> <p>Matters Arising:</p> <p>a) Page 2, Simon Kwong agreed to arrange for an HFI staff member to contact John Bevan regarding gas heating.</p> <p>b) Page 4, Simon Kwong informed the Contracted Services Sub-Board (CSSB) that the Technical Commissioning Manager had accompanied Sub-Board members on its last tour to Partners in December.</p> <p>c) Page 4, Simon Kwong agreed to check the figures relating to the Leasehold Valuation Tribunal.</p> <p>d) Page 5, It was noted that Louise Round had not given legal advice to the TMO's / TMC's.</p> <p>With these amendments the minutes were approved as an accurate record.</p>	<p>Simon Kwong</p> <p>Simon Kwong</p> <p>Simon Kwong</p>
6	<p>Chair and Head of Performance and Service Development Report</p> <p>Chair report:</p> <p>a) The Chair had no specific items to report to the Sub-Board.</p> <p>Head of Performance and Service Development report:</p> <p>a) Simon Kwong informed the Sub-Board of the following:</p> <ol style="list-style-type: none"> 1) The items agreed and noted at the HFI Board meeting on 14th November 2005. 2) Since November 30th 2005 St Luke's TMO has come under the direct management of HFI. Its legal status will be terminated by the end of December. 3) The Ringcross Estate was transferred to Hyde at the end of November. 4) There have been two new positions recruited to the Performance and Service Development Division (Service Development Manager and Strategy and Procurement Manager). The new employees are due to start employment in January / February 2006. <p>The reports were noted</p>	

7	<p>Performance Indicators October 2005</p> <p>a) Simon Kwong presented a monitoring report giving performance figures for a range of HFI services within the remit of the Contracted Services Sub-Board.</p> <p>b) It was agreed that for future meetings Simon Kwong would remove pages 9, 12 and 13 from the report (which report only on the Area Housing Offices) and replace with cover sheets relevant to TMOs / TMCs and Partners.</p> <p>c) It was noted that the performance of Partners is best monitored by comparing its figures with those from previous reports.</p> <p>d) On p.14 it was noted that the units given were in days.</p> <p>e) It was agreed that Doug Goldring would provide information to Jyoti Vaja on why demoted tenancies are not used.</p> <p>The report was noted</p>	<p>Simon Kwong</p> <p>Doug Goldring</p>
8	<p>Report Back – Partners for Improvement in Islington</p> <p>a) Simon Kwong presented a report for information concerning the performance of Partners in delivering the PFI 1 contract for refurbishment, maintenance and housing management services.</p> <p>b) The Sub-Board noted concern over the amount of time taken over the refurbishment process and the level of customer care and resident satisfaction.</p> <p>c) It was agreed that Simon Kwong would bring back further information to the Sub-Board at the meeting on 14th February 2006 concerning contract variations.</p> <p>The report was noted</p>	<p>Simon Kwong</p>
9	<p>Report Back – TMOs / TMCs</p> <p>a) Graham Baugh presented a report for information on the performance of the 26 larger estate based TMOs and TMCs.</p> <p>b) It was noted that the Blackstock TMO has agreed a Register of Interests since this report was written.</p> <p>c) The Sub-Board asked Graham Baugh to pass on its congratulations to Brooke Park Co-op, which has achieved 3 diamonds in both finance and governance.</p> <p>d) It was agreed that for future reports it would be indicated if the performance of the TMOs has varied since the last report. (Graham Baugh left the meeting at 8.15pm)</p> <p>The report was noted</p>	<p>Graham Baugh</p> <p>Graham Baugh</p>

10	<p>TMO Value for Money Exercise</p> <p>a) Simon Kwong presented a report for information on the value for money of Tenant Management Organisations.</p> <p>b) It was noted that the exercise was a good idea and that it gave an idea of relative costs, but that the caveats in the report were too general for meaningful conclusions to be drawn at this stage.</p> <p>The report was noted</p>	
11	<p>Consultative Panels Feedback</p> <p>a) Simon Kwong presented a report for information with a summary of the views of Consultative Panels on the item presented in November 2005 for consultation.</p> <p>b) It was noted that while the Islington Leaseholder Forum (ILF) had not addressed the item, the Panel had held a discussion earlier in its meeting, and its views on this item were in line with the other Panels.</p> <p>The report was noted</p>	
12	<p>Report back from Managed Property Sub-Board –19th October</p> <p>The report was noted</p>	
13	<p>Forward Plan for Contracted Services Sub-Board</p> <p>The Forward Plan was noted</p>	
14	<p>Any Other Business</p> <p>a) It was agreed that a report on the capital programme for TMO managed properties would go to the Sub-Board after April 2006 explaining the principles behind the allocation of resources by HFI with reference to TMOs /TMCs.</p>	John Phillips
14	<p>Date and Time of Next Meeting</p> <p>a) 14th February 2006 – 6.30pm, Stephenson Hall, NCH.</p>	

There being no other business to conclude, William McGarvie closed the meeting at 8.55pm.

Chair: William McGarvie

Date

Report of	Team	Job Title
Eamon McGoldrick	Chief Executive Directorate	Chief Executive

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	14 th February 2006	6	Consultation

Subject of Report: Leaseholder Association Recognition

1. Introduction

1.1 The purpose of this report is to consult with both CSSB and MPSB on proposals for the recognition of Leaseholder Associations and Leasehold Major Works Steering Groups, and provide both Sub-Boards with comments made by Consultative Panels at the January 06 round of meetings.

2. Recommendation

2.1 To set up Leaseholder Associations and Leasehold Steering Groups as described in 3.3.2 and 3.3.3 of this report.

3. Background

3.1 The collective phrase “Leaseholder Associations” refers to:

- Statutory Recognised LAs.
- LAs Recognised by Homes for Islington.

3.2.1 Statutory Recognised LAs

Subject to meeting strict criteria, groups of leaseholders can apply to the Rent Tribunal for statutory recognition. Criteria would include providing information to prove:

- a minimum level of membership
- a clearly defined catchment area
- evidence of LA Committee Membership
- evidence of Annual General Meetings

Statutory Recognition lasts for a period of 4 years at which point all of the above evidence has to be resubmitted to retain the statutory recognition.

There is only one LA that has currently got statutory recognition and this is Pleasant Place Leaseholders Association (Upper Street).

3.2.2 **Leaseholder Associations recognised by HFI.**

A number of Leaseholder groups have recently applied to set up formal Leasehold Associations that do not have statutory recognition, but could be recognised by HFI. Many of these Leaseholder Associations have been formed almost immediately following initial stages of consultation on major works schemes and it is clear that this is their main purpose.

So far HFI has “recognised” the following Leaseholder Association:

- ◆ Crouch Hall Court (Isledon Road)

The following groups have applied for Leasehold Association recognition and decisions have not yet been made:

- ◆ Barnsbury (Lyon Street)
- ◆ Courtney Court (Isledon Road)
- ◆ Lorraine Mansions (Lyon Street)

The emergence of these Leaseholder Associations has resulted in the following issues:

- How does a Leaseholder Association fit in with a recognised TRA if covering the same estate?
- How long term are Leaseholder Associations going to be if many of them have been formed simply for major works projects associated with achieving the Decent Homes Standard? This is particularly important bearing in mind that this work will generally be completed within a 12 month period and will not be planned again for a further 5/6 years.
- Should such Leaseholder Associations have a seat on the Islington Leaseholder Forum or Area Housing Panels?

3.3 **Way Forward**

It is proposed to proceed as follows:

3.3.1 **Statutory Recognised Leaseholder Associations**

HFI will continue to support applications for Statutory Recognition by supplying whatever information is required by the Rent Tribunal to enable them to complete their considerations.

These Leaseholder Associations have an automatic place on the Islington Leaseholder Forum.

3.3.2 Recognition of Leaseholder Associations by HFI

This would exclude the above and it is recommended that Leaseholder Associations should only be recognised where:

- There is not an existing TMO or Recognised TRA.
- The Leaseholder Association can show evidence that it has been established with Terms of Reference which are wider than any current major works scheme.
- That the LA must adopt a standard model constitution which has already been submitted to Islington Leaseholder Forum for consideration.
- The LA must hold AGMs promptly on an annual basis and copies of minutes of AGM must be forwarded to the local Area Housing Office, Home Ownership Section and Residents Involvement Team within 21 days of the AGM.
- Membership of the LA should be open to all leaseholders within the catchment area irrespective of age, ethnicity, religious belief, disability or sex.
- Recognised Leaseholder Associations do not have a seat on the Area Housing Panel, but could sit on the Islington Leaseholder Forum. Views of ILF particularly welcome on this point.

3.3.3 Leaseholder Major Works Steering Groups

Where leaseholders wish to come together to make collective comment on proposed major works, but do not want to form a more formal Leaseholder Association, (statutory or HFI Recognised), then a Leaseholders Major Works Steering Group be established.

- HFI could advise leaseholders of this option at the first public meeting which is part of the current consultation process on major works.
- Staff from the Area Programme Teams and Home Ownership Services would communicate with the Major Works Steering Group throughout the project right through to final accounts stage at which point that the Steering Group would be closed down.

Such procedures could become part of the formal consultation processes on major works schemes.

3.3.4 Views of Consultative Panels

These are provided in the report at Item 10 on the agenda for the meeting.

Report of	Team	Job Title
Simon Kwong	Chief Executive Directorate	Head of Performance and Service Development

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	14 February 2006	7	Monitoring

Subject of report: Performance indicators December 2005

1. Synopsis

1.1 This report gives performance figures for a range of HFI services within the remits of the Contracted Services Sub-board.

2. Recommendation

2.1 That the report is noted.

3. Background

3.1 Information on both Partners for Improvement in Islington and Tenant Management Organisations is also provided in separate reports to the Contracted Services Sub Board.

3.2 Notable performance issues are:

- Partners scored 7.80 in the December performance basket.
- The average re-let time for management voids by Partners was 15 calendar days in December, well below the target of 26.
- Partners have also achieved a 13.6% reduction in the current arrears per tenant compared to the same period last year.
- Tenant management organisations achieved a very high score of 82.5% in caretaking inspections, well above the target of 78%.
- 99.8% of urgent and 98.4% of non-urgent repairs were completed in time and 99.2% of repairs had appointments both made and kept, all above target.

