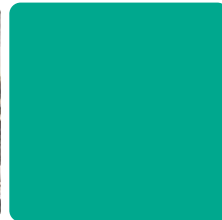


Consultative Panel Reports

January 2007

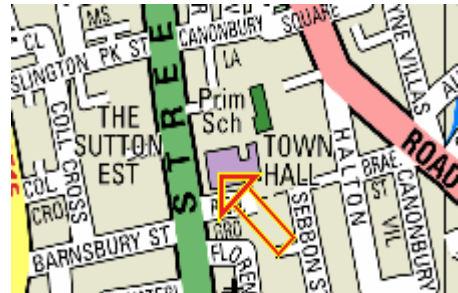


www.homesforislington.org.uk

Consultative Panel Meeting Times and Venues

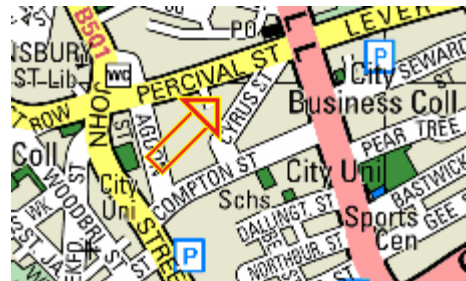
Boleyn Road Area Housing Panel 7pm

Town Hall
Upper Street N1 2UD
(See notice board for room)
Refreshments provided



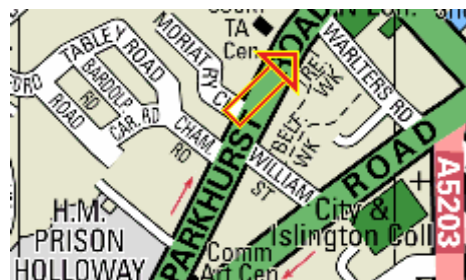
Central Street Area Housing Panel 7pm

Tompion Community Hall
Percival Street EC1
Refreshments provided



Holland Walk Area Housing Panel 7pm

Williamson Street Community Centre
Parkhurst Road N7
Refreshments provided



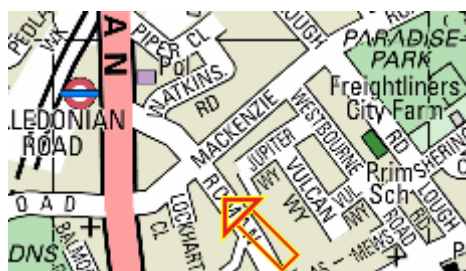
Isledon Road Area Housing Panel 6.30pm

Emmanuel Church
Hornsey Road N7 2UD
Refreshments provided



Lyon Street Area Housing Panel 7pm

Westbourne Community Centre
Roman Way N7
Refreshments provided



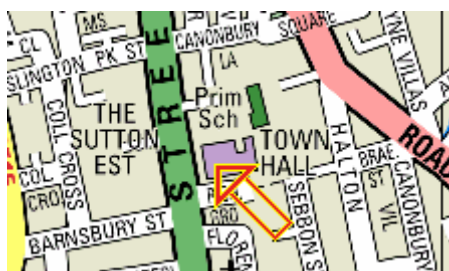
Upper Street Area Housing Panel 7pm

Town Hall
Upper Street N1 2UD
(See notice board for room)
Refreshments provided



Islington Leaseholder Forum 7pm

Town Hall
Upper Street N1 2UD
(See notice board for room)
Refreshments provided



TMO/TMC Review Group 7:30pm

Town Hall
Upper Street N1 2UD
(See notice board for room)
Refreshments provided



Partners For Improvement in Islington Residents Forum 6:30pm

Partners Offices
4-6 Colebrooke Place N1 8HZ
Refreshments provided



For more information about consultative panel meetings call one of the relevant numbers below:

Boleyn Road AHP	020 7527 8314	Upper Street AHP	020 7527 5379
Central Street AHP	020 7527 6259	Islington Leaseholder Forum	020 7527 7810
Holland Walk AHP	020 7527 7471	TMO/TMC Review Group	020 7527 4276
Isledon Road AHP	020 7527 6548	PFII Residents Forum	020 7288 8343
Lyon Street AHP	020 7527 6818		

If you are unsure which meeting is relevant to you please call 020 7527 6148

Consultative Panel Dates for 2006/07

MEETING	MAY 06	JULY 06	SEPT 06	NOV 06	JAN 07	MAR 07
Holland Walk AHP	Wednesday 10 th May	Wednesday 12 th July	Wednesday 13 th September	Wednesday 15 th November	Wednesday 17 th January	Date, time and venue to be advised
Boleyn Road AHP	Thursday 11 th May	Thursday 13 th July	Thursday 21 st September	Thursday 23 rd November	Thursday 18 th January	Not applicable
Central Street AHP	Thursday 11 th May	Thursday 13 th July	Thursday 21 st September	Thursday 16 th November	Thursday 18 th January	Date, time and venue to be advised
Upper Street AHP	Monday 15 th May	Monday 17 th July	Monday 18 th September	Monday 20 th November	Monday 8 th January	Date, time and venue to be advised
Isledon Road AHP	Monday 15 th May	Monday 17 th July	Monday 18 th September	Monday 13 th November	Monday 8 th January	Not applicable
Lyon Street AHP	Monday 15 th May	Monday 17 th July	Monday 18 th September	Monday 20 th November	Monday 8 th January	Date, time and venue to be advised
Islington Leaseholder Forum	Wednesday 10 th May	Wednesday 12 th July	Wednesday 13 th September	Wednesday 15 th November	Wednesday 10 th January	Wednesday 14 th March
TMO/TMC Review Group	Thursday 18 th May	Tuesday 11 th July	Tuesday 12 th September	Tuesday 14 th November	Tuesday 16 th January	Tuesday 13 th March
Partners Residents Forum	Thursday 18 th May	Thursday 20 th July	Thursday 21 st September	Thursday 16 th November	Thursday 18 th January	Thursday 15 th March



Glossary of Housing Terms and Acronyms

Term	Explanation
A	
ABC	Acceptable Behaviour Contract
ACG	Annual Capital Guidelines
ACC	Association of County Councils
ADC	Association of District Councils
ADH	Assistant Director of Housing
ADP	Approved Development Programme
AHO	Area Housing Office
AHP	Area Housing Panel
ALG	Association of London Government
ALMO	Arms Length Management Organisation
ALS	Approved Landlord Scheme
AMA	Association of Metropolitan Authorities
ASBO	Anti-Social Behaviour Order
B	
BAFO	Best and Final Offer
BCA	Basic Credit Approval
BME	Black and Minority Ethnic
BRAHO	Boleyn Road Area Housing Office
BRAHP	Boleyn Road Area Housing Panel
BS4I	Building Solutions for Islington
BV	Best Value
BVPI	Best Value Performance Indicator
BVPP	Best Value Performance Plan
BVTMO	Bemerton Villages Tenant Management Organisation
B'Wide	Boroughwide
C	
CAB	Citizens Advice Bureau
Caxton Islington	Company providing repair service to Homes for Islington
CBL	Choice-based lettings – system that allows tenants to bid for properties according to how many housing register points they have
CCTV	Closed Circuit Television
CDM	Construction Design and Maintenance Regulations
CE	Chief Executive
CIH	Chartered Institute of Housing
CIS	Cash Incentive Scheme – a scheme which enables council tenants to purchase property in the private sector
CLLRS	Councillors
C&NRS	Community and Neighbourhood Renewal Strategy
Confidence Limits	Statistical term to describe a range with a specified probability that a given parameter lies within the range
CORE	Continuous Recording of New lettings
CREP	Cyclical Remedial and Enhancement Programme
CRI	Capital Receipts Initiative
CSAHO	Central Street Area Housing Office
CSAHP	Central Street Area Housing Panel
CSSB	Contracted Services Sub-Board
D	
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
DFG	Disabled Facilities Grant
DHS	Decent Homes Standard
DIYSO	Do-it-yourself Shared Ownership
DLO	Direct Labour Organisation
DTI	Department of Trade and Industry
E	
EHA	Empty Homes Agency
ERCF	Estates Renewal Challenge Fund
ESF	European Social Fund
ESO	Estate Services Officer
ESOL	English as a Second Language
F	
FAC	Finance and Audit Committee
FEFC	Further Education Funding Council
FITA	Federation of Islington Tenant & Resident Associations
G	
GF	General Fund
GLA	Greater London Authority
GNI	General Needs Index
GOL	Government Office for London
H	
HA	Housing Association
HAC	Housing Aid Centre
HAG	Housing Association Grant – Now SHG – Social Housing Grant
HAWP	Housing Associations Working Party
HAZ	Health Action Zone
HB	Housing Benefit
HC	Housing Corporation
HCP	Housing Consultative Panel
HCOM	Housing Committee
HECA	Home Energy Conservation Act
HEES	Housing Energy Efficiency Scheme
HFI	Homes for Islington
HIP	Housing Investment Programme
HMO	Housing in Multiple Occupation
HNI	Housing Needs Index
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
HFIHMT	Homes for Islington Housing Management Team
HO	Housing Officers
Hot 50	Monthly report to members of key indicator performance (also known as MPG, Management Performance Group)
HouseMark	A forum through which housing organisations benchmark performance information
HRA	Housing Revenue Account
HRC	Human Resources Committee
HSE	Health and Safety Executive
HWAHO	Holland Walk Area Housing Office
HWAHP	Holland Walk Area Housing Panel
Hyde	Hyde Northside Housing Association is contracted to manage the Lyon Street Area Housing Office

