

# Notes of Holland Walk Area Housing Panel

## 10 December 2007

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### **Present**

Mr King	Hilldrop Crescent	
Justine Gordon-Smith	Ilex House TRA	Chair
Thomas Cooper	Lower Hilldrop CRA	
Josie Ranger	Lower Hilldrop CRA	
John Slaughter	Moelwyn Hughes TRA	
T Willoughby	New Orleans	
Kelly Carpenter	New Orleans	
Chris Graham	1 in 1000 Rep	
Ron Vince	1 in 1000 Rep	
Eileen Avis	1 in 1000 Rep, Associate Director	
Arthur Perry	Disabled Rep	
Cllr Wally Burgess	St Georges Ward	
Cllr Tracy Ismail	St Georges Ward	
Cllr Catherine West	Tollington Ward	
Cllr Richard Watts	Tollington Ward	
Garry Bates	Senior Area Housing Manager	
Liza Durrant	Community & Service Development Officer	

### **Apologies**

Baljit Sheemar	Area Housing Manager
Cllr J Burgess	Junction Ward
Cllr S Kasprzyk	Junction Ward
Brecknock	
Hornsey Rise & Manchester Mansions	
Highcroft & Highlands	
Holly Park	

ITEM	Matter raised	Action
<b>1.0</b>	<b>Introductions</b>	
1.1	Introductions were made.	
<b>2.0</b>	<b>Previous Minutes</b>	
2.1	Amendments made to names on attendees list	
	Minutes agreed	
<b>3.0</b>	<b>Local Issues</b>	
3.1	<b>Consultative Panel Development</b>	
	This report is for consultation. GB took panel through report.	
	Panel request that HFI fund training at Trafford Hall for every panel	

	member in the borough and also fund any childcare expenses. The training is very useful and at minimal cost. CG to bring information to next panel.	<b>CG</b>
<b>4.0</b>	<b>Feedback from panels in September 2007</b>	
	Panel propose that the feedback from previous panels should be presented in a full detailed report and not half a page at the front of the papers.	
<b>5.0</b>	<b>HFI Consultation Items</b>	
<b>5.1</b>	<b>Report 1 – Business Plan 2008-13</b> This report is for information. GB took panel through report	
<b>5.1.1</b>	Panel members did not recall being invited to resident's conference. Panel asked when it took place and what criteria was there to be invited.	
<b>5.1.2</b>	Why are LBI asking HFI to make efficiency savings?	
<b>5.1.3</b>	(9) Panel expressed concern and objected to all calls being recorded and believed that residents should be able to talk in private with individual members of staff. Panel asked why HFI feel the need to record all calls, how long would they be kept for and will panels be consulted with further detail.	
<b>5.1.4</b>	Panel expressed concern over the lack of detail on proposals. Chair has already written complaint regarding lack of detail to the Governance team and is currently awaiting response. Detailed questions to be sent to relevant departments for written response (No 15 on Business plan) More detail is requested for implementing and enforcing dog control orders. (no 17 on bus plan) What existing budget would this be taking from and what is the figure? What does the youth forum cover? Is this being asked for by LBI? Who is responsible for youth services? What is CRM exactly and why is it costing so much money? What is the difference between CRM and DIP? What is the mapping system to be used for?	
<b>5.1.5</b>	One panel member could not identify any strategic priorities to the business plan and couldn't get a sense of where HFI hope to be 2013.	
<b>5.1.6</b>	Concerns that proposals are coming from within existing budgets, without any detail of how these savings will be made and what impact this will have on service levels for residents? Leaseholders and tenants will want to be consulted with on recharges	
<b>5.1.7</b>	Issues with Kier and other contractors have not been addressed.	
<b>5.2</b>	<b>Report 2 – Area Housing Panels terms of reference</b> This report is for consultation. GB took panel through report	
<b>5.2.1</b>	4.1.3 Panel agree to retain 1 in 1000. Panel recommend that HFI allow one full page in the resident's newsletter for 1 in 1000 reps to write an article on what it is to be a rep and what decisions have been made on behalf of residents.	