3.3 Full details of performance are in the attached report (Appendix A).

4. Conclusion

4.1 Performance in December for contracted services was better than target in all key areas.

Report Author: Anthony Jonas, Head of Performance and Procurement
Telephone: 020 7527 4277
E-mail address: anthony.jonas@homesforislington.org.uk

Performance Indicator Report



improving housing through partnership

December 2005

Performance
Monitoring
Section

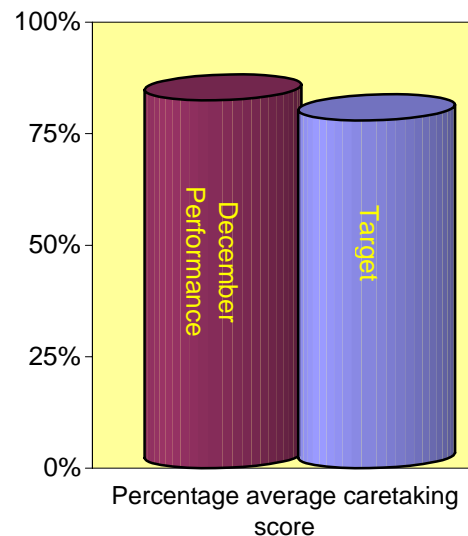
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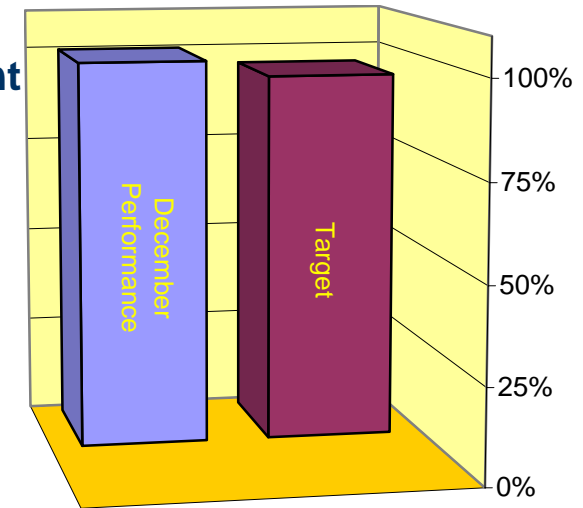
Headline Performance

- Partners for Islington have scored 7.80 in their performance basket for December, and 8.34 for the year to date. They scored maximum points in six of the ten performance indicators in the performance basket!

- TMO's have performed well in the December caretaking inspections. They scored 41 'A's and no 'D's, scoring an average of 82.5%!



- December has been an excellent month for repairs! All responsive repairs performance targets were bettered in December.



CONTENTS AND SUMMARY OF RESULTS

Page	Ref	Description	Current target	This period	Year to date	YTD Target met?	04/05 result	Responsible officer
4 to 5	Performance basket							AM
OPERATIONS								
Anti-social behaviour & hate crime								
6	BVPI 174	Cumulative number of racial incidents recorded by the housing department	N/A	2	23	-	33	AR
6	BVPI 175	Percentage of racial harassment incidents resulting in further action	95%	100%	100%	✓	100%	AR
7	LKPI 101a	Number of ABCs signed in month	45	8	60	-	42	AR
7	LKPI 101b	The number of NTQs / NSPs issued (Anti-social behaviour)	70	5	106	-	89	AR
7	LKPI 101c	The number of evictions (Anti-social behaviour)	22	0	6	-	21	AR
7	LKPI 101d	The number of injunctions obtained	8	1	14	-	6	AR
7	LKPI 101e	The number of ASBO's (anti-social behaviour orders) obtained	6	0	3	-	5	AR
Rent Arrears								
8	LI 22	Percentage of debt pool reduction. This is reported as a year to date position	N/A	-	-11.06%	-	-21.16%	AR
8	LKPI 23 (Hot 50)	Current arrears per tenant	£210.00	£219.07	-	-	£242.82	AR
8	LKPI 24a	Total former rent arrears (£m)	N/A	£6.9	-	-	£10.7	AR
8	LI 2a	Total rent arrears (£m)	N/A	£5.8	-	-	£6.5	AR
8	LI 2b	Total arrears (£m)	N/A	£12.7	-	-	£17.2	AR
9	LI 30 a & b	Rent arrears by banding	N/A	-	-	-	-	AR
Caretaking								
10	LKPI 69a	The percentage average score of caretaking inspections (monthly)	78%	79%	79%	✓	76%	AM

CONTENTS AND SUMMARY OF RESULTS

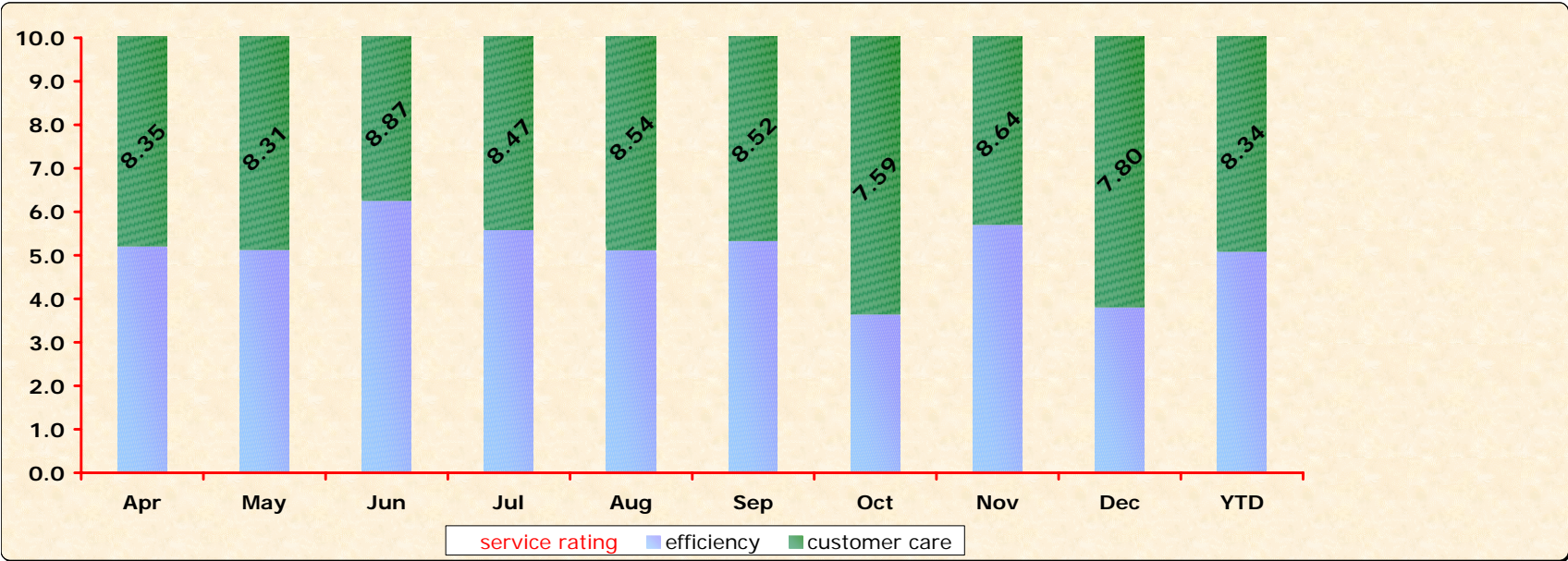
Page	Ref	Description	Current target	This period	Year to date	YTD Target met?	04/05 result	Responsible officer
Home Ownership - Right to Buy								
11	LKPI 74a	RTB2's - processing time (weeks)	N/A	2.8	3.1	-	N/A	AM
11	LKPI 74b	RTB2 - Valuations - time from request made to receipt (weeks)	N/A	7.1	8.6	-	N/A	AM
11	LKPI 74c	S125's - receipt of valuation to issue	N/A	2.1	1.7	-	N/A	AM
11	LKPI 74d	Plans - plans requested from valuers to receipt	N/A	7.9	9.5	-	N/A	AM
11	LKPI 74e	Correspondence	N/A	94.84%	95.10%	-	N/A	AM
Home Ownership - Legal Action on Service Charges								
12	LKPI 75a	Instructions Recorded	N/A	10	199	-	N/A	AM
12	LKPI 75b	Cases Issued	N/A	9	167	-	N/A	AM
12	LKPI 75c	Judgments Obtained	N/A	8	122	-	N/A	AM
12	LKPI 75d	Judgment Cost (£)	N/A	£6,593	£150,447	-	N/A	AM
PROPERTY SERVICES								
Repairs								
13	LKPI 35 (Hot 50)	The percentage of urgent repairs completed (priority H0, H1,H2 & H3 time limits)	95.5%	99.8%	99.1%	✓	95.0%	AM
13	LKPI 185	Percentage of repairs for which an appointment was made and kept	97.5%	99.2%	98.7%	✓	97.1%	AM
14	LKPI 36	The average time taken to complete non-urgent repairs (£1000 upper limit - priority H4 & H6) in working days	10	8	8	✓	10	AM
14	LKPI 37	Percentage of non-urgent repairs completed on time (priorities H4 & H6)	96.5%	98.4%	98.5%	✓	96.5%	AM
RESOURCES								
15	BVPI 8	% Invoices Paid within 30 days	100.00%	96.91%	95.37%	✘	81.0%	NP
16 to 17	Glossary of terms and abbreviations							

Partners - Headline Performances

- **Partners for Islington scored 7.80 points for December and 8.34 points for the year to date. Under the ten indicators evaluated for Partners, maximum scores have been attained for six of them.**
- **Maximum scores have been attained by Partners for the indicators: average relet time of minor void; percentage of repairs completed within time; percentage of letters from the public replied to within time; percentage of stage one complaints replied to in time; percentage of members complaints replied to in time and percentage of tenants visited within four weeks.**
- **Efficiency scores for Partners was 3.80 for December, rating as "Below Target" and Customer Care scored 9.95 points, which rates as "Excellent".**

Contact Anne Mushington for more information on ext. 4113

PERFORMANCE BASKET - Partners for Improvement in Islington



Keys	Ratings
Excellent	Above 9
Good	Btw 7-9
Satisfactory	Btw 5-7
Below Target	Below 5

Area Office	Ratings	Score
Partners	Good	8.34

Efficiency	Customer Care
3.80	9.95

- PI's Contributing to the basket**
- | | Wgt. (%) | |
|--------------------------------------|----------|---|
| Efficiency Performance Indicators | 15 | Average relet time of minor voids (Monthly) |
| | 20 | Rents collected as % of rent due (Monthly) |
| | 5 | % Reduction of average debt per tenant (YTD) |
| | 5 | % of all repairs completed within timescale (YTD) |
| | 5 | % of responsive repairs for which an appointment was both made & kept (YTD) |
| Customer Care Performance Indicators | 10 | Correspondence (Monthly) |
| | 15 | Complaints (Monthly) |
| | 15 | Members Complaints and Enquiries (Monthly) |
| | 5 | Telephone (PFI) - Monthly |
| | 5 | % of all new tenants visited within 20 working days |

OPERATIONS

BVPI 174;

The number of racial incidents recorded by Homes For Islington (HH1) (month & YTD)

This is denoted by the completion of the initial harassment incident reporting form termed HH1.

BVPI 175; Target = 95%

The percentage of racial harassment incidents resulting in further action. (HH2 - Investigation & Recommendation Form) (month & YTD)

Further actions include: detailed investigations, interviews, referral to policy/other agencies, mediation, warning notices, rehousing of the victim and removal of graffiti. An incident has been recorded as acted upon if one or more of the actions detailed above has been taken. This is denoted by completion of a HH2 form.

Comments:

BVPI 174; Dec 2005 = 2, YTD = 23

BVPI 175; Dec 2005 = 100%, YTD = 100%

NB: BVPI 175: where "Nil" is shown this means that no incidents have been recorded by that office.