I	
ICSL	Islington Cleansing Services Limited
IDC	Investment and Delivery Committee
IGP	Innovation and Good Practice
iIP	Investors in People
ILD	Index of Local Deprivation
IRL	Islington Repair Line - Call centre for tenants and leaseholders to report repairs
ISP	Islington Strategic Partnership
IRAHO	Isledon Road Area Housing Office
IRAHP	Isledon Road Area Housing Panel
ITN	Invitation to Negotiate
iWorld	Housing Management IT system
K	
KPI	Key Performance Indicators
KXP	Kings Cross Partnership
L	
LA	Local Authority
LBBF	London Borough Benchmarking Forum (for example HouseMark)
LBI	London Borough of Islington
LCP	London Capital Programme
LDA	London Development Agency
LHC	Local Housing Company
LGA	Local Government Association
LI	Local Indicator
LKPI	Local Key Performance Indicator
LLIC	Local Labour in Construction
LSAHO	Lyon Street Area Housing Office
LSAHP	Lyon Street Area Housing Panel
LVSC	London Voluntary Sector Council
LVSRC	London Voluntary Sector Resource Centre
M	
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 (+/-)
MRA	Major Repairs Allowance
MP	Member of Parliament
MEP	Member of European Parliament
MPG	Management Performance Group
MPSB	Managed Property Sub-Board
N	
NHCM	Neighbourhood Housing Contract Manager
NHER	National Home Energy Rating
NHF	National Housing Federation
NHS	National Health Service
NLCB	National Lotteries Charity Board
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
NRF	Neighbourhood Renewal Fund
NW	Neighbourhood Warden
NWU	Neighbourhood Warden Unit
O	
ODPM	Office of the Deputy Prime Minister

OHMS	Open Housing Management System
Operations	Division within Homes for Islington consisting of the following functions: tenancy management, contact centre, central services
P	
P.E.P.	Priority Estates Project
Performance Basket	Set of performance indicators used to measure and compare performance of area housing offices and Partners for Improvement in Islington
PFI	Private Finance Initiative
PFII	Partners for Improvement in Islington – company contracted to manage PFI 1 scheme for roughly a third of street properties
PHO	Principal Housing Officer
PI	Performance Indicator
Property Services	Division within Homes for Islington consisting of the following functions: repairs, asset management, capital programme, support services
PSA	Public Service Agreement
Q	
QSP	The Council/Homes for Islington's financial management system
R	
Reception Centres	Units of temporary accommodation, managed by the Operations division of Homes for Islington
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: HO = 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 Homes for Islington 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 residents
RH	Racial Harassment
RSG	Revenue Support Grant
ROLECS	Replacement of Life Expired Components
RPI	Retail Price Index
RSL	Registered Social Landlords (same as Housing Associations)
RTB	Right to Buy
S	
SAP	Standard assessment procedure (for energy efficiency)
S&C	Strategy and Commissioning
SCA	Supplementary Credit Approval
SCG	Specified Capital Grants
SCP	Single Capital Plot
Seasonal trend	Variations in performance due to seasonal factors
SEU	Social Exclusion Unit
SER	Social and Economic Regeneration
SERPS	State Earnings Related Pension Scheme
Sheltered	Sheltered accommodation for the elderly and infirm
SHG	Social Housing Grant
SLUG	Short Life User Group
SNMA	Special Needs Management Allowance
SPO	Suspended Possession Order
SPV	Special Purpose Vehicle
SRB	Single Regeneration Budget
SSA	Standard Spending Assessment
T	
TC	Tenants Compact

TCNC	Tenants Compact Negotiating Committee
T & RA's	Tenants and Residents Associations
TEC	Training and Enterprise Council
TMC	Tenant Management Co-operative (TMOs that were set up before the Right to Manage in 1994)
TMO	Tenant Management Organisation
Tenant participation compacts	Locally negotiated agreements between Homes for Islington and its tenants, that sets out how tenants can be involved in decisions in services
Top quartile performance	Top quartile performance scores (that is, within the top 25%) attained during the previous year (used as a benchmark), either on a national or London level
TOR	Terms of Reference
TUPE	Transfer of Undertakings Protection of Employment
Turnaround time	The number of days or weeks between a property becoming vacant and being relet to a new tenant
U	
UDC	Urban Development Corporation
UDP	Unitary Development Plan
URA	Urban Regeneration Agency
Urgent repairs	Repairs to be completed within the H0-H3 priority bandings
USAHO	Upper Street Area Housing Office
USAHP	Upper Street Area Housing Panel
V	
VFM	Value for Money
Voids	Properties that are vacant
Y	
Year End	The final performance at the end of the financial year (end of March)
YOT	Youth Offending Team

Homes for Islington Board Meetings

Homes for Islington's Board meetings are open to the public.

Agenda and papers for these meetings are available three days in advance of each meeting through Homes for Islington's website. A hard copy is available to view in Area Housing Offices.

www.homesforislington.org.uk

All meetings take place at 6.30pm
at
(Highbury House, 5 Highbury Crescent)

You are welcome to attend meetings on the following dates:

Monday 15th January 2007
Monday 26th February 2007

If you have any enquiries or require a sign language interpreter contact:

HFI Governance Team at Highbury House, Highbury Crescent, London N5 1RN,
telephone 020 7527 5148 or email wendy.gajadhar@homesforislington.org.uk



Homes for Islington Sub-Board Meetings

Homes for Islington's Sub-Board meetings are open to the public.

Agenda and papers for these meetings are available three days in advance of each meeting through Homes for Islington's website. A hard copy is available to view in Area Housing Offices.

www.homesforislington.org.uk

All meetings take place at **6.30pm**
at

(Highbury House, 5 Highbury Crescent)

You are welcome to attend meetings on the following dates:

Contracted Services Sub-Board April 2006 – March 2007

Tuesday 13th February 2007

Managed Property Sub-Board April 2006 – March 2007

Wednesday 14th February 2007

If you have any enquiries or require a sign language interpreter contact:

HFI Governance Team at Highbury House, Highbury Crescent, London N5 1RN,
telephone 020 7527 5148 or email wendy.gajadhar@homesforislington.org.uk

Consultative Panels - Central Reports
January 2007

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2	Packington Estate Update	Information	3 – 4
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3	Consultative Panels Tenants Compact and Estate Security 2007/08	Consultation	5 – 20
4	Tenant and Leaseholder Satisfaction Surveys	Information	21 – 24
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Report of	Team	Job Title
Ian Radzins	Finance Team	Head of Finance (Housing)

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	January 2007	1	Consultation

Subject of report: 2007/08 Rent Review

1. Synopsis

1.1 This report seeks to inform Consultative Panels of the rent review for 2007/08.

2. Recommendation

2.1 Consultative Panels are asked to consider and comment on the proposed rent review for 2007/08.

3. Background

- 3.1 Rental income from tenants is the main source of funding for spending on council homes. The amount of income generated from rents is largely determined by government regulations (the “rent-restructuring regime”).
- 3.2 The government’s policy for social rents that are fair, affordable and less confusing for tenants was presented in its policy statement entitled “The Way Forward For Housing” (December 2000). Through the introduction of restructured rents in April 2002 (April 2003 for this authority), the government encouraged councils and housing associations over a 10-year period (2002-2012) to set their rents according to a national formula that reflects a property’s size, location, and condition.
- 3.3 Over the ten-year period, the formula rent is updated each year for inflation and growth in order to close the gap between the local authority rent and the formula rent.
- 3.4 To smooth out the change in rents for each dwelling over the ten-year period, there is a series of restrictions on the extent of the move from the actual rent charged to the formula rent. The restrictions include the rent limit. This determines the maximum rent increase each year for each home. For example, the actual maximum rent rise for next year = current rent plus RPI @ 3.6% + 0.5% growth + £2. In addition, there are rent caps which determine the maximum rent that can be charged for a type of home no matter what the formula rent is (e.g. next years cap for a two bedroom dwelling is £108.34). Furthermore, the total increase in rental income charged to all tenants by the council is limited to 5%.
- 3.5 As a result of these measures to lessen the impact of implementing the restructured rent system, the government refunds housing authorities for the total rental income foregone through increases in Housing Revenue Account subsidy. This amounts to an estimated weekly reimbursement of £1.58 a dwelling.
- 3.6 For this council, it is estimated that the average actual rent for next year will increase by £3.70 a week (or 5%) from £73.92 to £77.62.