5.2.2	4.2.1 Panel vote against any changes. Panel recommend that residents newsletter should advise of public meetings and do more in literature to promote meetings and tenant involvement.	
5.2.3	4.3.1 Panel vote against any changes	
5.2.4	4.4.1 Panel vote against any changes	
5.2.5	4.5.1 Panel vote against any changes	
5.2.6	6.1.1-6.1.7- Chair didn't think comments could be considered if they are not detailed in the report	
5.2.7	Panel put forward a motion to reinstate the central panel.	
5.3	<b>Report 3 – Charging Proposals</b> This report is for consultation. GB took panel through report.	
5.3.1	<b><u>Green Parking</u></b> Panel noted that LBI and HFI are using different definitions of what is considered a green car and <b>did specify that they thought HFI's system is fairer and recommended that HFI suggest LBI adopt model.</b>	
5.3.2	6.3 Panel asked if there is any assistance for charging electric vehicles on estates.	
5.3.3	Panel voted in favour of rejecting the proposal on green parking.	
5.3.4	If HFI take away subsidy for concierge service then what impact will this have on other tenants (i.e. pensioners and people on fixed incomes living just above the level to be in receipt of benefit)?	
5.3.5	<b><u>Digital TV</u></b> Panel noted that decision is not being taken to the Council until next year. Request to be informed as to why have works already began on HW estates? Two estates present said Sky had already attended to install or inspect.	
5.3.6	Panel expressed concern over Using Sky and creating a monopoly. Panel complained about lack of choice. Concern raised that all tenants not consulted on this other than Housing Panels	
5.3.7	Numerous questions asked regarding who is responsible for taking down dishes, charges, whether digital system will include broadband. To be added to feedback sheet for written response.	
5.3.8	Panel requested a detailed financial breakdown of all charging proposals.	
5.3.9	Panel propose that HFI spend no more on the communications strategy	

	then they do on their payment to FITA.	
<b>5.3.10</b>	Due to the number of questions regarding digital TV Panel request that relevant member of staff is invited to either next area panel or sub panels depending on size of agenda.	
<b>5.3.11</b>	<b><u>CCTV</u></b> Panel agree that CCTV is a positive proposal but residents need to be consulted with on position of cameras/lighting/design/data protection entries.	
<b>5.3.12</b>	<b><u>Concierge service</u></b> Panel agree that HFI continue to subsidise concierge service.	
<b>5.3.13</b>	Panel noted that if HFI tackled ASB in a more targeted appropriate manner then there would be no need to install a permanent concierge service	
<b>5.3.14</b>	Concern raised over whether concierge will be monitoring more than one estate at a time.	
<b>5.3.15</b>	Panel recommend that concierge service be centralised as it would be a better use of resources.	
<b>5.4</b>	<b>Report 4 – Repairs Budget Policy</b> This report is for consultation. GB took panel through report.	
<b>5.4.1</b>	Cllr Ismail asked for it to be noted that her casework regarding housing always focuses around repairs and poor quality of the works. Surely if HFI employed decent contractors then it wouldn't cost so much. Lots of money is wasted by the same repairs being done again and again.	
<b>5.4.2</b>	Staff need to take ownership/responsibility of repairs jobs until completion.	
<b>5.4.3</b>	Panel felt that the likelihood of the responsive repairs budget going up is high due to poor workmanship of repairs.	
<b>5.4.4</b>	Panel want to see greater monitoring of repairs by Clerks of works and better quality of repairs by contractors.	
<b>5.4.5</b>	Independent qualified surveyors are needed to inspect works and tenants should be invited to comment on the quality of work.	
<b>5.4.6</b>	HFI need to install better quality toilet seats and fixtures and fittings to ensure that they have sufficient lifespan which do not require constant repairs as this will have a long term and costly impact on repairs budget.	
<b>5.5</b>	<b>Report 5 – HFI/Arsenal Positive Futures Partnership</b> This report is for information only. Panel note report	

<b>5.6</b>	<b>Report 6 – Review Of Complaints/Ombudsman</b> This report is for information only. Panel note report	
<b>5.7</b>	<b>Report 7 – HFI and consultative Panel Update</b> This report is for information only. Panel note report	
<b>5.8</b>	<b>Report 8 – Items considered at Board/Sub board and Forward Plan</b> This report is for information only. Panel note report	
<b>5.9</b>	<b>Report 9 – 2007/08 Capital Programme – 2<sup>nd</sup> Quarter Monitoring</b> This report is for information only. Panel note report	
<b>5.9.1</b>	<b><u>Contract 31</u></b> Panel asked for written information as to where did funding for subsidence works on Holly park come from? This included answers to additional questions below.	
<b>5.9.2</b>	Why was the estate not insured?	
<b>5.9.3</b>	What other estates in Islington are not insured?	
<b>5.9.4</b>	<b><u>Contract 32</u></b> Panel request that HFI reconsider decision not to install new windows	
<b>6.0</b>	<b>AOB</b>	
	NO AOB	
<b>7.0</b>	<b>Date of next Meeting</b>	
	Wednesday 23 <sup>rd</sup> January 2008	