Clarification can be obtained from Alan Richards (Ext 4281)

The number of racial incidents recorded by Homes for Islington

Dec 2005		Last Year	This Month	YTD
BVPI 174				
Holland Walk	2	1	6	
Lyon Street	7	0	5	
Isledon Road	3	0	3	
Boleyn Road	0	0	4	
Upper Street	16	0	2	
Central Street	4	1	3	
Partners	1	0	0	
HFI Total	33	2	23	

The percentage of racial harassment incidents resulting in further action

Dec 2005		Last Year	This Month	YTD
BVPI 175				
Holland Walk	100%	100%	100%	
Lyon Street	100%	Nil	100%	
Isledon Road	100%	Nil	100%	
Boleyn Road	Nil	Nil	100%	
Upper Street	100%	Nil	100%	
Central Street	100%	100%	100%	
Partners	100%	Nil	Nil	
HFI Total	100%	100%	100%	

OPERATIONS

LKPI 101a;
 The number of ABC's (Acceptable Behaviour Contract's) signed in the month
 - Target = 45
LKPI 101b;
 The number of NTQs/NSP's (Notice to Quit / Notice of Seeking Possession) issued
 - Target = 70
LKPI 101c;
 The number of evictions obtained
 - Target = 22
LKPI 101d;
 The number of injunctions obtained
 - Target = 8
LKPI 101e;
 The number ASBO's (Anti Social Behaviour Orders) obtained
 - Target = 6

Comments:

Dec 2005
 LKPI 101a = 8, LKPI 101b = 5, LKPI 101c = 0, LKPI 101d = 1, LKPI 101e = 0

The year to date figures have been reconciled for LI 101b, LI 101c & LI 101d. Therefore figures have changed from November 05.

Clarification can be obtained from Alan Richards (Ext 4281)

The number of evictions obtained

Dec	2005		
	Last Year	This Month	YTD
LKPI 101c			
Boleyn Road	1	0	1
Central Street	4	0	0
Holland Walk	6	0	3
Isledon Road	8	0	1
Lyon St	0	0	0
Upper Street	1	0	0
Partners (PFI)	1	0	1
HFI Total	21	0	6

The number of injunctions obtained

Dec	2005		
	Last Year	This Month	YTD
LKPI 101d			
Boleyn Road	0	0	2
Central Street	0	0	0
Holland Walk	0	0	2
Isledon Road	3	0	2
Lyon St	1	0	3
Upper Street	1	1	5
Partners (PFI)	1	0	0
HFI Total	6	1	14

The number of live ABC's and the number of ABC's signed in the month

Dec	2005		Signed	Live
	Last Year	This Month		
LKPI 101a				
Boleyn Road	5	0	1	1
Central Street	5	0	7	4
Holland Walk	9	1	4	4
Isledon Road	0	1	8	9
Lyon St	8	3	22	23
Upper Street	11	3	14	7
Partners (PFI)	4	0	4	0
HFI Total	42	8	60	48

The number of NTQs/NSP's issued

Dec	2005		
	Last Year	This Month	YTD
LKPI 101b			
Boleyn Road	10	0	9
Central Street	11	3	18
Holland Walk	11	2	19
Isledon Road	14	0	21
Lyon St	6	0	7
Upper Street	28	0	27
Partners (PFI)	9	0	5
HFI Total	89	5	106

The number of anti-social behaviour orders

Dec	2005		
	Last Year	This Month	YTD
LKPI 101e			
Boleyn Road	5	0	1
Central Street	0	0	1
Holland Walk	0	0	0
Isledon Road	0	0	0
Lyon St	0	0	0
Upper Street	0	0	1
Partners (PFI)	0	0	0
HFI Total	5	0	3

OPERATIONS

LKPI 23 MPG;

Current arrears per tenant

This was formerly an Audit Commission indicator (deleted 1998/99). It is being used by Homes for Islington as a local performance indicator. This figure excludes reception centre.

An addition to the report has been made in order to reflect the percentage change in LKPI 23 on a "rolling year" basis.

Target = To be below £210 (year end).

LKPI 24a;

Former tenant arrears

LI 2a;

Total current rent arrears

LI 2b;

Total rent arrears (current & former)

LI 22;

Overall debt pool reduction

This indicator measures the percentage change in overall current rent arrears since the end of 2004-05 ie March 2005. This figure excludes reception centres.

Comments:

LKPI 23 = £219.07

- down 1.7% compared to November 2005
- down 15.4% compared to December 2004

LKPI 24a = £6,858,861

LI 2a = £5,764,534

- up 1.7% since October 2005
- down 10.9% since March 2005

LI 2b = £12,702,581

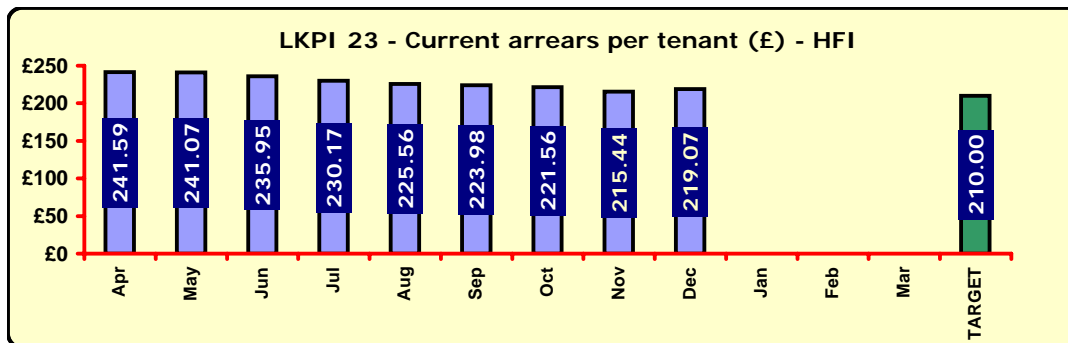
- down 4.8% since October 2005

LI 22 = -11.1% reduction

(Note; the Lyon St figure has been affected by the transfers of the Market, Surco and Grove estates)

NB: "Last Year" is March 2005.

Clarification can be obtained on all these indicators from Alan Richards (Ext 4281)



Current arrears per tenant

Dec 2005	Dec 2004	This Month	% Change
LKPI 23			
Holland Walk	£185.89	£174.81	-6.0%
Lyon Street	£302.65	£257.14	-15.0%
Isledon Road	£321.02	£262.53	-18.2%
Boleyn Road	£317.38	£252.67	-20.4%
Upper Street	£224.52	£193.25	-13.9%
Central Street	£199.40	£172.00	-13.7%
Partners	£293.78	£253.76	-13.6%
HFI	£259.01	£219.07	-15.4%

Percentage of debt pool reduction (%)

Dec 2005	Last Year	This Month
LI 22		
Holland Walk	-14.53%	-1.02%
Lyon Street	-26.99%	-18.67%
Isledon Road	-23.72%	-13.65%
Boleyn Road	-18.96%	-16.90%
Upper Street	-20.42%	-7.48%
Central Street	-13.11%	-5.52%
Partners	-24.77%	-5.73%
HFI	-17.81%	-11.06%

Total current rent arrears

Dec 2005	Last Year	This Month
LI 2a		
SLUGS	£100,063	£82,924
Holland Walk	£791,734	£783,653
Lyon Street	£1,164,468	£947,054
Isledon Road	£1,471,775	£1,270,899
Boleyn Road	£864,108	£718,079
Upper Street	£874,971	£809,534
Central Street	£766,095	£723,785
Partners	£454,662	£428,606
Area Arrears	£6,387,815	£5,681,610
Current Arrears	£6,487,878	£5,764,534

Total former tenant arrears

Dec 2005	Last Year	This Month
LKPI 24a		
Total	£10,726,332	£6,938,047

Total arrears

Dec 2005	Last Year	This Month
LI 2b		
Total	£17,214,209	£12,702,581

OPERATIONS

LI 30a &b;
Number of tenants in arrears by band (Area housing offices only)

LI 30b;
Amount of arrears by band (Area housing offices only)

Comments

LI 30a;
Roughly 44.5% of Homes for Islington's tenants are in arrears (48.3% in December 2004)

- Partners has the lowest proportion of tenants with arrears at 39.1%.
 - Isledon Road has the highest proportion of tenants with arrears at 47.8%.
- Overall, of those tenants that are in arrears:
- 6.0% have arrears of £2000 or more.
 - 13.2% have arrears of £1000 or more.

LI 30b;
Rent accounts where £1000 or more is owed hold 66.8% of the total current arrears balance of Homes for Islington (67.6% in December 2004)

- 58.9% (lowest) of Holland Walk current arrears balance is held in accounts with more than £1000 in arrears.
- 72.7% (highest) of Partners current arrears balance is held in accounts with more than £1000 in arrears.

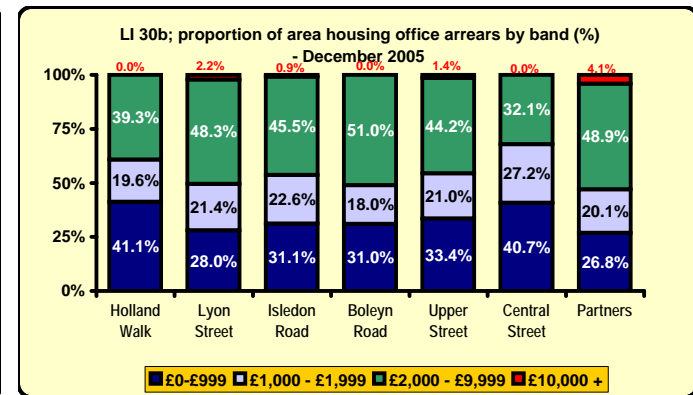
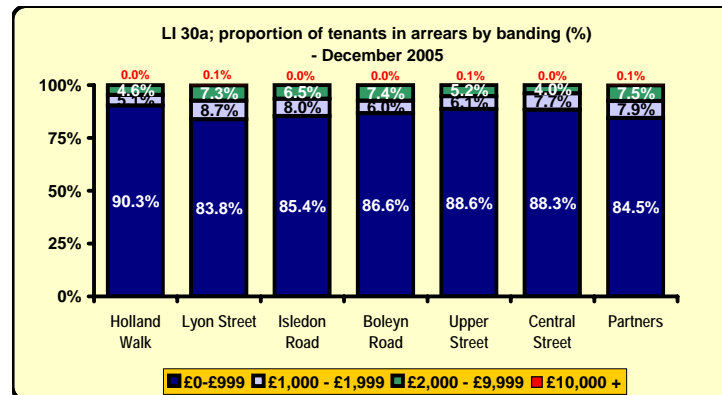
Clarification can be obtained from Alan Richards (Ext 4281)

Number of tenants in arrears by band

LI 30a	2004					2005				
	Dec					Dec				
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total
Holland Walk	2,043	122	100	0	2,265	1,929	108	99	0	2,136
Lyon Street	2,036	206	184	2	2,428	1,383	144	121	2	1,650
Isledon Road	2,338	245	216	2	2,801	2,154	203	165	1	2,523
Boleyn Road	1,279	124	134	0	1,537	1,267	88	108	0	1,463
Upper Street	1,864	132	110	2	2,108	1,758	121	104	1	1,984
Central Street	1,929	144	88	0	2,161	1,668	145	75	0	1,888
Partners	727	77	65	1	870	663	62	59	1	785
HFI	12,216	1,050	897	7	14,170	10,822	871	731	5	12,429
% of total	86.2%	7.4%	6.3%	0.05%		87.1%	7.0%	5.9%	0.04%	