- 3.7 It should be noted that the majority of tenants (67%) are in receipt of housing benefit awards and any increases should have a manageable impact on the household budget.
- 3.8 It is proposed to increase the charge for heating & hot water by 5%. This is in line with the average rent increase and takes into consideration the surge in energy prices.
- 3.9 For garages, parking spaces, cages and amenities it is proposed to increase the charge by 4.1% (i.e. inflation plus half a per cent – similar basis to the rent increase). No increase is planned in the penalty charge for parking.
- 3.10 For concierge service on all estates (excluding the Packington Estate), it is proposed to increase the charge by 4.1% (i.e. inflation plus half a per cent – similar basis to rent increase). The weekly charge would increase from £4.62 to £4.81.
- 3.11 The council approved the unpooling of caretaking and estate services from the weekly rent charge from April 2003. For 2006/07, these were set at £6.42 for the caretaking service and £1.07 for communal lighting and communal ground maintenance. It is proposed that these charges be increased by 4.1% (i.e. inflation plus half a per cent – similar basis to rent increase). The changes will be £6.68 and £1.11 respectively.
- 3.12 For some tenants, the “weekly rent” is therefore a combination of the actual property rent plus the unpooled service charge.
- 3.13 In April 2004 a refund policy for caretaking services was introduced to acknowledge occasions where there had been a total loss of the caretaking for more than five consecutive working days. Tenants are able to make a refund request at their Area Housing Office in relation to the unpooled weekly caretaking charge. At present the refund rate is set at £1.28 per working day from the 6th working day of the service loss until the restoration of the service. Refunds are credited to the tenants rent account (net of any housing benefit adjustments). It is proposed to increase this sum to £1.33 a day (i.e. by 4.1% - inflation plus half a per cent – similar basis to rent increase).
- 3.14 It is recommended that the Short Life User Charges be increased using the proposed average weekly increase in rents of 5%.
- 3.15 It is proposed that all changes in this report will be implemented on Monday 2nd April 2007.
- 3.16 It should be noted that the figures in this report are subject to change from the government’s final determination for HRA rents and HRA subsidy, finalisation of the budget setting exercise, and consultation.

Report Author: Ian Radzins, Head of Finance (Housing)
Phone: 020 7527 2600
E-mail: ian.radzins@islington.gov.uk



ISLINGTON

Housing, Performance & Property

Report of	Team	Job Title
Chris Worby	Special Projects	AD Housing Performance & Property

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	January 2007	2	Information

Subject of report: Packington Estate Update

1. Summary

- 1.1 This report updates on steps that have been taken towards resolving the issues faced by the Packington Estate and its residents.

2. Recommendation

- 2.1 That Consultative Panels note this report.

3. Background

- 3.1 Previous reports have outlined the reasons for the events leading up to the decision to opt for stock transfer and the selection of Hyde Housing Association as the potential Registered Social Landlord (RSL) to become the Estate's new landlord.
- 3.2 These have also outlined residents and other stakeholder involvement in the processes that have led up to the ballot, including the decisions on whether to strengthen or redevelop the estate; either to take the scheme forward as a Private Finance Initiative (PFI) or as a transfer to a RSL; the selection of Hyde as RSL and most recently the negotiation of 'Offer Document' through the Packington Square Shadow Board.
- 3.3 The Council's Executive approved proceeding with the consultation process in June 2006.

4. The Ballot

- 4.1 The stage 1 consultation on the formal offer document ended on 13 November. There were no changes to the offer only points of clarification. The stage 2 notices were issued on the 16 November and ballot commenced on the 17 November. The vote closed at noon on the 7 December. The ballot was conducted by the independent Electoral Reform Services Limited. It was carried out on a confidential basis and neither the Council nor Hyde will be aware of how individuals have voted.
- 4.2 The Secretary of State, who finally determines if a transfer proceeds by Government guidance, has to consider the views of Secure Tenants. The use of a ballot is the recognised means of demonstrating the residents' wishes.

4.3 The result at Packington was, that of:

4.3.1 411 secure tenants, 319 (78%) participated in the vote, and 285 (89%) of those participating, voted 'Yes'.

4.3.2 The 39 leaseholders on the estate, 32 participated in the ballot and 30 voted 'Yes' in favour of the transfer proceeding.

5. Council's Executive

5.1 The Council's Executive have agreed a series of actions and delegations to Chief Officers to work towards transferring the Estate, its tenants and leaseholders to Hyde targeted at implementation in April 2007.

6. The Scheme

6.1 Once the transfer has been implemented, Hyde will sequentially redevelop the Estate. The scheme involves the recreation of a traditional street pattern, similar to that, which existed prior to the building of the current estate.

6.2 Ultimately there will be 540 homes of social housing of which 501 are planned for rent and 39 as shared equity units for existing leaseholders. There will be 300 homes for sale also developed. There will contribute just under £19m of funding towards the new social housing.

7. Tenants Rights

7.1 The rights of secure tenants will be protected and the only one lost will be that to establish a Tenant Management Organisation. Housing Associations are precluded from establishing such under Housing Corporation rules. However, on this estate, the resident board will have influence over the levels of service provided.

7.2 The offer documents sets out future rents and service charges levels and how they will be protected.

7.3 The legal agreements to affect the transfer of the estate will involve translating the proposals and promises in the offer documents into obligations that Hyde will need to fulfil.

7.4 Once the re-housing of existing households is completed, all future voids are proposed to be the subject of the Council's Choiced Based lettings scheme.

8. Homes for Islington

8.1 The proposals involve the application of TUPE (Transfer of Undertakings – Protection of Employment regulations) for the immediate team of staff employed directly on the estate by Homes for Islington to Hyde Housing Association who will become their employer.

Report author: Chris Worby, Assistant Director of Housing (Special Projects)
Telephone: 020 7527 4292
E-mail address: chris.worby@islington.gov.uk

Report of	Team	Job Title
Doug Goldring	Chief Executive Directorate	Director of Operations

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	January 2007	3	Consultation

Subject of report: Consultative Panel Tenants Compact and Estate Security 2007/8

1. Synopsis

- 1.1 This report sets out the various funding options available for local area improvements during 2007/8. The basis of this is to ensure that Consultative Panels are clear on what other funding is being used to deliver improvements when assessing the requirements for the local area tenants compact and estate security spend.

2. Recommendations

- 2.1 That the Panel agrees to allocate the local area tenants compact and estate security allocation for 2007/8 by the end of February 2007. It is recommended that this is done through a separately convened meeting in conjunction with the Area Housing Office.
- 2.2 That the Panel notes and comments on the suggestions made for the Community Safety Budget and 2007/8/9 Capital Program as set out in Appendix 1, to ensure there is no duplication of funding on blocks or estates.
- 2.3 That the Panel notes that if it is unable to allocate the funding that it is allocated by the end of March 2007, that any surplus will be allocated under the new Consultative Panel arrangements. If still unallocated by the end of June 2007 any surplus will be allocated to other areas with reserve schemes.

3. Background

3.1 Local Area Tenants Compact

- 3.1.1 The envisaged allocation for local areas for 2007/8 is £250k. This will be allocated preferably by February 2007 but no later than March 2007 to ensure spend is met during the 2006/7 financial year. If not allocated by this time then it will be allocated under the new Consultative Panel arrangements.

3.2 How the Tenant Compact budget is made up:

3.2.1 Environmental Works

- £500,000 Boroughwide: £83,333 per Area.

The budget can be spent on projects which include items in the list below. This is not an exhaustive list, but such projects would typically be those which do not involve external

work to buildings, except outdoor stores, and the clearance of old garages. It should be noted that this does not exclude the possibility of part of the capital budget being spent on environmental works, if desired.

- Railings/ fencing
- Lighting
- Paths/footways
- Play Areas/Play Equipment
- Resurfacing
- White/Yellow lining/markings
- Estate signs
- Tree planting
- Speed barriers
- Garage clearance/ demolition of redundant outbuildings
- Repair works to outdoor stores

3.2.2 Capital Works

- £1,000,000 Boroughwide: £166,667 per Area.

The budget can be spent on projects, which can include the following:

- Security Work
- (e.g. Security gates, entry phones)
- Garage repairs
- Community centre repairs
- Caretaker stores
- Wall construction (e.g. new individual and estate boundary walls).

3.3 Estate Security Initiatives

3.3.1 The estate security budget for 2007/8 is £185,405. This is divided between the six areas and represents £30,900 for each area housing panel.

