

# Notes of Holland Walk Area Housing Panel 19 September

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## **Present**

Helen McGlone	Fairbridge	
Marie Dogherty	Fairbridge	
Joanne Deutrom	HRMM	
Mr King	Hilldrop Crescent	
J Collisson	Hollins & McCall	
Justine Gordon-Smith	Ilex House TRA	Chair
Thomas Cooper	Lower Hilldrop CRA	
Ron Ranger	Lower Hilldrop CRA	
Joyce Ranger	Lower Hilldrop CRA	
S. Richardson	Miranda TMO	
John Slaughter	Moelwyn Hughes TRA	
T Willoughby	New Orleans	

Chris Graham	1 in 1000 Rep
Ron Vince	1 in 1000 Rep
Eileen Avis	1 in 1000 Rep, Associate Director
Arthur Hanley	Disabled Rep

Monica Paris

Cllr Wally Burgess	St George's Ward
Cllr Janet Burgess	Junction Ward

Eamon McGoldrick	Chief Executive
Garry Bates	Senior Area Housing Manager
Baljit Sheemar	Area Housing Manager
Liza Durrant	Community & Service Development Officer

## **Apologies**

All Councillors  
Brecknock  
Wedmore

ITEM	Matter raised	Action
<b>1.0</b>	<b>Introductions &amp; Ground rules</b>	
<b>1.1</b>	Introductions were made. The Chair circulated the HFI code of conduct and asked the panel if any additions were to be made. Minute taker requested that mobile phones be switched off or turned to silent before the meeting. The chair also circulated copies of the correspondence with Mike Simms and Councillor Terry Stacey, regarding the panels request that the HFI logo was simplified. HFI notes the panels concerns but deferred changing the logo until further notice,	

<b>2.0</b>	<b>Previous Minutes</b>	
<b>2.1</b>	LD forgot to add email addresses. LD to send with minutes.  Minutes agreed	LD
<b>3.0</b>	<b>Feedback Sheet</b>	
<b>3.1</b>	Panel member enquired why HFI are refusing to send out breakdown of resident's involvement expenditure as the communication strategy has a further breakdown which could have been copied over.	AHO
<b>3.2</b>	One panel expressed concern over the lack of financial information available when making decisions and asked why the annual report isn't available on the internet.	
<b>3.3</b>	EM confirmed that the annual report is no longer a statutory requirement. The internet is a good medium to get information to residents but not all have access. All points to be taken away for review.	
<b>3.4</b>	Chair asked if there are any other ways that residents could become involved in decision making processes. HFI are currently in process of setting up resident involvement register which allows residents to be contacted in different ways. Panel agree to add as agenda item for another meeting.	
<b>3.5</b>	EM clarified that there is no possibility of the tenant compact negotiating committee being reinstated.	
<b>3.6</b>	Miranda TMO still getting staff/contractors parking in resident's spaces. The TMO phone the office and cars get moved straight away. Issue was raised at the last office TMO meeting and staff are currently looking at solutions to the continuing problem.	
<b>3.7</b>	Chair felt that the response form parking coordinator on Q11 was inappropriate. EM can see how the answer can come across that way but that all HFI are trying to say is that the matter is complicated. The process should be simpler in November.	
<b>4.0</b>	<b>Local Issues – Petitions</b>	
<b>4.1</b>	Two petitions were brought to the panel. These were <ul style="list-style-type: none"> <li>Nyton Close– regarding the apparent lack of consultation for a refuse shed being built onsite to house Euro Bins and the erection of a children's play area. A TRA meeting took place and a majority vote was taken by residents to bid for money for the dedicated space and bins. A letter was sent to all residents on the 20<sup>th</sup> July 2007 notifying them of the intent to install bins and asking for any questions or comments</li> </ul>	

	<ul style="list-style-type: none"> <li>• Sanders Way – regarding the delay in responding to a request for information on a breakdown of works taking place. An email was sent to the lead petitioner on the 9<sup>th</sup> August apologising for the delay in responding and detailing a breakdown of works</li> </ul>	
4.2	RT from the Elthorne Community Project has worked closely with Fairbridge TRA for along time and wanted to speak of behalf of them with regards to the petition. Confirmed that numerous TRA meetings have been held and the chair always operates an open door policy. There have been plenty of opportunity to discuss issues with the TRA and he is shocked and disappointed that the residents have responded in this way. HM is a good example of how a good chair should be. JS also agreed with this statement.	
4.3	Panel agreed to close both petitions.	
5.0	<b>HFI Consultation Items</b>	
5.1	<b>Report 1 – Islington Under Occupation Scheme</b> This report is for information. EM took panel through report	
5.1.1	General comments Cllr WB stated that the incentive (3.2.3) should be higher. EM confirmed that its council policy to set the costs but comment will be taken back.	
5.1.2	Discussions around individual examples of tenants moving properties. EM confirmed that HFI/LBI have a Choice based lettings scheme and the amount of points you get need to move depend on the area, for example more popular areas require more points. Points get allocated once forms are submitted. Scheme operates on a first come first served basis and the property gets advertised in the local paper. The Chair commented that tenants should be given a letter stipulating what they have agreed with the council in terms of incentives before they sign away their tenancy and that die procedures should be employed to avoid confusion	
5.1.3	Panel asked that residents be made aware of this as some don't know that adverts are placed in paper. EM to take all feedback to Sean McLaughlin.	
5.2	<b>Report 2 – Funding Options for Resident Participation</b> This report is for consultation.	
5.2.1	Panel member stated that meeting was held on Monday to discuss issues. No decision was reached and further resolution meeting to be held next week. Other panels have asked that this report be put back until FITA decision has been made.	
5.2.2	Panel took a vote. Unanimous decision to defer report.	
5.3	<b>Report 3 – New Build Development</b> This report is for consultation. EM took panel through report.	