Amount of arrears by band

LI 30b	2004					2005				
	Dec					Dec				
	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total	£0-£999	£1,000 - £1,999	£2,000 - £9,999	£10,000 +	Total
Holland Walk	£345,634	£168,110	£330,929	£0	£844,673	£322,342	£153,628	£307,682	£0	£783,653
Lyon Street	£395,686	£298,371	£667,518	£20,952	£1,382,527	£265,301	£202,900	£457,670	£21,182	£947,054
Isledon Road	£458,159	£346,840	£752,610	£23,110	£1,580,719	£395,008	£287,136	£577,849	£10,905	£1,270,899
Boleyn Road	£249,360	£179,068	£484,985	£0	£913,412	£222,339	£129,176	£366,564	£0	£718,079
Upper Street	£331,298	£185,462	£409,687	£21,709	£948,156	£270,506	£170,086	£357,530	£11,411	£809,534
Central Street	£357,894	£201,125	£290,028	£0	£849,047	£294,683	£196,574	£232,529	£0	£723,785
Partners	£132,834	£105,333	£248,640	£12,035	£498,841	£115,072	£86,309	£209,484	£17,741	£428,606
HFI	£2,270,863	£1,484,308	£3,184,397	£77,806	£7,017,375	£1,885,252	£1,225,809	£2,509,308	£61,240	£5,681,610
% of total	32.4%	21.2%	45.4%	1.1%		33.2%	21.6%	44.2%	1.1%	



OPERATIONS (CARETAKING)

(LKPI 69a) The percentage average score of caretaking inspections.

Target = 78%

All scores are based upon independent assessment of caretaking inspections.

Caretaking inspections are assigned a grade using the following scale:

"A" (All Clear) 75%-100%

"B" (Satisfactory) 50%-74%

"C" (Poor) 25%-49%

"D" (Very Poor) 0%-24%

Comments:

The Homes For Islington monthly average score for December 2005 is 78.80%, 0.8% above target.

Upper Street has the highest area office monthly score of 80.20%. The HFI aggregate score for the YTD is 78.85%, a performance of 0.85% above target.

TMO inspections have scored an average of 82.50% for December and 79.98% for the YTD, 1.98% above target.

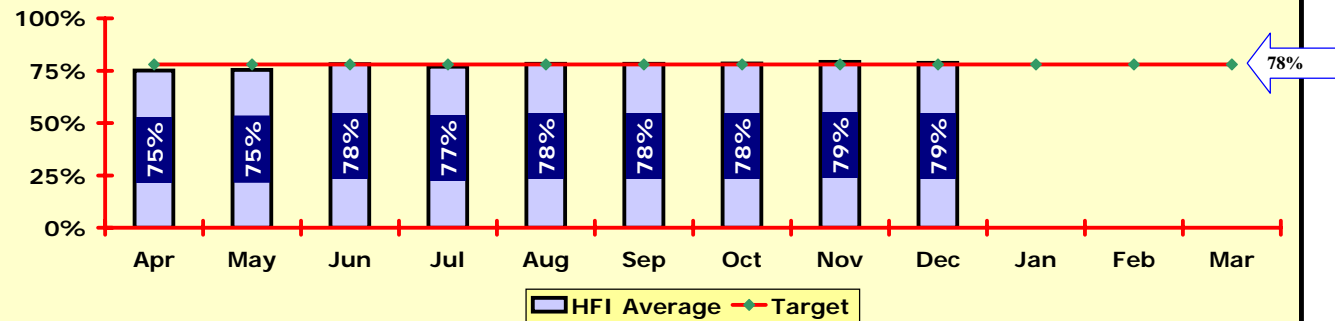
Contact:

Anne Mushington ext 4113

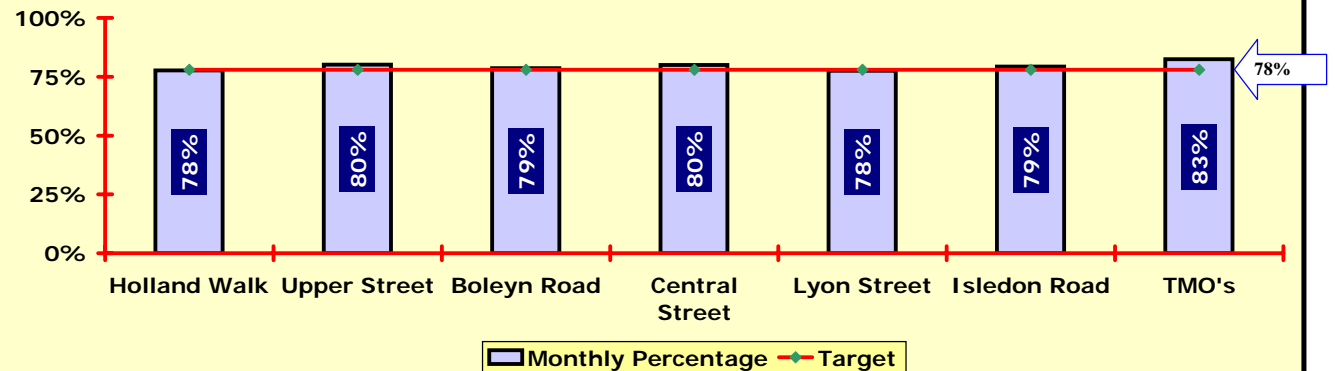
Caretaking inspection total, percentage gradings and average percentage score

Area office monthly breakdown										
LKPI 69a	No A's	No B's	No C's	No D's	% A's	% B's	% C's	% D's	Monthly Avg %	YTD Avg %
Holland Walk	77	101	18	4	39%	51%	9%	2%	77.70%	76.60%
Upper Street	38	89	9	0	28%	65%	7%	0%	80.20%	78.48%
Boleyn Road	31	101	11	0	22%	71%	8%	0%	78.60%	77.10%
Central Street	34	99	7	0	24%	71%	5%	0%	80.00%	79.82%
Lyon Street	25	109	13	0	17%	74%	9%	0%	77.60%	76.40%
Isledon Road	29	90	5	2	23%	71%	4%	2%	79.30%	77.33%
TMO's	41	75	4	0	34%	63%	3%	0%	82.50%	79.98%
HFI Total	275	664	67	6	27%	66%	7%	1%	78.80%	78.85%

LKPI 69a Homes for Islington percentage average score of caretaking inspections



Monthly percentage average score of caretaking inspections by area office



OPERATIONS - Home Ownership - Leaseholders Right To Buy

LKPI 74a - RTB2's - Right to Buy Applications received and processed by Home Ownership.

LKPI 74b - Valuations - period from request made to valuation received in weeks.

LKPI 74c - S125's - Landlord offers to leaseholders in weeks

LKPI 74d - Plans - period of plans requested from valuers to receiving them in weeks.

LKPI 74e - Correspondence - total correspondences received and responded to from across Home Ownership's teams.

Comments:

These are new Home Ownership LKPI's for 2005-2006.

Contact Anne Mushington for more information on ext 4113

LKPI 74a - RTB2's

	Dec-05	YTD
RTB received	28	365
RTB2 denials	3	56
RTB2 processing time (weeks)	2.8	3.09
% RTB2 processed in time (within 4 weeks)	81%	84%

LKPI 74b - Valuations

	Dec-05	YTD
Valuations - time from request made to valuation receipt (weeks)	7.1	8.64

LKPI 74c - S125's

	Dec-05	YTD
S125 - time from receipt of valuation to issue of S125 (weeks)	2.1	1.71

LKPI 74d - Plans

	Dec-05	YTD
Plans - time from plans requested from valuers to receipt (weeks)	7.9	9.46

LKPI 74e - Correspondence

Team:	number received		number replied to within 10 days			
	December	YTD	December	YTD	% Month	% YTD
East	211	2997	207	2867	98.1%	95.7%
Major Works	156	1620	114	1372	73.1%	84.7%
North	244	3218	238	3131	97.5%	97.3%
Right to Buy	112	1452	110	1363	98.2%	93.9%
West	346	3267	346	3232	100.0%	98.9%
Management	17	214	15	178	88.2%	83.2%
Total	1086	12768	1030	12143	94.8%	95.1%

OPERATIONS - Home Ownership - Legal Action on Service Charges

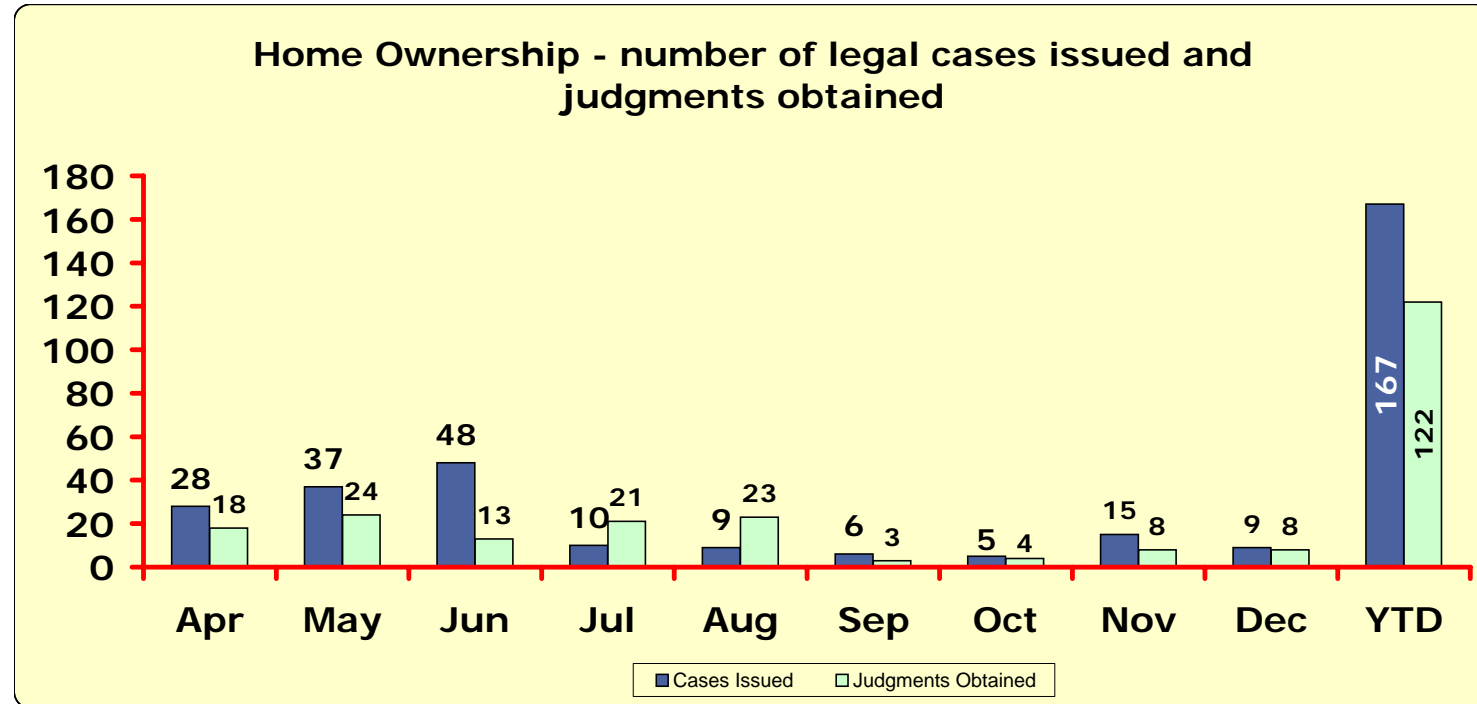
**(LKPI 75a, b, c and d)
Home Ownership legal
action on service charges.**

This is a new PI introduced in June 2005 to record instructions for legal action from the Home Ownership team.