3.3.2 A list of the schemes approved for 2006/7 is attached at Appendix 2.

3.3.3 Last year's schemes are a mixture of Play and Youth service and security initiatives. Area Housing Panels have full freedom to decide how this funding is allocated provided it is linked to improving estate security. The Play and Youth service has been invited to send a representative or a report to the January Area Housing Panels on progress with existing schemes, whether further funding is sought and whether there are any new initiatives the panels could consider funding.

3.4 Community Safety

3.4.1 In January 2005 HFI's Investment and Delivery Committee (IDC) agreed to the allocation of £800k for Community Safety schemes.

3.4.2 This funding has continued for 2007/8 and at the IDC meeting on the 6th December 2006 allocations were agreed subject to local consultation with residents. The criterion for this allocation is based on the local crime statistics and vandalism costs for individual blocks/estates and is not done as a local allocation per area.

4. Financial Implications

4.1.1 The overall allocation of resources will not be fully agreed until staff are aware of the overall capital allocation available to HFI for 2007/8. The amounts included in this report reflect what was available last year although they could be subject to change.

4.1.2 The estimated allocations are as follows:

Local Area Tenants Compact	£1,500,000 (£250,000 per Area)
Estate Security	£185,405 (£30,900 per area)
Community safety	£800,000k
TOTAL	£2,485,405

4.1.3 The physical works progressed under these schemes are recoverable from leaseholders.

5. Summary

5.1 The main aim of this report is to ensure that the members of the Consultative Panels are clear on what other works are scheduled within their area when deciding upon the allocation of the tenants compact resources for 2007/8.

5.2 It is envisaged that this will ensure that resources are directed to areas where currently there is no provision for undertaking the required improvement works.

5.3 It is the intention that the summary of the works proposed in Appendix 1 within each Area Housing Panel will assist in this allocation.

5.4 It is anticipated that Area Housing Panels will convene a separate meeting to discuss the number of local bids made between now and the end of February 2007.

5.5 In previous years there has been difficulty in achieving spend because not all the monies in some areas have been allocated. Staff wish to maximise the use of resources and recommend that if the allocation given to the Panel is still not allocated by the end of March 2007 then the amount will be allocated under the new Consultative Panel arrangements. If still unallocated by June 2007 then the unallocated amount will be redistributed evenly across the areas which have reserve schemes where no funding has been identified.

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Item 3 - APPENDIX 1

Proposed spend by Area for 2007/8

1. Boleyn Road

1.1 Estate Security

2006/7 Budget Allocation:

Miscellaneous security works across the area £28,628

Budget allocation 2007/8 £30,900

1.2 Community Safety

2007/8 Proposals:

Gardner Court Estate Security doors, entry phone system Budget estimate £127k

Highbury Estate Security works to complement works funded from LBI environment
works budget Budget estimate £62k

1.3 Capital Programme 2007/8/9

Address	No.of units	HFI Bathroom 40 Yrs	HFI Kitchen 30 yrs	Roof (repair/ renewal)	Windows (repair/ renewal)	Flat Doors (repair/ renewal)	Wall structure/ Finish
Crowfield House	50	N	Y	N	N	N	N
Highbury Quadrant Estate							
1-39, 41-55, 4-42, 44-82, 84-122 Catherall Road	87	Y	Y	Y	Y	N	N
1-85, 2-72 Birchmore Walk	70	Y	Y	N	N	Y	N

193-311, 152-316 Highbury New Park	144	Y	Y	N	Y	N	N
145-191 Highbury New Park	24	Y	Y	N	N	N	N
Highbury Estate							
Ashfield House	30	Y	Y	N	Y	Y	Y
Bushfield House	25	Y	Y	N	Y	Y	Y
Elmfield House	30	Y	Y	N	Y	Y	Y
Hillfield House	42	Y	Y	N	N	Y	N
Larchfield House	22	Y	Y	Y	N	Y	N
Pearfield House	25	Y	Y	N	Y	Y	Y
Pitfield House	24	Y	Y	N	Y	Y	Y
Pondfield House	35	Y	Y	Y	Y	N	Y
Holiday House	73	Y	Y	Y	Y	N	N
The Woodlands	23	Y	Y	N	Y	N	N

2. Central Street

2.1 Estate Security

2006/7 Budget Allocation:

Clerkenwell £18000

Finsbury Detached Youth £11668

Budget allocation 2007/8 £30,900

2.2 Community Safety

2007/8 Proposals:

Bevin Court Full renewal of entry phone system Budget estimate £210k

2.3 Capital Programme 2007/8/9

Address	No.of units	HFI Bathroom 40 Yrs	HFI Kitchen 30 yrs	Roof (repair/ renewal)	Windows (repair/ renewal)	Flat Doors (repair/ renewal)	Wall structure/ Finish
Attneave Street (Nos.4-23)	20	Y	Y	Y	Y	Y	N
Charles Rowan House	96	Y	Y	Y	Y	N	Y
Claremont Close	48	Y	Y	Y	Y	Y	N
Wynyatt Street (Nos. 19 - 24)	12	N	N	Y	Y	N	N
Bevin Court Est:							
Amwell House	8	N	N	Y	N	Y	N
Bevin Court	118	Y	Y	N	Y	Y	N
Holford House	12	Y	N	N	Y	Y	N
King Square Estate							
President House	94	N	N	N	Y	Y	N

Prideaux House	18	N	Y	Y	N	N	Y
Rawstone Place (Nos.5 - 11)	4						
Rawstone Street 41	6	N	N	Y	Y	Y	N
Rawstone Street 42)	6	N	N	Y	Y	Y	N
Sanders House	20	N	N	N	N	N	N
<u>Pleydell Estate TMO</u>							
Galway House	102	Y	Y	N	N	N	N
Gastigny House	69	Y	Y	N	Y	Y	N
Grayson House	99	Y	Y	N	N	N	N
Palyn House	5	N	Y	N	N	N	N
Radnor House	5	N	Y	N	N	N	N
<u>Whitbread Estate:</u>							
Cooper House	42	N	N	N	Y	N	N
Farriers House	60	N	N	N	Y	N	N
Shire House	36	N	N	N	Y	N	N

3. Holland Walk

3.1 Estate Security

2006/7 Budget Allocation:

Miranda Youth Club	£4,000
Elthorne Youth Club	£13,000
Tremlett Grove Youth Club	£7,500
Miscellaneous Estate Security works	£5,750

Budget allocation 2007/8 £30,900

3.2 Community Safety

2007/8 Proposals:

Elthorne Estate Renewal of columns / lights, entry system and miscellaneous security works Budget estimate £50k

New Orleans Estate Metal security to doors and frames etc. Budget estimate £72k

Palmers Estate Improve lighting, upgrade door entry system Budget estimate £45k

3.3 Capital Programme 2007/8/9

Address	No.of units	HFI Bathroom 40 Yrs	HFI Kitchen 30 yrs	Roof (repair/ renewal)	Windows (repair/ renewal)	Flat Doors (repair/ renewal)	Wall structure/ Finish
Bowerman Court	54	Y	Y	N	Y	N	N
Elthorne							
Mulkern Road, 53-75	12	N	Y	N	Y	N	N
Fairbridge							
Byworth Walk	51	N	Y	N	Y	N	N
Nyton Close	9	N	Y	N	Y	N	N
Sussex Way 277-325	25	N	Y	N	Y	N	N
Girdlestone.							
Annesley Walk	64	Y	Y	Y	N	N	N
Girdlestone Walk	245	Y	Y	Y	N	N	N
Salisbury Walk	274	Y	Y	Y	N	N	N
Highlands							
Barnfield Close	4	N	Y	N	N	N	N
Highlands Close	46	N	Y	N	N	N	N

4. Isledon Road

4.1 Estate Security

2006/7 Budget Allocation:

Tollington Youth project	£10,000
Arsenal Positive Futures	£15,000
Skevos schemes	£5,000

Budget allocation 2007/8 £30,900

4.2 Community Safety

2006/7 Proposals:

Holly Park 180-245 Upgrade of entryphone doors Estimated budget £109k

4.3 Capital Programme 2007/8/9

Address	No. of units	HFI Bathroom 40 Yrs	HFI Kitchen 30 yrs	Roof (repair/ renewal)	Windows (repair/ renewal)	Flat Doors (repair/ renewal)	Wall structure/ Finish
Vaudeville Court	36	Y	Y	N	Y	N	N
Landseer Court	25	Y	Y	Y	Y	N	N
Hood Court	24	Y	Y	Y	Y	N	N
Stubbs House	24	Y	Y	Y	Y	Y	N
Gainsborough House	18	N	N	Y	Y	Y	N
Herbert Chapman Court	16	Y	Y	Y	Y	Y	N
Reynolds House	15	N	N	Y	Y	Y	N
Larchmore Court	14	Y	Y	Y	Y	Y	N
Blackstock Estate TMO							
Blackstock House 1-15	15	N	N	N	N	Y	N
Elwood House	15	N	N	N	N	N	Y
Hurlock House	35	Y	Y	N	N	N	Y
Twyford House	121	Y	Y	N	N	N	Y
Avenall Mansions 1-40	40	0	Y	N	N	N	Y

