

MINUTES OF ISLINGTON LEASEHOLDERS FORUM MEETING

WEDNESDAY 12th July 2006 @ 7PM

COUNCIL CHAMBERS, TOWN HALL

Present

Brian Potter (Chair) (BP)	Uppet Street
Andrew Jex (Vice Chair) (AJ)	Holland Walk
Chris Radway (CR)	PFI/Partners
Alan Curran	Boleyn Road
P Mallin (PM)	Boleyn Road
Leon Yianni	Isledon Road
Dan Oakey	Isledon Road

HFI Officers

Doug Goldring (DG)	Director of Operations
Nigel Freeman (NF)	Home Ownership Manager
Alex Evans (AE)	Home Ownership

Partners Officers

Claire Thorogood
Lawrence Wakeman

Quality Inspector

John Halpin

Observers

H Fagbesa	Andover Road
J Tongue	Andover Road
A Tongue	Andover Road
J Tougher	Blenheim Court
A Flynn	Bowerman Court
S Gibb	Bowerman Court
E Kelly	Campdale Road
J Smith	Campdale Road
J Harwood	Cathenall Road
M O'Sullivan	Fortnam Road
E Hussain	Halton Road
M Dickson	Hemingford Road
I Dublin	Highbury New Park
P Dublin	Highbury New Park

J Fessler
 K Fuller
 J Gordon-Smith
 K Watts
 V Davies
 W Sellers
 F Aitou
 E Fredenburgh
 J Whicher
 M Heeneman
 A Thornton-Norris
 J El Turk
 N Raval
 D Stevens
 J Grinan
 A Hervieux
 H Cagnoni
 A Williams
 L Wong

Highbury Quadrant
 Howell House
 Ilex House
 Lofting Road
 Loraine Mansions
 Manning House
 Marie Stopes Court
 Milner Square
 Roth Walk
 Seven Sisters Road
 The Triangle
 Petherton Road
 Pleasant Place
 President House
 Wakelin House
 Wescliff House
 Wilmington Square

Items Discussed

ITEM	MATTER RAISED	ACTION
1.0	<p>Question and answer session with HFI and Partners</p> <p>Q LY Damage was done to my property two and a half years ago by workman. They were also badly behaved, and rude to me and my neighbour. Neither HFI nor any Councillors have given a satisfactory response to this.</p> <p>A DG I will arrange for Mr Yianni's concerns to be investigated.</p> <p>Q DO There is low water pressure in many HFI properties. What are HFI doing about this?</p> <p>A DG Thames Water are reducing the water pressure. TW do not tell HFI of their actions in advance of the water pressure being reduced.</p> <p>There is an agreement between LBI and TW that TW will partly fund booster pumps for the affected areas.</p> <p>Q Who will pay for the element that is not partly funded by TW?</p> <p>A DG I don't know the details of the agreement.</p> <p>Q Please expand on HFI's commitment to consult with leaseholders before Section 20 Notices are sent out.</p> <p>A DG For the 2006/2007 programme there have been 8 first cost check meetings. For 2007/2008 onwards, a schedule for the next 3 to 4 years will be drawn up. Leaseholders will be written to informing them of the provisional scope of works, and given dates of the first cost check meetings.</p>	<p>DG</p>

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	<p>Q AC The door entry system at Highbury Quadrant is remotely monitored at the Area Housing Office. This means that residents' movements are logged on a computer. This is an invasion of privacy. Why weren't residents told this before the doors were fitted?</p> <p>A DG It is correct that Leaseholders were not made aware of this function. It is a standard part of the package. The information is not used by the Area Housing Office in any way. I will see if this logging process can be switched off. Someone from Property Services will be at the next meeting to answer questions about this.</p> <p>Q Is there a procedure for appealing against major works bills other than going to the LVT?</p> <p>A DG There is a Quality Inspector pilot scheme in place at Blenheim Court. The QI is independent from HFI. When the results of this are known it will influence broader schemes across Islington.</p> <p>Also, the major works team at Home Ownership Services has been separated into collection and consultation teams. It is part of the collection team's remit to deal with complaints. When the process is finalised it will be in publicised in Home Owner.</p> <p>JH I am looking at</p> <ul style="list-style-type: none"> • The necessity of the works • The reasonableness of the costs • The reasonableness of the apportionment • The Frame Work contract <p>I am currently awaiting information from LBI Legal. I should have a report by the end of August.</p> <p>Q When will the cost of works done to PFI1 properties be known?</p> <p>A CT 50 final accounts will be ready to go out at the end of July. Leaseholders will have two options of paying the bills.</p> <ul style="list-style-type: none"> • Can pay for just the works and not the on-costs until the LVT decision in December. • Can pay the whole cost and will be refunded any costs regarding the on-costs if these are reduced in the LVT decision. <p>Q What data protection training do HFI staff receive?</p> <p>A DG Freedom of Information training was last carried out in 2005. More training is in place for 2006 for front line staff.</p> <p>Q Why will leaseholders be charged interest rate of 8% if they don't make payments to their major works bills?</p>	<p>DG</p>