Contact Anne Mushington for more information on ext 4113

NEW CASES	Dec	YTD
LKPI 75a - Instructions Recorded	10	199
LKPI 75b - Cases Issued	9	167
LKPI 75c - Judgments Obtained	8	122
LKPI 75d - Judgment Cost	£6,593.00	£150,446.51

percentage of judgments obtained against cases issued - YTD		
Judgments	Cases Issued	%
122	167	73%



PROPERTY SERVICES (REPAIRS)

(LKPI 35 MPG)

The percentage of urgent repairs completed (using priority H0, H1 & H2 time limits).

Partners - using data from LKPI 41(a+b)

Target = 95.5%

(LKPI 185)

Percentage of repairs for which an appointment was made and kept

This indicator measures the number of jobs where an appointment was given and kept. The appointment is defined as an arrangement to carry out the repair on a specific date, expressed as a percentage of all responsive repairs ordered where access was required. This excludes from both the numerator & the denominator the number of urgent and emergency priority jobs where a response is usually required within 24hrs.

Target = 97.5%

Comments:

LKPI 35: Urgent jobs

The current month score for December 2005 is 99.76%, up 0.4% on last month's figure.

Performance for the year to date is now 99.05%.

Both monthly and aggregate scores are performing above target.

LKPI 185: Repair appointments made and kept

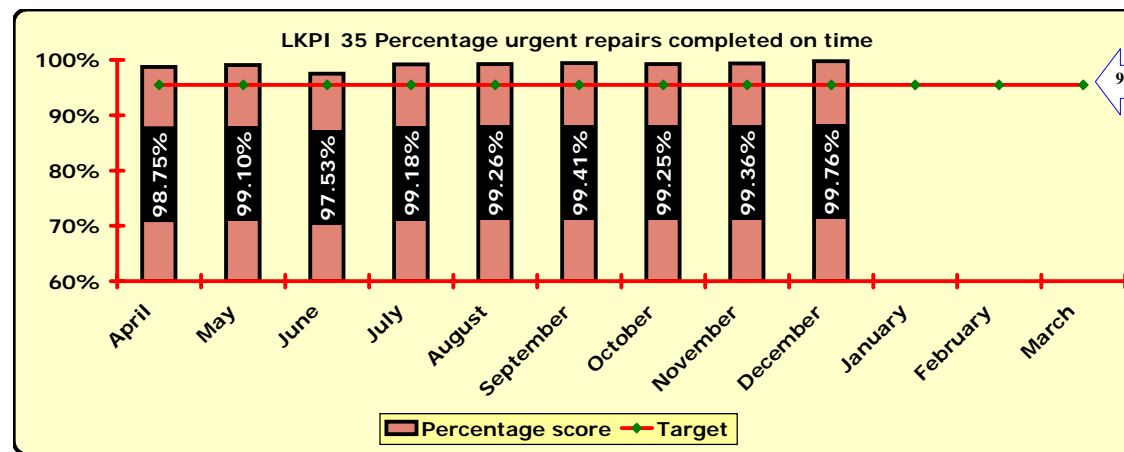
The percentage of responsive repairs appointments made and kept across HFI for December 2005 was 99.19%, and 98.75% for the year to date. Month and aggregate scores are performing above target.

All figures for this PI are provided by Kier Islington and Partners.

For clarification please contact Anne Mushington ext 4113

LKPI 35; percentage of urgent repairs completed

LKPI 35	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	2093	1986	95%	101	101	100%	1434	1423	99%
Lyon Street	1500	1408	94%	82	82	100%	909	902	99%
Isledon Road	2547	2441	96%	163	163	100%	1606	1594	99%
Boleyn Road	1432	1358	95%	89	89	100%	942	930	99%
Upper Street	1744	1653	95%	114	112	98%	1118	1109	99%
Central Street	1799	1696	94%	135	135	100%	1131	1119	99%
Partners	2707	2592	96%	142	142	100%	1531	1512	99%
TOTAL	13822	13134	95%	826	824	100%	8671	8589	99%



LKPI 185; percentage of responsive repairs appointments made and kept.

LKPI 185	Last Year			Current Mth			YTD		
	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%	Appts Made	Appts Kept	%
Holland Walk	3288	3213	98%	181	179	99%	2313	2275	98%
Lyon Street	3042	2975	98%	124	122	98%	1556	1540	99%
Isledon Road	3870	3772	97%	221	218	99%	2382	2344	98%
Boleyn Road	1833	1803	98%	172	172	100%	1570	1549	99%
Upper Street	2654	2594	98%	239	237	99%	2168	2139	99%
Central Street	2706	2641	98%	126	126	100%	1152	1123	97%
Partners	6616	6318	95%	417	414	99%	4565	4539	99%
TOTAL	24009	23316	97%	1480	1468	99%	15706	15509	99%

PROPERTY SERVICES (REPAIRS)

(LKPI 36 MPG)

The average time taken to complete non-urgent repairs. (£1000 upper limit - priority H4 & H6) in calendar days.

Target= 10 calendar days

(LKPI 37)

Percentage of non-urgent repairs completed on time

Partners - using data from LKPI 41(c+d+e)

H4 - Respond within 3-9 days and complete by 25 days in one visit.

H6 - Respond within 3-9 days and complete by 25 days.

Target = 96.5%

Comments:

LKPI 36 - December's performance of average time taken to complete non-urgent repairs was 8.40 calendar days. YTD performance is 8.46 calendar days. Monthly and aggregate scores are performing better than the HFI target.

(Note Partners are not required to provide LKPI 36 data above)

LKPI 37 - December's performance on the percentage of non-urgent repairs completed on time was 98.39%, down 0.14% on November's performance and 1.89% above the current target. The aggregate score for the year to date is 98.45%, also performing above target.

For clarification/info, please contact Anne Mushington ext 4113

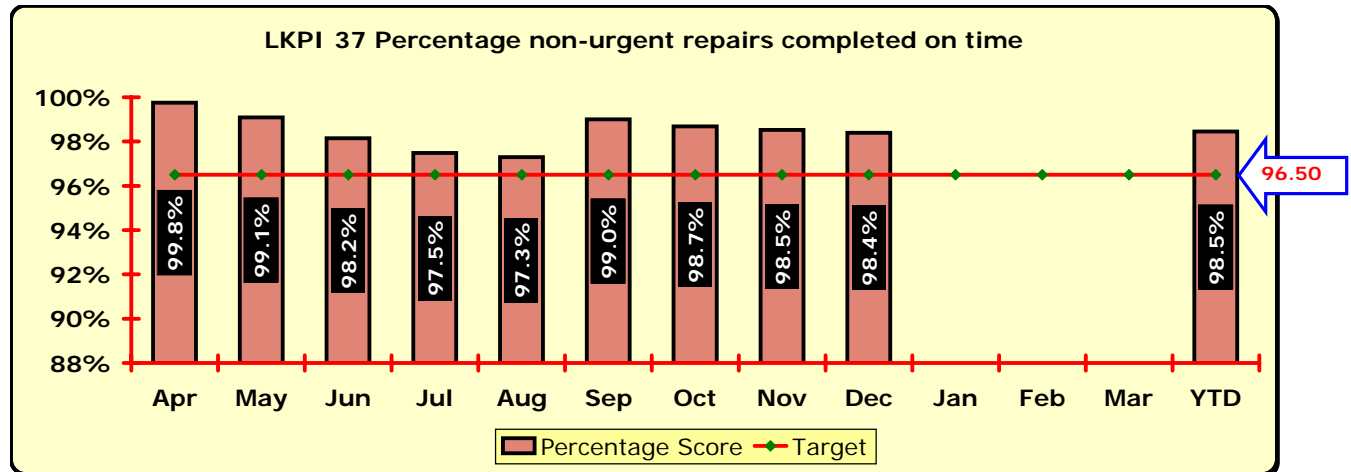
LKPI 36; Average time taken to complete non-urgent repairs.

LKPI 36	Last Year			Current Mth			YTD		
	Repairs	Days	Avg	Repairs	Days	Avg	Repairs	Days	Avg
Holland Walk	5392	56822	11	333	2966	9	3690	32065	9
Lyon Street	4184	47921	11	234	2015	9	2808	23078	8
Isledon Road	6124	61495	10	440	4080	9	4066	34333	8
Boleyn Road	3456	35537	10	312	2587	8	2661	22165	8
Upper Street	4729	46896	10	407	3099	8	3485	30290	9
Central Street	3582	36328	10	255	1896	7	2281	18716	8
TOTAL	27467	284999	10	1981	16643	8	18991	160647	8

LKPI 37; Percentage of non-urgent repairs completed on time.

LKPI 37	Last Year			Current Mth			YTD		
	Repairs	Completed	%	Repairs	Completed	%	Repairs	Completed	%
Holland Walk	5392	5200	96%	333	326	98%	3701	3637	98%
Lyon Street	4184	3949	94%	234	233	100%	2808	2769	99%
Isledon Road	6124	5968	97%	440	430	98%	4077	4023	99%
Boleyn Road	3456	3347	97%	312	306	98%	2663	2617	98%
Upper Street	4729	4585	97%	407	401	99%	3499	3434	98%
Central Street	3582	3444	96%	255	252	99%	2284	2252	99%
Partners	1209	1188	98%	72	72	100%	777	770	99%
TOTAL	28676	27681	97%	2053	2020	98%	19809	19502	98%

LKPI 37 Percentage non-urgent repairs completed on time



RESOURCES

(BVPI 8)

The percentage of invoices paid within 30 days

- numerator is total invoices paid within 30 days

- denominator is total invoices paid this month

Current Target = 100%

BVPI - 8 Percentage of invoices paid within 30 days.