Holly Park Estate	269	Y	Y	N	N	Y	N
Ilex House	97	Y	Y	Y	N	Y	N
Shelley Court	54	Y	Y	Y	N	Y	N
Cottenham House	16	Y	Y	N	N	N	N
Hornsey Road Nos 307-369	66	Y	Y	N	N	N	N
Jack Walker Court	43	0	Y	N	N	N	N
Ringmer Gardens	57	0	Y	N	N	N	N
Searle Place	22	0	Y	N	N	N	N

5. Lyon Street

5.1 Estate Security

2006/7 Budget Allocation:

Copenhagen Youth Project £30,295

Budget allocation 2007/8 £30,900

5.2 Community Safety

2007/8 Proposals:

Bemerton Estate Door installation and tree cutting Budget estimate £70k

5.3 Capital Programme 2007/8/9

Address	No. of units	HFI Bathroom 40 Yrs	HFI Kitchen 30 yrs	Roof (repair/renewal)	Windows (repair/renewal)	Flat Doors (repair/renewal)	Wall structure/Finish
<u>Delhi Outram Estate</u>							
Bingfield Street 50-90	17	N	Y	N	Y	N	N
Brydon Walk	54	Y	Y	N	Y	N	N
Campbell walk	9	N	Y	N	N	N	N
Copenhagen Street 200-212	7	N	N	N	N	N	N
Delhi Street 2-15	11	N	N	N	N	N	N
Havelock Street 1-63	31	Y	Y	N	Y	N	N
Lawrence Place	8	N	N	N	N	N	N
Outram Place 1-48	53	N	N	N	Y	Y	N
Vibart Walk	9	N	N	N	Y	N	N
Wheeler Gardens	48	N	N	N	Y	N	N
<u>Shearling Estate</u>							
Ewe Close	27	N	Y	N	N	N	N
Fleece Walk	16	N	Y	N	Y	N	N
Lairs Close	16	N	Y	N	Y	Y	N
Manger Rd (Nos 1-76)	52	N	Y	N	Y	N	N

1-3 Pedlars Walk	2	N	Y	N	N	N	N
5-9 Pedlars Walk	3	N	Y	N	N	N	N
13-17 Pedlars Walk	3	N	Y	N	N	N	N
19-21 Pedlars Walk	2	N	Y	N	N	N	N
2-20 Pedlars walk	10	N	Y	N	N	N	N
Shearling Way	27	Y	Y	N	Y	N	N
1-3 Yoke Close	3	N	N	N	N	N	N
10 Yoke Close	1	N	N	N	N	N	N
11-13 Yoke Close	3	N	N	N	N	N	N
6-8 Yoke Close	3	N	N	N	N	N	N

6. Upper Street

6.1 Estate Security

2006/7 Budget Allocation:

Cannonbury Project £12,000
Rosebowl Youth Club £18,000

Budget allocation 2007/8 £30,900

6.2 Community Safety

2007/8 Proposals:

None

6.3 Capital Programme 2007/8/9

Address	No.of units	HFI Bathroom 40 Yrs	HFI Kitchen 30 yrs	Roof (repair/ renewal)	Windows (repair/ renewal)	Flat Doors (repair/ renewal)	Wall structure/ Finish
Asman House	8	N	Y	Y	N	N	N
Widford House	25	N	Y	N	N	N	N
Hermitage House	24	Y	Y	Y	Y	N	N
Charles Lamb Court	8	N	Y	N	Y	Y	N
Colinsdale	48						
<u>Cumming Estate</u>							
Gough House	27	Y	Y	Y	N	N	Y
Price House	26	Y	Y	Y	N	N	Y
Finnemore House	25	Y	Y	Y	N	N	Y
Strang House	40	Y	Y	Y	N	N	Y
Turnbull House	40	Y	Y	N	N	N	Y
Haslam House	12	N	N	Y	N	N	N
<u>Douglas</u>							

<u>Estate</u>							
Florence Nightingale Hse	27	Y	Y	N	N	N	N
Sybil Thorndyike House	18	Y	N	N	N	N	N
<u>Mersey Estate</u>							
Birkenhead House	30	N	Y	Y	0	0	Y
Mersey House	20	N	Y	Y	0	0	Y
Liverpool House	36	N	Y	Y	0	0	Y
Tranmere House	12	N	Y	Y	0	0	Y
Widnes house	24	N	Y	Y	0	0	Y

Item 3 - Appendix 2- Estate Security Allocation 2006/7

Area Office	Schemes	Schemes - AKA To 'Young Peoples Services	2006-07 Allocated Budget
Holland Walk	Miranda Youth Club	Miranda	4,000
	Elthorne Youth Club	Elthorne	13,000
	Tremlett Grove	Newtown	7,500
	To be allocated		5,750
Isledon Road	Tollington	Andover	10,000
	Arsenal Positive Futures		15,000
	To be allocated		7,500
Upper Street	Canonbury Project		12,000
	Rosebowl Youth Club		18,295
Central Street	Clerkenwell		18,000
	Finsbury Detached Youth		11,668
Boleyn Road	Miscellaneous Security Works		28,628
	To be allocated		1,602
Lyon Street	Copenhagen Youth Project		30,295
Total Allocated			183,238
2006-07 Budget			181,770

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

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	January 2007	4	Information

Subject of Report: Tenant and Leaseholder Satisfaction Surveys

1 Synopsis

1.1 This report highlights the key findings from the 2006 Tenant and Leaseholder Satisfaction Surveys. A report on the Leaseholder Satisfaction Survey was previously presented to the Islington Leasehold Forum at its September 2006 meeting.

2 Recommendation

2.1 That Consultative Panels note the contents of the report.

3 Report findings

3.1 The Tenant Status Survey was conducted by a company called Ipsos MORI between July and September 2006. A postal survey was sent to a random sample of 3,210 tenants. There was a 22% response rate.

3.2 The Leaseholder Satisfaction Survey was conducted by a company called Kwest Research between March and May 2006. A postal survey was sent to all leaseholders. 1,536 responses were received, representing a response rate of 18%.

3.3 The principal objective of both surveys was to provide Homes for Islington (HFI) with robust data that accurately represents the views of residents on key satisfaction measures. The surveys established tenant and leaseholder satisfaction with housing services and areas for service improvement and provide a basis for comparison with other authorities' housing services.

3.4 The Tenant Status Survey was designed to obtain data on the views of tenants managed by HFI, Partners for Improvement in Islington or Tenant Management Organisations (TMOs).

3.5 Results indicate that the overall tenants' satisfaction level with the service provided has increased from 52% in 2004 to 64% in 2006.

3.6 Although the overall level of satisfaction of Black Minority Ethnic (BME) tenants has increased from 51% in 2004 to 61% in 2006, the report shows an increased gap (3% in 2003/4 to 5% in 2006) between satisfaction levels of BME and non-BME respondents.

- 3.7 Satisfaction with opportunities to participate among tenants has increased from 38% in 2004 to 54% in 2006.
- 3.8 Overall satisfaction with the service and opportunities to participate was poorest among tenants in the age bands of 16-34 and 35-54, with older respondents aged 55+ reporting higher levels of satisfaction.
- 3.9 Tenants were asked to rate the severity of different types of crime and anti-social behaviours in their neighbourhood. The report shows consistently across all areas that racial harassment is not considered a serious problem. Tenants considered the main problems to be litter in the street, vandalism, dogs and noise from people. The report shows that tenants living in the Isledon Road area are most likely to identify problems and tenants in the Boleyn Road area the least likely.
- 3.10 Tenants considered the three most important services to be repairs and maintenance, overall quality of their homes and being kept informed.
- 3.11 Results indicate that the overall leaseholder satisfaction with the service provided is 35%. No data is available for 2004.
- 3.12 Satisfaction with opportunities to participate among leaseholders is reported at 24% in 2006. No data is available for 2004.
- 3.13 Leaseholders were asked about satisfaction with their neighbourhoods. The report shows that residents living in the Lyon Street area were the most satisfied with their neighbourhood and those living in Upper Street area the least satisfied. Leaseholders considered noise from people to be one of the main problems.
- 3.14 Results from the leaseholder survey show that repairs and maintenance of communal areas, opportunities to participate and major works standards are the areas which they would most like to see improved.