5.3.1	EM confirmed that focus will be on building larger units. All sites will be building approx four 4 bed units. First phase will consist of approx 80 properties.	
5.3.2	Clarified that open spaces are grassed areas and none of the proposed sites are classified as this.	
5.3.3	New build would be social housing with council rents.	
5.3.4	Council may be having local lettings policy just with these sites which is payback for those residents who live near to the developments.	
5.3.5	Only timber that comes from forestry will be used.	
5.3.6	Panel member asked why developments have to be new build, why not use disused office blocks. EM clarified that council already own the designated space which is why they don't buy anymore. Usually RSL take on projects which involves buying office blocks etc.	
5.3.7	New build is directly funded by the council.	
5.3.8	EM confirmed that all resources in construction have to be eco friendly and new building requirements have been introduced. Where possible council/HFI are looking to introduce wind turbines and solar power etc.	
5.3.9	Discussion held over right to light issue. EMG confirmed that the right to light was no longer an objection that can be applied at planning objections as a sole issue.	
5.3.10	HFI are reconverting a block of flats back into a family home and looking at doing this an eco home, may have as a show flat.	
5.3.11	Chair asked if environmental issues are being and could be considered with major works scheme.	
5.3.12	Cllr WB expressed concern over the huge struggle to bring about affordable property in the Islington area and advised panel to attend planning meetings.	
5.4	<b>Report 4 – Proposal to meet digital switchover</b> This report is for consultation. EM took panel through report.	
5.4.1	General comments Figures in report are incorrect and some estates have been missed out completely. Issue to be taken back to projects team to address.	Projects
5.4.2	Future reports should be listed in alphabetical order.	
5.4.3	The elderly will be receiving government support. Contractors have liaison officers who will conduct home visits and identify those who are	

	vulnerable.	
5.4.4	Those on benefits will be covered.	
5.4.5	Any sat dishes will be cut off as there is no need for it once switchover takes place.	
5.4.6	There will be issues of who will take down redundant dishes.	
5.4.7	HFI are conducting a pilot in the north of the borough which will raise numerous questions. HFI will address each one of these in turn.	
5.4.8	Freeholder's ad leaseholders will have a one off charge to pay and then an annual service charge and ongoing maintenance is covered by this.	
5.4.9	EM doesn't know when set top boxes will be available.	
5.4.10	Contract was tendered to all TV providers and Sky were the cheapest	
5.4.11	One panel member wondered how the office of fair trading would view the scheme as the tenant doesn't get a choice. Another questioned why residents would be forced to take this option when they can as an individual get digital boxes for free? The chair commented how this would work when so many people. herself included, were already digital and had no need for this service. None of these questions were resolved	
5.4.12	EM confirmed that the council set charges and not HFI.	
5.4.13	EM confirmed that no profit will go to HFI or council but the money will go into the HRA account.	
5.4.14	All tenants and residents to receive and FAQ sheet in the post over the next month	
5.5	<b>Report 5 –An Update on the Estate Service Improvement Group</b> This report is for information only. Panel note report	
5.5.1	Miranda TMO to attend group.	
5.6	<b>Report 6 – HFI and Consultative Panel Update</b> This report is for information only. Panel note report	
5.6.1	General comments Panel felt that face to face interviews are a step in the right direction.	
5.6.2	84% of residents who are happy does not include TMO's	
5.6.3	EM clarified that Estate = location and overall = everything	
5.6.4	EM confirmed that the questions are government set standard questions.	

	Wording is set so that comparisons can easily be made with other boroughs.	
<b>5.6.5</b>	The panel raised questions on the scope of the questions and noted that complaint handling was not mentioned in the report. HFI does do an individual survey around complaints which does come the panel every year.	
<b>5.7</b>	<b>Report 7 – Items considered at Board/Sub board in August 2007</b> This report is for information only. Panel note report	
<b>5.7.1</b>	Communications strategy is on website. The chair asked that the HFI communications strategy be brought for discussion before the panel.	
<b>5.8</b>	<b>Report 8 – Forward Plan</b> This report is for information only. Panel note report	
<b>5.9</b>	<b>Report 9 – 2007/08 Capital Programme – 1<sup>st</sup> Quarter Monitoring</b> This report is for information only. Panel note report	
<b>6.0</b>	<b>AOB</b>	
<b>6.1</b>	Garages on New Orleans in bad state of repair. LD to pass on to estate services to investigate and respond to on a local level	<b>AHO</b>
<b>6.2</b>	Miranda TMO – local issue of a residents, HB and parking bay. Details to be given to BS to respond to locally.	<b>AHO</b>
<b>6.3</b>	One panel requested that tenants receive a repairs update sheet on what can and can't be done.	<b>AHO</b>
<b>6.4</b>	The Holland Walk Area Housing Office is holding its annual fun day on Thursday August 4 <sup>th</sup> 4-7pm at the St Johns Community Centre. The objective of the event is to raise awareness of the services that HFI, its partners and local organisations provide.	
<b>7.0</b>	<b>Date of next Meeting</b>	
	Wednesday 21 <sup>st</sup> November 2007 at 7.15pm	