	Last Year			Current Mth			YTD			
	Inv. Pd within 30	Inv. Pd within 30	Percentage	Inv. Pd within 30	Inv. Pd this Mnth	Percentage	Invoices outstanding	Inv. Pd within 30	Inv. Pd this Mnth	Percentage
Holland Walk	462	450	97%	90	90	100%	1	549	552	99%
Central Street	574	439	76%	109	109	100%	10	913	916	100%
Boleyn Road	147	92	63%	94	94	100%	8	399	401	100%
Iseldon Road	304	291	96%	115	115	100%	1	600	608	99%
Upper Street	409	361	88%	156	156	100%	22	708	711	100%
Total Area Offices	1896	1633	86%	564	564	100%	42	3169	3188	99%
Resources	3941	3089	78%	702	737	95%	49	4660	5013	93%
Performance & Service Development	N/A	N/A	N/A	19	25	76%	0	188	205	92%
LBI (Housing)	9737	7603	78%	444	485	92%	N/A	4201	4737	89%
TOTAL (Excluding LBI)	5837	4722	81%	1285	1326	97%	91	8017	8406	95%

Comments:

DECEMBER 05 - 97%

BVPI 8 - The current HFI YTD overall performance, 95%, is 5% below target. This is 6% greater than LBI Housing, 89%.

Comparison with London BVPI 2004-05 full results suggests HFI's performance is Top quartile.

For clarification please contact Nasser Patel ext 4219.

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

Term	Explanation
ABC	Acceptable Behaviour Contracts
AHO	Area Housing Office
ACPI	Audit Commission Performance Indicator
ASBO	Anti-Social Behaviour Order
BME	Black and Minority Ethnic (description of community or individual not of white UK origin)
BS4I	Building Solutions for Islington - the division formerly known as Architects and Surveyors
Business Objects	IT system used to create reports from iWorld
BV	Best Value - an examination of council services introduced by the current government to ensure they are being delivered effectively and give value for money
BVPI	Best Value Performance Indicator - government measure for monitoring the ALMO's performance
BVPP	Best Value Performance Plan
B'Wide	Boroughwide - an average taken of all relevant service areas
Caxtons	Company providing repair service to the ALMO
CBL	Choice-Based Lettings - system that allows tenants to bid for properties according to how many housing register points they have
Confidence limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range
CTA	Court Applications
Data	Information
Debt pool reduction	The overall reduction in debt since the start of the financial year
Departmental collectors	Members of staff that are responsible for providing the performance monitoring team with performance statistics for their department
Development voids	Empty properties that require major repairs work, are awaiting funding or are awaiting disposal
DHS	Decent Homes Standard - criteria set down by the government to ensure that social housing meets a minimum standard by 2010
GSMT	Gas Safety Management Team
HFI Direct	Call centre for tenants and leaseholders to report repairs
HH1	Form completed when an instance of harassment is first reported
HH2	Investigation and recommendation form - contains further details of harassment case and any action taken
HH3	Case conference decision form for harassment
HMIS	Housing Management Information System, now replaced by iWorld
HMT	Housing Management Team (former)
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
Hyde	Hyde Northside housing association is contracted to manage the Lyon Street area housing office
Islington Repair Line	Former name of HFI Direct the call centre for tenants and leaseholders to report repairs
iWorld	Housing management IT system
LA	Local Authority
LBBF	London Borough Benchmarking Forum (for example HouseMark)
LI	Local Indicator
LKPI	Local Key Performance Indicator
Management voids	Empty properties that require minor repairs work
Margin of error	Statistical term denoting the probability that the figure does or does not lie within the confidence interval (+/-)

GLOSSARY OF TERMS AND ABBREVIATIONS USED IN THIS REPORT.

Term	Explanation
MPG	Management Performance Group
N/A	Not Applicable
Nil	Nothing to report.
Non-decent	Homes that fail to meet the Decent Homes Standard
Non-urgent repairs	Repairs that do not have to be completed within H0-H3 timescales
NP	Not Provided
NSP	Notice of Seeking Possession.
NTQ	Notice to Quit
Ohms	Open Housing Management System. The housing repairs database.
Operations	Division within the ALMO consisting of the following functions: tenancy management, contact centre, central services
Partners for Islington	Company contracted to manage all street properties
Performance Basket	Set of performance indicators used to measure and compare performance of area housing offices and Partners for Islington
PI	Performance Indicator
Property Services	Division within the ALMO consisting of the following functions: repairs, asset management, capital programme, support services
QSP	The Council's / ALMO's financial management system
Reception Centres	Units of temporary accommodation, managed by the Operations division of the ALMO
Re-let	When a new tenancy is created at a previously empty property
Rent roll	The total amount of rental income due
Repair Priorities	Target timescales for completing repairs: H0 = 2 hours (weekends); H1 = 3 calendar days; H2 = 2 hours (week days); H3 = 3 working days; H4 = 9 working days; H5 = 10 working days; H6 = 25 working days
Resources	Division within the ALMO consisting of the following functions: accounts, income management, HR & company administration, IT & infrastructure
Responsive repairs	A term used for day-to-day repairs requested by tenants
RH	Racial Harassment
SAP	Standard Assessment Procedure (for energy efficiency), used to measure the efficiency rating of buildings to retain heat etc
Seasonal trend	Variations in performance due to seasonal factors, such as winter and summer periods
Sheltered	Sheltered accommodation for the elderly and infirm
SLA	Service Level Agreement between internal/Council departments
SLUGS	Short Life User Groups
Tenant participation compacts	Locally negotiated agreements between the ALMO and its tenants, that sets out how tenants can be involved in decisions on services
TBC	To Be Confirmed
TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
TMO	Tenant Management Organization
Top quartile performance	Top quarter performance scores attained during the previous year (used as a benchmark), either on a national or London level
Turnaround time	The number of days or weeks between a property becoming vacant and being relet to a new tenant
Urgent repairs	Repairs to be completed within the H0-H3 priority bandings
Voids	Properties that are vacant
Wgt	Weighting
Year End	The final performance at the end of the financial year (end of March)
YTD	Year To Date

Report of	Team	Job Title
Simon Kwong	Chief Executive Directorate	Head of Performance and Service Development

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	14 February 2006	8	Monitoring

Subject of Report: Performance of Partners for Improvement in Islington

1. Synopsis

1.1 This report gives information about the performance of Partners in delivering the PFI 1 contract for refurbishment, maintenance and housing management services to 2,400 street properties across the borough. It also outlines current issues and developments in delivering services and includes a summary of contract variations as requested at the last CSSB meeting.

2. Recommendation

2.1 That the Sub-Board notes this report.

3. General Performance: The provisional Performance Basket for December 2005 indicates that Partners scored 7.80 points out of a maximum of 10, which is rated as “good”. This is a reduction on November’s figure, when 8.64 points were awarded. The slippage stems from a drop in monthly rent arrears recovery (and there is usually a seasonal dip in performance in this area at this time of year). On a year to date basis, the overall score is 8.34 points, which also attracts a “good” rating. The basket for Partners contains some different performance indicators to the other area offices and direct comparison with their scores is not possible. No contractual performance or unavailability deductions were made in December 2005.

3.1 Rent Arrears: For the period April to the end of December, Partners collected 99.7% of the rent due. This is above the contract target but below the HFI target of 102%. The current arrears per tenant were £253.76 at the end of December, which is better than the HFI target of £284.00. Partners are consistently reducing the debt per tenant; the debt has fallen by 13.6% over the year to date.

3.2 Tenancy Management: Standards for compliance with tenancy changes, such as mutual exchanges and successions, have been agreed with Partners. There will be clear standards to ensure that tenancy changes follow HFI procedures and legal requirements and that there is an audit trail.

3.3 Customer Care and Consultation: Partners continue to perform very well against the targets for response times and during November and December maintained their 100% compliance since April 2005. Partners are consulting residents on the Annual Service Plan for 2006/7 and this will be agreed with HFI by 30th April 2006.

3.4 Complaints action plan: HFI are monitoring the action plan developed by Partners to reduce the number of complaints received, particularly on refurbishment. HFI set a target for a reduction of 50% overall by the end of March 2006. As at December 2005 there has already been a 45% decrease in overall complaint numbers when compared to the same period last year. Refurbishment complaints over the last quarter are down to 37 compared with 54 in the first quarter. At the end of January HFI will be reviewing the actions put in place since the action plan was drawn up to ensure lessons from complaints are being learnt and complaints continue to decrease.

3.5 Responsive Repairs: Partners' repairs performance in December was excellent with 100% of repairs completed within timescale and 99.28% of repairs appointments made and kept. Their year to date performance on both these indicators is 99%. This sustained performance has led to an increase in tenant satisfaction, which currently stands at 87%, for the year to the end of December 2005, well above the contract target of 65%.

3.6 Voids Management: At the end of December the number of empty properties remains fairly constant at 38, which is at a similar level to the start of the contract. 17 of these are used for temporary accommodation whilst the refurbishment works are carried out and nine are in the process of being relet. The others are having refurbishment work carried out before reletting. Partners have a contractual target to relet dwellings that do not require any major works within an average of 29 days. They are currently ahead of the HFI target of 26 days by re-letting properties in 24 days. This has reduced from the previous year-end figure of 26 days.

4. Refurbishment Programme

4.1 Summary

4.1.1 The refurbishment programme began at the end of August 2003 and is scheduled to finish on 30th September 2008.

4.1.2 As at the end of December 2005, Partners had completed 636 properties to the full standard (internal and external) and 289 to the interim standard (internal refurbishment only).

4.1.3 In December 2005 Partners completed 205 properties to the full standard. Of these, 137 were tenanted and 68 were leasehold completions.

4.1.4 Partners completed 300 properties to the full standard in the last three months, which brings their total of 636 broadly back in line with their target of 661 units. This provides some comfort to HFI, for the first time since the works programme began, that they are in line with their programme and are more likely to reach the contractual milestone of 944 properties completed to the full standard by December 2006. These completed units contribute to HFI's decent homes target for 2005/6.

4.2 Programme and duration of works

4.2.1 Further negotiations have taken place between HFI and Partners in respect of the amount of time taken to carry out refurbishment works to individual properties. These negotiations have resulted in an agreement to run a pilot in two properties to complete works in line with the reasonable works periods proposed by HFI (five weeks for a property with no damp and six weeks for a property with damp). Close monitoring by HFI will be undertaken to monitor any issues that arise during the execution of the works and to judge whether these targets are realistic and achievable.

4.3 Ensuring works meet required standard

4.3.1 A further six inspections have been undertaken to properties where refurbishment works were in progress. In the majority of cases, works quality and customer satisfaction were being maintained at satisfactory levels. However, two of the residents interviewed expressed their dissatisfaction with the lack of communication and feedback from the works team as to when certain aspects of the works were to be carried out or completed.

4.3.2 The technical commissioning manager has accompanied Faithorn, Farrell and Timms (FFT) surveyors on an external inspection of a property that had been recently completed. The purpose of the inspections carried out by FFT is to ensure that the properties meet the required availability standards. The inspection carried out to date revealed that the works had been carried out to a satisfactory standard, although there was an issue of some minor missing and loose pointing to the roof area in addition to a window being stuck by paint.

4.3.3 The technical commissioning manager has accompanied CSSB members and representatives from United House and Partners on a visit to two void properties that were undergoing refurbishment works. One of the properties was a basement property which was having extensive damp proofing and tanking works carried out at the time of the visit, whilst the other was close to completion and awaiting decoration.