4. Conclusions

- 4.1 Both surveys have highlighted many things HFI does well. There have been significant improvements in both the overall tenant satisfaction and tenants' satisfaction with opportunities to participate in decision-making. Residents have expressed satisfaction with the neighbourhoods in which they live, the condition of their properties and the caretaking service.
- 4.2 The survey has confirmed the areas that are important to residents and has highlighted areas where satisfaction is low and requires HFI to focus on improving satisfaction levels further.
- 4.3 Examples of these are:
- Satisfaction amongst leaseholders with opportunities to participate
 - Satisfaction amongst younger tenants
 - The widening gap in overall satisfaction between BME and non-BME tenants.
- 4.4 There are some areas where Partners for Improvement/TMOs have scored higher than HFI. Examples of these are

- Opportunities to participate: TMO 47% HFI 38%
- Satisfaction with neighbourhood: TMO 58% Partners 61% HFI 53%.

4.5 HFI is using the results of both surveys to draw up action points to improve the services offered to tenants and leaseholders with the explicit intention of increasing customer satisfaction.

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Report of	Team	Job Title
Doug Goldring	Chief Executive Directorate	Director of Operations

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	January 2007	5	Information

Subject of Report: Disposal of Land Managed by HFI

1. Synopsis

- 1.1 At present the Council policy is to maximise the supply of affordable housing within the borough. This means that where land is identified that is surplus for requirements that consideration is given for its development to include a provision for social housing.
- 1.2 In July 2006 a paper was brought to Panels which set out the schemes that are currently being considered by the Council. Attached at Appendix A is the current update to these schemes.

2. Recommendation

- 2.1 Panels are asked to note and comment on the schemes under consideration, attached at Appendix A.

3. Background

- 3.1 A procedure now exists where consultation is undertaken with local residents prior to any agreement on the scheme being reached by the Council.

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CURRENT SCHEMES Dec 06

Site	Current Status	AHO
Reception Centres	Places for People were appointed for the refurbishment of Petherton Rd and Grosvenor Avenue. They are currently finishing survey work and disposal should take place by the end of the financial year. Invitation to tender for Holloway Rd Reception Centre should take place next Spring with Highbury Quadrant and Barnsbury RCs to follow.	Cross Borough
Neptune Hse, off King Henry St	This is a joint tender with Pollard Close. Planning have indicated they are unhappy with some aspects of the proposed Pollard Close scheme due to its proximity to a electricity sub station. Neptune House may be taken forward on its own. A decision will be made early next year.	Boleyn Road
Tompion House, Percival St	Has planning permission and have met with TRA and user groups. Likely disposal to Guinness will complete in January 07.	Central St
Lygoe House, Hornsey Lane	Likely to go to Planning in January 07. Affinity Sutton HA to arrange further consultation event for residents in Jan 07 following some objections to the scheme.	Holland Walk
Aubert Ct	Plans to redevelop the Community Centre with affordable housing units above have been withdrawn. Site will be removed from next disposal update.	Isledon Rd
Andover Estate Car Park, Birnam Rd.	Was granted planning permission on 13 th Dec 06. Affinity Sutton will meet with Tollington Project Team in Jan 07 to discuss timetable for development.	Isledon Rd
Globe House, 107 Tollington Way	Works due to commence.	Isledon Rd
Pollard Close Car Park, off Holloway Rd	See Neptune House	Lyon St
Armour Close, Roman Way	Have Planning Advice. Will look to progress next year.	Lyon St

Site adj 1-16 Dunoon Hse, Copenhagen St	Site will be used as site for displaced shop while works to Naish Ct are completed. Site available in early 2008 and will be looked at again.	Lyon St
Coalsheds Adj 15-30 Dunoon Hse, Copenhagen St	Site will be used as site for temporary library while works to Naish Ct are completed. Site available in early 2008 and will be looked at again.	Lyon St
Gap site opp 36 Graham St (adj Jessop Court)	Received planning advice and site is considered suitable for affordable housing development. Will await second site to become available to package as joint tender. Site seems to be secure and there is not evidence of any ASB.	Upper St

Report of	Team	Job Title
Mike Sims	Chief Executive Directorate	Governance Team Manager

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	January 2007	6	Information

Subject of Report: Consultative Panel restructuring

1. Synopsis

1.1 This report informs Consultative Panels of the new Panel structure agreed by Board on 4th December 2006.

2. Recommendation

2.1 That Consultative Panels note the report.

3. Background

3.1 Panels were asked in September 2006 for comments on how the Consultative Panel structure might look following the decision to rationalise the Area Housing Office boundaries. The Board did not make a decision on the Consultative Panel structure on 23rd October 2006 in order to allow another round of consultation with Panels. This took place in November 2006.

3.2 Having been presented with this feedback Board agreed on 4th December 2006 to establish 1 Area Housing Panel (AHP) in each area permitting each Panel, once established, to choose whether to split itself to form 2 Panels thereafter.

3.3 The map attached at Appendix A and the list attached at Appendix B show which new Panel each TRA will now fall under. It is asked that each TRA verifies that this is accurate. Please note on the map:

- South = Central Street AHP
- West = Lyon Street AHP
- East = Upper Street AHP
- North = Holland Walk AHP

3.4 ***Since the decision has now been made, the January 07 cycle of Consultative Panels will be the last meeting held under the current structure for the six Area Housing Panels (as stated in the report on restructuring options to Panels in November 06).*** HFI staff will write to each TRA separately in the New Year to confirm the new arrangement for attendance at the revised Panel structure in March 2007. Staff will arrange the venue for the March meeting and re-advertise the new meetings locally and on the HFI website.

4. Next steps - what will the new Area Panels decide in March?

4.1 Elect a Chair just for one meeting - The four new Area Housing Panels will need to elect a chair just for the one meeting since the formal elections will be held at the next meeting in May. This also gives everyone who might not know each other a chance to at least have met once before the new elections.

4.2 Decide whether to stay as 1 Panel, or split into 2 - In March 2007 the four new Area Housing Panels will have to make a decision on whether or not to continue as one Panel or to split off into two. In brief some of the advantages and disadvantages of each option may be:

Advantages / Disadvantages to more than one Panel
Advantages
1) The new structure will generally result in more TRAs per Panel. Two Panels in each area will help in making meetings less crowded.
2) More than one Panel will allow for each to focus on very specific local interests.
Disadvantages
1) Currently some Panels have experienced problems in achieving a quorum. If attendance is an issue then a larger catchment area would help in ensuring both a quorum and the chance of a more diverse group meeting.
2) More than one Panel will mean greater cost in terms of servicing the meeting and will likely mean that senior staff members cannot attend all meetings, possibly depriving the Panels of specialist knowledge.
3) One Panel per area will allow for a greater allocation of tenants compact funding to be spent on a project. More than one Panel will mean that funds are divided so that particular projects might not have sufficient funds.
4) More than one Panel could result in conflicting views on particular issues leading to potential confusion at the Area Housing Office that administers them both.

4.3 Agree on a meeting location, dates and times for the year to come - Staff will provide options on where meetings could be held for each of the new Area Housing Panels. The Panel will need to agree where it will meet and at what time for the 6 meetings between May 07 and March 08. Staff will provide a "two-week window" in the appropriate months in which the Panel can choose a date to hold its meeting.

5. Elections in May 2007

5.1 At the May 2007 cycle of meetings elections will need to be carried out in respect of:

- Chair
- Vice-Chair
- Associate Directors
- 1 in 1000 representatives

5.2 Whilst these elections are necessary for the re-constituted Central Street, Holland Walk, Lyon Street and Upper Street it is also requested that Islington Leaseholder Forum (ILF), the TMO/TMC Review Group and Partners Resident Forum hold their elections at the same time as was agreed in May 2006.

5.3 Election of a Chair & Vice-Chair.

In May 2007 a member of staff from Homes for Islington will assume the position of chair whilst elections are carried for that position. Upon completion of the election to the position of chair, the successful member may assume their position immediately or upon completion of elections to the remaining positions.

5.4 Associate Directors

Associate Directors sit on both Managed Property Sub-Board (MPSB) and Contracted Services Sub-Board (CSSB). Consultative Panels elect Associate Directors to the Sub-Boards for a period of two years. This means that elections by panels will take place in May 2007 and then next in May 2009.

All Panels elect one Associate Director with the exception of ILF, which elects two.