4.4 Satisfaction Survey

4.4.1 Partners' contractor United House have carried out a further independent customer satisfaction survey during the period of June to August 2005. The latest figures up to December 2005 will be available for the next CSSB report.

	Jan-May 2005	June-Aug 2005
Residents satisfied with the improvement to their home	70%	63%
- Start and completion in 2005	N/a	72%
- Backlog (2004 start, completion in 2005)	N/a	55%
Residents satisfied with the service provided by UH staff	78%	87%
- Start and completion in 2005	N/a	88%
- Backlog (2004 start, completion 2005)	N/a	81%

4.4.2 There appears to have been a decline in residents' satisfaction with the works, but this may be attributable to residents whose properties were part of the backlog programme. These are properties that were started in 2004 but not fully completed by United House until well into 2005. From the beginning of 2005 United House made significant improvements in their communications and service.

4.4.3 If the backlog properties are taken out there is an increase in satisfaction from 70% to 72%. The backlog properties will continue to affect the satisfaction responses until they are all completed. HFI have stressed to UH the importance of completing these as a priority.

4.4.4 Satisfaction with the overall service provided by UH has improved to 87%, generally driven by satisfaction with the information provided, security precautions taken and complaint handling. However, satisfaction with cleanliness and tidiness of the work declined. This is an area that UH and Partners will need to refocus their efforts on.

4.4.5 In summary, the overall trend of tenant satisfaction is upwards. In the next report we will also have the first leasehold survey responses to report.

5. Contractual issues

5.1 Variations

5.1.1 There are still a number of contract variations to be agreed between Partners and HFI. Progress has been made in the last two months in some areas and one has been agreed. Details of contract variations, as requested at the last CSSB meeting, are shown in Appendix 1.

5.1.2 HFI and Partners have also agreed in principle to adopt a variation protocol to provide a more detailed and time-limited framework to the negotiation process.

6. Performance

	Contract Target	Dept Target	Year end Mar 2005	Aug 05	Oct 05	Dec 05	YTD
Complaints % replied to within 10 days	96%	95%	92%	100%	100%	100%	100%
Correspondence % replied to within 10 days	96%	95%	97%	100%	100%	100%	100%
Members Enquiries % replied to within 10 days	96%	95%	92%	100%	100%	100%	100%
Telephone calls % answered within 18 seconds (excl out of hours)	80%	93%	95%	99%	99%	97%	98%
% of gross rent collected	97.5%	102%	101%	99.0%	96.6%	95.4%	99.7%
Current arrears per tenant	Not a contract target	£284	£268.24	£248.66	£247.42	£253.76	-
Average re-let time for minor repair re-lets only (excluding all dwellings with major repairs)	29.9 days	26 days	26 days	N/A (no minor voids let)	N/A (no minor voids let)	26 days	24.23 days
Average re-let time for all local authority dwellings let (excluding period for major repairs)	Not a contract target	26 days	25 days	6 days	13 days	19 days	16 days
% of all repairs completed within timescales year to date	95%	95.5%	96%	99.25%	99%	100%	99%
% responsive repairs for which an appointment was made and kept	Not a contract target	97.5%	95%	100%	99.11%	99.28%	99 %
% of dwellings that have a valid CP12	100% at year end	100% at year end	99.53%	99.06%	99%	98.93%	98.93%

7. Conclusion

7.1 Partners continue to provide a generally good housing management and repairs service. The number of completed refurbishments of properties has increased significantly over the last three months. HFI continues to monitor progress of the refurbishment programme in order to ensure that Partners meet contractual milestones and that satisfaction levels of tenants and leaseholders are high.

Background papers

Partners for Improvement in Islington contract documents.

Report Author: Jane Mugridge, Contract Commissioning Manager
Telephone: 020 7527 4095
E-mail address: jane.mugridge@homesforislington.org.uk

Item 8 - Appendix1

PFI Contract Variations

Variation Ref/Issue	Current Position	Comments
05001- Electrical Sockets	HFI and Partners agreed	Additional sockets required reflecting what residents currently have in their homes. Call off charge to LBI
05002- 100% heating systems	With Partners legal team for comment	Further meeting to be agreed
05003- water flow rates in boilers	With Partners legal team for comment	Further meeting to be agreed
05006- Disrepair pre action protocol	Wording of variation in final stages of negotiation with Partners	Further meeting to be agreed
05007- RTB application/works	HFI have sent draft to Partners for consideration	Works to be suspended if RTB application reaches "acceptance of offer" stage.
05008- RWP voids	With Partners legal team for comment	Further meeting to be agreed. Reasonable works period for voids 77 days.
05009- Decorations	Agreed to scope and prices in variation document Partners to sign	Additional decorations to rooms damaged by works. Call off charge to LBI.
05010- Communal Elec meters	Wording of variation in final stages of negotiation	If meter supply outside contract will be a call off charge to LBI
05012 - Stage 2 complaints	In final negotiations over price of the service.	Reflects change to HFI policy that operational areas deal with Stage 2 complaints. Partners agreed from April 2005 but additional costs to LBI.
05013- Allocations (Choice-based lettings) and Void KPI	Variation to existing protocol agreed. Final negotiations over PI to be agreed.	Reflects change to policy. Partners are working to these standards but possible additional costs to LBI.

05014-Void standards	With Partners legal team for comment	Further meeting to be agreed. Reflects new HFI standards. Call off charge to HFI
05015- Unauthorised occupation/fraud	Negotiations underway and progressing	HFI have clarified KPI requirements
05016- RWP tenanted	Negotiations progressing. Partners agree in principle and negotiating over period. Pilot agreed in two properties to assess whether timescales are achievable	HFI requires a reasonable works period to be agreed for tenanted properties as per the Contract.
05017- Use of temporary accommodation	Negotiations underway. Counter proposal with Partners for consideration.	Partners have requested increase in number of property weeks permitted for temporary transfers while works carried out.
05018- Party Walls Protocol	HFI and Partners agreed.	Clarifies the division of responsibilities and liabilities in adjoining private properties and HFI properties.

Report of	Team	Job Title
Simon Kwong	Chief Executive Directorate	Head of Performance & Service Improvement

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	14 February 2006	9	Monitoring

Subject of report: Performance of Tenant Management Organisations (TMOs) and Co-operatives (TMCs)

1. Synopsis

- 1.1 This report gives information on the performance of the larger estate based TMOs and TMCs providing management services on behalf of the London Borough of Islington.

2. Recommendation

- 2.1 That the Sub-Board notes this report.

3. Background

- 3.1 Homes for Islington's Tenant Management Commissioning Team monitors the performance of all tenant management organisations (TMOs) and tenant management co-ops (TMCs) on behalf of the council. Commissioning Officers hold quarterly monitoring meetings with each organisation and review all the services provided as well as the governance and finance arrangements. The Quality Assurance Team also conduct regular, unannounced spot checks of the caretaking standards of tenant-managed estates. All TMOs are also required to provide monthly performance data covering their repairs service, their management of voids (where this is a TMO responsibility) and their response times to written enquiries.
- 3.2 Following the termination of the Management Agreement with the St Luke's TMO, there are 25 TMOs and TMCs operating in Islington delivering housing management and maintenance services to 4,049 properties. The number of small homestead co-ops is also about to be reduced from eight to four by amalgamation and the voluntary termination of one management agreement, resulting in these schemes now managing 46 dwellings. While they are still excluded from this report, once the amalgamation process is formalised and a new management agreement entered into, the new amalgamated homestead co-op will be included.
- 3.2 This report is based on the monthly performance information provided by TMOs and TMCs for December 2005, covering repairs, voids, rent collection and correspondence management. However, the assessments of the finance and governance performance of the TMOs and TMCs covered cannot be updated at this time, as the January 2006 round of quarterly monitoring visits is still being carried out.

For the same reason it is not possible to provide the narrative usually included for schemes where a “No Diamond” assessment has been made by the Commissioning Officer; or to update, where relevant, on the progress of the TMO/TMC in dealing with issues highlighted in the last Sub-Board report.

4. Performance

- 4.1 The performance monitoring table with performance data and monitoring assessments is shown in Appendix A. At its last meeting the Sub-Board requested that up, down or sideways arrows are included in the monitoring assessment section of this table in order to highlight improvements, deteriorations or stability in performance since the last report. This request has been taken on board; however, as the monitoring assessments in this report are unchanged from those in the December report, this innovation will start from the April 2006 report, when there may be some variations to highlight.

5. Five Year Reviews

- 5.1 First and second tranche Five Year Reviews continue, with one first tranche scheme now completed. Progress over the Christmas period has necessarily been limited and updated work programmes will be provided to the April meeting. Two schemes excluded from Internal Audit’s programme are to be audited by external auditors through a separate contract in order that their reviews can be completed within the target timescales set out in the management agreement.

6. New Modular Management Agreement

- 6.1 As a first step in the move to the new MMA, the Association of Islington Tenant Management Organisations (AITMO) has commissioned a government approved agency to conduct a series of 13 introductory training sessions for its members, running from January to April. This will be followed up by a programme designed to take the TMCs through the formal preparation and negotiation processes needed to arrive at a new agreement. The target date for completion of the changeover to the new MMA for the TMCs is March 2007, with the TMOs to be completed by March 2008.
- 6.2 Following feedback from the ODPM and legal advice, we are also working to put an interim management agreement in place by the end of the current financial year to carry the TMCs over until the full Modular Management Agreement is in place.

7. Conclusion

- 7.1 As has occurred previously, this report contains only a limited amount of fresh information, as the reporting deadlines for the Sub-Board do not fit easily with the quarterly monitoring cycle. The April report will include the diamond ratings generated by the current monitoring round, as well as the monthly data from February, so will provide a fuller picture of progress.