5.5 One in One Thousand (1 in 1000) representatives

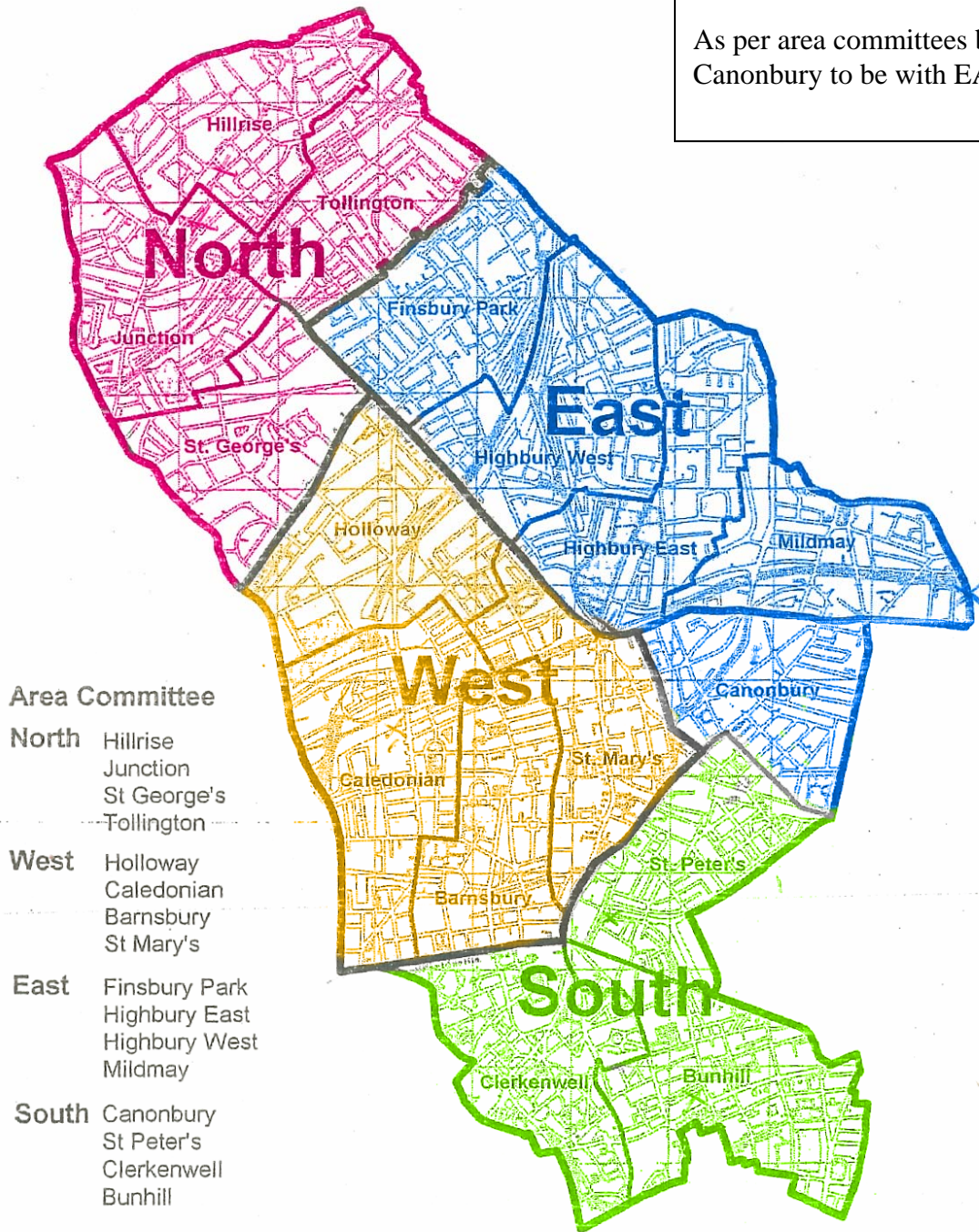
The position of a 1 in 1000 representative to the Panels is held as a way of HFI receiving input from and establishing consultation with residents who are not represented by tenant organisations.

There are currently positions for seventeen 1 in 1000 representatives across the 6 Area Housing Panels. Staff will advertise these positions in advance of the March Panels and report to those meetings on the allocation for each new Panel of 1 in 1000 representatives following the move to 4 Area Housing Panels.

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HFI Area Office Boundaries

As per area committees but
Canonbury to be with EAST



Area Committee

North	Hillrise Junction St George's Tollington
West	Holloway Caledonian Barnsbury St Mary's
East	Finsbury Park Highbury East Highbury West Mildmay
South	Canonbury St Peter's Clerkenwell Bunhill

Information Date: 1/1/2018

Tenants

North	5058
West	4116
East	6704
South	5027

HFI Area Offices

North	Hillrise Junction St Georges's Tollington	East	Finsbury Park Highbury East Highbury West Mildmay Canonbury
West	Holloway Caledonian Barnsbury St Mary's	South	St Peter's Clerkenwell Bunhill

Item 6 - APPENDIX B List of recognised Tenants and Resident Associations

TRA	WARD	Consultative Panel
Kings Square TRA	Bunhill	Central Street
Peregrine House TRA	Bunhill	Central Street
Pleydell TRA	Bunhill	Central Street
St. Lukes TRA	Bunhill	Central Street
Whitbread Estate TRA	Bunhill	Central Street
Whitecross Estate TRA	Bunhill	Central Street
Caledonian Estate TRA	Caledonian	Lyon Street
Mackwest TRA	Caledonian	Lyon Street
Yorkway Court TRA	Caledonian	Lyon Street
Forrest Court TRA	Canonbury	Upper Street
Haslam TRA	Canonbury	Upper Street
Mersey Estate TRA	Canonbury	Upper Street
Northchurch, Ecclesbourne Elmore TRA	Canonbury	Upper Street
Western Isles TRA	Canonbury	Upper Street
Charles Rowan House TRA	Clerkenwell	Central Street
Cyrus House TRA	Clerkenwell	Central Street
Finsbury Estate TRA	Clerkenwell	Central Street
Greenwood, Wilmington and Farringdon TRA	Clerkenwell	Central Street
Grimthorpe Crayle Partridge TRA	Clerkenwell	Central Street
Margery Street TRA	Clerkenwell	Central Street
The Clerkenwell Triangle	Clerkenwell	Central Street
Tompion & Earnshaw TRA	Clerkenwell	Central Street
Andover TRA	Finsbury Park	Upper Street
Bavaria, Ringmer Hornsey TRA	Finsbury Park	Upper Street
Bennett Court TRA	Finsbury Park	Upper Street
Clifton & Haden TRA	Finsbury Park	Upper Street
Hood Court TRA	Finsbury park	Upper Street
Six Acres TRA	Finsbury park	Upper Street
Aberdeen Park & Fieldview court TRA	Highbury East	Upper Street
Highbury Estate TRA	Highbury East	Upper Street
Highbury Quadrant TRA	Highbury East	Upper Street
Park View TRA	Highbury East	Upper Street
Seaforth Crescent TRA	Highbury East	Upper Street
The Woodlands TRA	Highbury East	Upper Street

Item 6 - APPENDIX B List of recognised Tenants and Resident Associations

TRA	WARD	Consultative Panel
Aubert Court TRA	Highbury west	Upper Street
Drakely & Tawney Court TRA	Highbury west	Upper Street
Stephen's Ink TRA	Highbury West	Upper Street
Vaudeville Court TRA	Highbury west	Upper Street
Fairbridge Estate TRA	Hillrise	Holland Walk
Highcroft & Highlands TRA	Hillrise	Holland Walk
Hillside TRA	Hillrise	Holland Walk
Hornsey Rise & Manchester Mansions TRA	Hillrise	Holland Walk
New Orleans TRA	Hillrise	Holland Walk
Boston & Nailour TRA	Holloway	Lyon Street
Fairdene Court TRA	Holloway	Lyon Street
Field Court TRA	Holloway	Lyon Street
Keighley & Staveley TRA	Holloway	Lyon Street
Lorraine Mansions TRA	Holloway	Lyon Street
Bowerman Court TRA	Junction	Holland Walk
Palmer Estate TRA	Junction	Holland Walk
Wedmore Estate TRA	Junction	Holland Walk
Athenaeum Court TRA	Mildmay	Upper Street
Burder Close and Boleyn Road TRA	Mildmay	Upper Street
Hathersage Court TRA	Mildmay	Upper Street
Hawthorne Close TRA	Mildmay	Upper Street
John Kennedy court TRA	Mildmay	Upper Street
Kerridge Court TRA	Mildmay	Upper Street
Mayville Estate TRA	Mildmay	Upper Street
Spring Gardens & Sinclair Court TRA	Mildmay	Upper Street
Brecknock Road Estate TRA	St Georges	Holland Walk
Hilldrop Crescent Tenants & Residents' Association	St Georges	Holland Walk
Hollins House, McCall House and Darren Court TRA	St Georges	Holland Walk
Lower Hilldrop Community Association	St Georges	Holland Walk
Margery Fry Court TRA	St Georges	Holland Walk
Moelwyn Hughes TRA	St Georges	Holland Walk
Melmerc TRA	St George's	Holland Walk
Ashby House, Ashby Grove, Eric Fletcher & Canonbury Crescent TRA	St Marys	Lyon Street

Item 6 - APPENDIX B List of recognised Tenants and Resident Associations

TRA	WARD	Consultative Panel
Bentham Estate TRA	St Marys	Lyon Street
Pleasant Place TRA	St Marys	Lyon Street
Cluse Court TRA	St Peters	Central Street
Cumming Estate TRA	St Peters	Central Street
Packington Square TRA	St Peters	Central Street
Holly Park TRA	Tollington	Holland Walk
Ilex House TRA	Tollington	Holland Walk

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

Name of Meeting	Date of Meeting	Agenda item	Status
Consultative Panels	January 2007	7	Information

Subject of Report: Decision items considered at Board meeting 4th December 2006

HFI Board 4th December 2006:

1. Agreed the first draft of the Business Plan for 2007/08.
2. Agreed to establish 1 Area Housing Panel in each area permitting each Panel, once established, to choose whether to split itself to form 2 Panels.
3. Agreed the Community Engagement Strategy subject to an annual review with a report on the progress made with the Action Plan.
4. Agreed to defer the Equality and Diversity Strategy to the meeting on 15th January 2007.
5. Approved the new format for the risk register and instructed each Sub-Board and Committee to consider its risks and report back to Board on 26th February 2007.
6. Noted a report providing a strategic overview of company finance, capital programming for 2006/7 and progress on Decent Homes targets.
7. Noted a report providing a strategic overview of performance management indicators, and progress on objectives in the Business Plan 2006-07.
8. Noted a report providing a summary of progress with the Kier Review Implementation Project.

**Items for consideration at
HFI Board Meeting 15th January 2007:**

1. Capital Programme 2007/08 – 2010/11
2. Business Plan 2007-12
3. Equality and Diversity Strategy
4. Procurement Strategy
5. Efficiency Strategy
6. Health and Safety Policy

**Items for consideration at
Contracted Services Sub-Board
(CSSB) 13th February 2007**

**Items for consideration at
Managed Property Sub-Board
(MPSB) 14th February 2007**

1. Performance Indicators	1. Performance Indicators
2. Performance reports – Partners – PFI 1 and PFI 2 and TMOs / TMCs	2. Estate Services Update
3. Risk Register	3. Responsive Repairs
4. Consultative Panel feedback reports	4. Leaseholder Update
5. Modular Management Agreement update	5. Risk Register
6. TMOs / TMCs financial monitoring standards	6. Consultative Panel feedback reports
	7. Petitions received at Consultative Panels

**Report back from the Contracted Services Sub-Board (CSSB) –
12 December 2006
William McGarvie – Chair**

Election of Chair

- CSSB elected William McGarvie as Chair and Kate Barns as Vice-Chair until the next Annual General Meeting (AGM) in 2007.

Validation of Capital Programme

- CSSB considered the latest position of the future Capital Programme following comments from the Panels and referred the agreement of the programme to Investment and Delivery Committee (IDC) and the Board for approval.

Performance Indicators

- CSSB received and noted a report giving the performance indicators for October 2006.

Report Back from PFI 1 contractor - Partners for Improvement in Islington

- CSSB noted a report giving 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.

Report Back from PFI 2 contractor - Partners for Improvement in Islington

- CSSB noted a report giving information about the new PFI contract, referred to as PFI2, delivering refurbishment, maintenance and housing management services to 1,871 street properties, comprising a total of 4,101 dwellings across the borough.

Report Back from TMOs/TMCs

- CSSB noted a report back from TMOs/TMCs and agreed that a report on the new and clearer financial monitoring standards of TMO's/TMC's would be provided at next meeting.

Risk Register

- CSSB noted the current position with regard to all risks that relate to its remit.

Report Back from Consultative Panels

- CSSB received a report giving feedback from the November round of Consultative Panels on items for consultation.

Forward Plan

- CSSB agreed the forward plan.

**Report back from Managed Property Sub-Board (MPSB) -
13 December 2006
Jessie White – Chair**

Election of Chair

- MPSB elected Jessie White as Chair and Louise Round as Vice-Chair until the next Annual General Meeting (AGM) in 2007.

Voids Reservicing

- MPSB noted a report providing an overview of the voids reservicing process and highlighting some of the issues. MPSB also noted some of the future developments.

Validation of the Capital Programme

- MPSB considered the latest position of the future Capital Programme following comments from the Panels and referred the agreement of the programme to Investment and Delivery Committee (IDC) and the Board for approval.

Performance Indicators

- MPSB received and noted a report giving the performance indicators for October 2006.

Risk Register

- MPSB noted the current position with regard to all risks that relate to its remit.

Operational Services Delivery Strategy

- MPSB noted a report providing an update on the actions taken in regard to the area housing office restructure.

Update on petitions received by Area Panels

- The report was noted.

Consultative Panel Feedback report

- The report was noted.

Forward Plan

- MPSB agreed the forward plan and specified that the Responsive Repairs item on 14th February 2007 would include an update on the Kier Review.

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

Name of Meeting	Date of Meeting	Agenda Item	Status
Consultative Panels	January 2007	8	Information

Subject of Report: Homes for Islington Update

1. Synopsis

1.1 This report updates Consultative Panels on current events in HFI.

2. Recommendation

2.1 That Consultative Panels note this report.

3. Background

3.1 National Awards

3.1.1 HFI has recently been recognised for the excellence of its services by being a finalist in two national awards.

3.1.2 The “Witness Support Scheme” was a finalist in the UK Housing Awards’ “excellence in delivering safer neighbourhoods” category. The “Respect for People online diversity training” made it to the final in the Personnel Today awards in the “award for excellence in training” category.

3.2 Boroughbeat

3.2.1 HFI will be sponsoring up to 3 successful employees to become special police constables in a scheme called BoroughBeat. Duties will include patrols twice per month in Islington high streets, parks and housing areas alongside regular police officers.

3.3 Feedback from Panels

3.3.1 Consultative Panels were asked to comment on six items at the November cycle of meetings. The comments of Panels were used by HFI as follows:

3.3.2 Capital Programme 2007/08 – The comments from Consultative Panels now mean that, at this stage, it is anticipated that more properties will programmed to be refurbished earlier. At the time of going to print the adjusted figures had been considered by the Sub-Boards for further consideration before going to Investment and Delivery Committee (IDC) and Board in January 2007.

- 3.3.3 Business Plan 2007-12 – The comments of the Panels were included in the first draft of the Business Plan which was approved by Board on 4th December 2006.
- 3.3.4 Consultative Panel restructuring – The comments of the Panels were included in the report to Board on 4th December 2006. Further details are provided at Item 6 of this booklet.
- 3.3.5 Compensation Policy – The comments of the Panels have been fed back to the Performance and Service Development Division and will be used in drafting the new policy.
- 3.3.6 Equality and Diversity Action Plan – The comments of the Panels were incorporated into the Equality and Diversity Action Strategy that was presented to Board on 4th December 2006. The Board deferred reviewing the strategy to its January 2007 meeting.

3.4 **Forward Plan**

- 3.4.1 Although the forward plan presented to Panels in November 2006 indicated that there would be 7 items for consultation at this cycle of meetings this has not proved possible. To clarify to Panels:
- 3.4.2 Options for spend (LBI ringfenced funding) – at the time of print it is not known what funding LBI might offer to HFI so it is not possible to consult on this at present.
- 3.4.3 Resident Involvement Strategy – The strategy is still a work in progress and will instead be presented at March 2007 Panels.
- 3.4.4 Compensation Policy – This was presented at Panels in November 2007.
- 3.4.5 Repairs Policy – Following review, there are no recommended changes to this policy and therefore no proposal to consult on.

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Item 9

Forward Plan for Consultative Panels 2006-2007

Date of meeting	Items on the Agenda	Status	Subject of report
<p>Mar-07 8th-15th March</p>	Resident Elections to HFI Board 2007/08	C	Asks you for views about resident elections due to take place summer 2007
	Governance arrangements	C	Asks you for views of proposed changes to the Board and its Committees
	Resident Involvement Strategy	C	Asks you for views on the strategy document
	Tenants Compact Annual Review	C	Asks you for views on the proposed review of tenants compact funding
	Commercial Heating Charges Review (LBI Item)	I	Tells you about the proposed heating charges for commercial boilers for 2007/08
	Churnfield (LBI Item)	I	Tells you about the proposals for the demolition of Churnfield House
	Performance Indicators Chairs	I	Tells you how well your Panel is being run
	Capital Programme 2006/07 monitoring 3rd qtr	I	Tells you about local capital projects for 2006/07
	Decision Items at last Board and Sub-Board	I	Tells you about items agreed at the last meetings
	HFI Update	I	Tells you about current events in HFI
Forward Plan	I	Tells you about future proposed items for Consultative Panel agendas	

A draft planner for the financial year 2007/08 will be included in the reports for the March 2007 cycle of meetings



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