Background papers

TMO Management Agreements
TMC Management Agreements

Report Author: Graham Baugh, Commissioning Manager and Tenant Management
Telephone: 0207 527 4276
E-mail address: graham.baugh@homesforislington.org.uk

HOMES FOR ISLINGTON

TMO/TMC PERFORMANCE REPORT TO CONTRACTED SERVICES SUB-BOARD

FEBRUARY 2006

TMO/TMC		Stock Number	Data Supplied	PERFORMANCE INDICATORS				MONITORING ASSESSMENT		
				Repairs	Correspondence	Voids	Arrears	Governance***	Finance***	Caretaking*
1	Arch-Elm Co-op	95	N	NP	NP	NP	N/A	◆◆	◆◆	A
2	Bemerton Villages TMO	735	Y	100%	None	None	N/A	No Diamonds	No Diamonds	A
3	Blackstock TMO	185	Y	100%	None	None	N/A	◆	No Diamonds	A
4	Braithwaite House TMO	108	Y	100%	None	19	N/A	◆◆	◆	B
5	Brooke-Park Co-op	111	Y	100%	None	None	100%	◆◆◆	◆◆◆	A
6	Brunswick Close TMO	268	N	NP	NP	NP	N/A	No Diamonds	◆	A
7	Charteris Co-op	127	Y	100%	100%	49	90%	No Diamonds	◆	N/A
8	Dixon Clark Court TMO	60	Y	100%	None	N/A	N/A	◆◆	◆	A
9	Elthorne 1st Co-op	133	Y	None	100%	None	96%	◆◆	◆◆	B
10	Gambier House TMO	115	Y	100%	None	10	N/A	◆◆	◆◆◆	A
11	Halfmoon Crescent Co-op	226	N	NP	NP	NP	NP	◆◆	No Diamonds	A
12	Harry Weston Co-op	124	N	NP	NP	NP	NP	No Diamonds	◆◆	A
13	Holbrook Co-op	103	Y	NP	NP	NP	104%	◆	◆◆	A
14	Hornsey Lane EMB	173	Y	100%	None	N/A	N/A	◆◆	◆◆	A
15	Islington Green Co-op**	31	**					No Diamonds	No Diamonds	N/A
16	Miranda TMO	148	Y	100%	100%	None	N/A	No Diamonds	◆◆	B
17	Newbery House Co-op**	54	**					No Diamonds	No Diamonds	A
18	Pleydell TMO	280	Y	100%	0%	N/A	N/A	◆◆	◆◆	A
19	Quaker Court TMO	76	Y	100%	100%	None	N/A	◆◆	◆◆	A
20	Redbrick TMO	160	Y	100%	100%	None	N/A	◆◆	◆◆	A
21	Spa Green TMO	129	Y	100%	None	12	N/A	◆◆	◆◆	A
23	Stafford Cripps TMO	180	Y	100%	None	N/A	N/A	No Diamonds	No Diamonds	A
24	Taverner & Peckett TMO	165	Y	100%	NP	13	N/A	◆	◆◆	A
25	Wenlake TMO	119	Y	100%	None	N/A	N/A	◆◆	◆◆	B
26	Weston Rise TMO	144	Y	99%	None	None	N/A	◆◆	◆◆	A
Total Stock reporting		4049								

Notation

- N/A Not a TMO/TMC responsibility
- NP Not provided by the TMO/TMC
- NRA No Report Available from the Quality Assurance Team

*** Governance and Finance ratings are from 2nd quarter, July to September, and were previously reported to CSSB in December 2005

** Scheme reports data quarterly because it manages a small number of properties

* Data shows latest inspection result: Ratings A (excellent) to D (Very poor)

Assessment Ratings

- ◆◆◆ Excellent
- ◆◆ Good
- ◆ Fair

NB: Data excludes Homestead Co-ops

Report of	Team	Job Title
Simon Kwong	Chief Executive Directorate	Head of Performance and Service Development

Name of Meeting	Date of Meeting	Agenda item	Status
Contracted Services Sub-Board	14 th February 2006	10	Information

Subject of Report: Report Back from Consultative Panels – January 2006

1. Synopsis

- 1.1 This report provides the Sub-Board with a summary of the views of Consultative Panels on the item presented in January 2006 for consultation.

2. Recommendation

- 2.1 That the Sub-Board notes the report and the Consultative Panel feedback listed in Appendix 1.

3. Background

- 3.1 Each Panel meeting (including 6 Area Housing Panels, Islington Leaseholder Forum, Partners for Improvement in Islington Residents Forum and the TMO/TMC Review Group) now receives a pack of Consultative Panel reports from Homes for Islington. As of May 2005, Consultative Panel reports have been labelled as information, decision or consultation items.
- 3.2 Where a report is for consultation, previously, the views of Consultative Panels have been recorded in the minutes of Panel meetings and reported back to Sub-Board by Associate Directors, along with other items from Consultative Panel meetings.
- 3.3 The purpose of this report is to provide the Sub-Board with a clear summary of Consultative Panel views specifically on consultation items. The Sub-Board can then refer to this summary and take into account Consultative Panel feedback before making informed decisions on the items listed, if items on the agenda require it to do so.

4. Consultation Reports for January 2006

- 4.1 For the January 2006 round of Consultative Panel meetings, there were 2 reports for Consultation:
- **Rents 06/07**
 - **Leaseholder Association Recognition**

Appendix 1 of this report is a summary of the views of all Consultative Panels from January 2006 on these five items. Where no comment was recorded in the minutes of a Consultative Panel meeting, this has been noted.

5. Conclusion

- 5.1 The Sub-Board is asked to note the feedback on consultation items from Consultative Panels in Appendix 1, referring specifically to those Panels within its remit.

Report Author: Mark Jenkins, HFI Governance Team Officer
Telephone: 0207 527 6148
Email: mark.jenkins@homesforislington.org.uk

HFI Consultative Panels – January 2006
SUMMARY OF ITEMS FOR CONSULTATION

	ITEM 1 – Rents 06/07	ITEM 6 – Leaseholder Recognition Association
Boleyn Road Area Housing Panel	<ul style="list-style-type: none"> - It was noted that for example, concierge, heating & hot water etc. goes up only in small amounts - but that those in receipt of benefits are still liable to pay this, meaning the poorest people suffer. - The panel voted unanimously against the rent increase (7 against, 0 for and no abstentions). 	<ul style="list-style-type: none"> - Some concerns were raised about potential dangers of leaseholders 'taking over' TRA's and leaving tenants without a voice - The panel voted - 4 in favour of the report recommendations, 0 against and 3 abstentions
Central Street Area Housing Panel	<ul style="list-style-type: none"> - One comment was made that poorer people would not be able to afford the increases and another that an increase of 4.9% for heating and hot water charges was a disgrace considering the amount of breakdowns. - The panel then discussed problems with heating in the area and compensation / refunds. - No further comments were made. 	<ul style="list-style-type: none"> - The panel agreed that as leaseholders are already represented on the panel as part of TRAs, representatives from the LAs should sit on the Leaseholders Forum. - Some panel members felt that LAs would cause a divide between tenants and leaseholders. Others felt that if an LA was set up for e.g. major works, it might actually make the TRA stronger as leaseholders may be more likely to get involved.

	ITEM 1 – Rents 06/07	ITEM 6 – Leaseholder Association Recognition
<p>Holland Walk Area Housing Panel</p>	<ul style="list-style-type: none"> - Panel noted report. Some of the panel felt that their opinion on this matter wouldn't count as the Government sets the rent level. 	<ul style="list-style-type: none"> - Panel discussed possible conflicts of interest between leaseholders and TRAs. - Concerns were raised regarding leaseholders associations and the continuation of some TRAs where leaseholders may make up the majority of membership. - One panel member expressed concerns that large proportions of TRA time could be taken up with defending leaseholders rights. - EM clarified the steering group would help leaseholders deal with bill issues and let the TRAs carry on with 'daily' issues. - The panel broadly support the idea of a steering group. The panel voted. 2 abstained, rest in favour.

	ITEM 1 – Rents 06/07	ITEM 6 – Leaseholder Association Recognition
<p>Isledon Road Area Housing Panel</p>	<ul style="list-style-type: none"> - Nothing to report. 	<ul style="list-style-type: none"> - Marian Spall expressed concerns over leaseholder interests where leaseholder associations might take over TRA, which have been successful for many years. - Chris Graham raised an issue about leaseholders forming an association when major works are planned or were on going, only for the leaseholder association to fold as soon as the works were complete. - Theresa Coyle raised an issue relating to the recognition of leaseholder associations being something of a flash in the pan as she has been a council tenant for 22 years that she and other tenants had made a significant contribution to the cost of capital works and that tenant as well as leaseholder interests should be the paramount driver, not simply the interests of leaseholders.

	ITEM 1 – Rents 06/07	ITEM 6 – Leaseholder Association Recognition
Lyon Street Area Housing Panel	<ul style="list-style-type: none"> - Panel satisfied with 4.9 per cent rent increases. 	<ul style="list-style-type: none"> - The panel expressed no view on 3.3.2. - The panel expressed mixed views on whether Leaseholder Associations should have a seat on the AHP. The majority were against, as it was felt that they should have their own distinct arena and autonomy. Arguments for LAs having a seat on AHPs included the positive contribution they could make to the proceedings.
Upper Street Area Housing Panel	<ul style="list-style-type: none"> - Noted that it is govt initiative and therefore HFI had no choice. - All residents to be warned by TRA reps that service charges are not and this is a way of allowing council to raise rents as much as they wish. 	<ul style="list-style-type: none"> - Rejected by leaseholders panel. - Noted that leaseholders now have their own surveyor. Brian Potter – chair of Upper St and of Leaseholders Panels recommends all leaseholders to belong to a leaseholders association and to apply for statutory recognition and to have no truck with 2nd class HFI recognition or major works steering groups.

	ITEM 1 – Rents 06/07	ITEM 6 – Leaseholder Association Recognition
Islington Leaseholder Forum	<ul style="list-style-type: none"> - Not discussed at ILF meeting. 	<ul style="list-style-type: none"> - The advantages of Leaseholder Associations were outlined by Doug Goldring. Although Leaseholder Associations do not get a seat on the Area Housing Panel, they could do so on the Islington Leaseholder Forum. Leaseholder Associations must be consulted before Major Works are carried out, although current legislation states that all leaseholders must be consulted before Major Works start anyway. Homes For Islington cannot refuse to deal with Leaseholder Associations. - Chris Radway, an Islington Leaseholder Forum representative, suggested that a potential disadvantage of a Leaseholder Association is that it is obligated to represent all of its members. - Chris Radway then proposed that Leaseholder Associations be recognised by the Islington Leaseholder Forum, but steering groups for Major Works should not be created. This was agreed by the Islington Leaseholder Forum. - Doug Goldring raised the point that there were potential problems where representation of an area by a Leaseholder Association overlaps with an existing Tenants and Residents Associations. This will be reviewed in the Tenant Compact meeting.

	ITEM 1 – Rents 06/07	ITEM 6 – Leaseholder Association Recognition
Partners for Improvement in Islington Residents Forum	<ul style="list-style-type: none"> - No comments. 	<ul style="list-style-type: none"> - It is important that leasehold associations are recognised by HFI so that they can get funding and a place on the Islington Leaseholder Forum. - Adding a new category would be an unnecessary complexity. - We should keep the system as it is, but make the process for recognition easier.
TMO/TMC Review Group	<ul style="list-style-type: none"> - Concerns over garage rents. 	<ul style="list-style-type: none"> - It was noted that the Leaseholders Forum had already rejected this.

**Report back from Managed Property Sub-Board (MPSB) -
14 December 2005
Jessie White - Chair**

Election of Chair

- Jessie White was elected as acting Chair. Louise Round was elected as Vice Chair. MPSB requested that Board be asked to amend its rule on the Vice-Chair not chairing any other Sub-Board or Committee at its meeting on 19th December 2005.

Performance Indicators

- MPSB received and noted a report giving the performance indicators for October 2005.

Scrutiny Item – Recycling Services

- MPSB noted a report giving details of HFI's recycling services.

Report back – Central Street

- MPSB received a report providing a performance overview of the key services provided by Central Street Area Housing Office.

Report back – Lyon Street

- MPSB received a report providing a performance overview of the key services provided by Lyon Street Area Housing Office.

Tenancy Audits

- MPSB noted a report giving information on Tenancy Audits.

Update on petitions received by Area Panels

- The report was noted.

Consultative Panel Feedback report

- The report was noted.

Report back from CSSB – 18th October 2005

- The report was noted.

Forward Plan

- The forward plan was noted.