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	<p>A DG This was agreed by LBI. It is likely that leaseholders will get a better rate of interest if they go to a high street lender. If leaseholders pay over 5 years they will only have to pay interest for the last three years, and this will be at a preferential rate.</p> <p>Q Who chooses what major works are done, and who decides on the standard of works, i.e. will the works be an acceptable or excellent standard? Who monitors these people?</p> <p>A DG A scope of works was drawn up in 2000 which was based on a stock condition survey. This identified what works needed to be done. A new survey is to be carried out for future works. The scope of works is now discussed at the first cost check meetings. There is on site monitoring, there is a check when the works are completed and there is a final check 12 months after the works have been completed.</p> <p>Q DO Who is responsible for clearing pieces of metal, or similar debris, from estates- the caretaker or Greenspace?</p> <p>A DG The caretaker should have remove that piece of metal.</p> <p>Q DO If one leaseholder's bill is reduced because they were wrongly billed for a block repair, are the bills of the other leaseholders in that block also reduced.</p> <p>A DG Yes.</p> <p>Q On roofs that have mobile phone base stations on them, shouldn't the companies that own the masts pay for a portion of the repair bills?</p> <p>A DG There is a principle agreement that a portion of the rent that the companies pay LBI will pay for repairs.</p> <p>Q Can "For Sale" boards be put up for HFI property?</p> <p>A DG No.</p>	
2.0	<p>Minutes of last meeting 10th May 2006</p> <p>The minutes from the last meeting were agreed as a true record of the meeting, with the exception that Alan Curran's apology was not noted.</p> <p>AE informed the ILF that apologies should be made to him rather than BP.</p>	
3.0	<p>Leaseholder Service Review</p> <p>Report Noted</p>	
3,1	<p>Do leaseholders want block repair items to be available to them throughout the year?</p>	

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3.2	<p>There will be cost implications if all leaseholders are sent a quarterly bill. Would it be better if a breakdown was just available on request?</p> <p>A more regular breakdown would be a good thing. It is often difficult to remember what repairs were done by the time the actual bill arrives. However, the additional cost of all leaseholders being sent a quarterly breakdown means that this option is not appropriate.</p> <p>Can a breakdown be made available to the leaseholder associations?</p> <p>DG Leaseholder associations will be given the information. The availability of this service will be publicised on the HFI website and in Home Owner.</p> <p>If any ILF members would like to visit HFI Direct they should contact Andrew Jex. In addition, visits to Area Housing Offices or Home Ownership Services will be arranged for any interested ILF members.</p>	
4.0	<p>Consultative Panel Reports</p> <p>4.1 Restructuring of Housing Management Services post PFI2 contract</p> <p>There is likely to be a reduction in the number of Area Housing Offices from 6 to 4 as a result of the PFI2 stock transfer, which is scheduled for 1st October 2006. It is almost certain that Partners will manage this stock.</p> <p>The likely AHOs that will be closed will be Isledon Road and Boleyn Road. It is possible that Partners will take over the Isledon Road AHO. If so, they will have to pay rent to LBI.</p> <p>Home Ownership Services will move location, as the lease is about to expire and the office is not considered to be suitable.</p> <p>PM I don't see a problem with walking down a corridor to get to the interview rooms.</p> <p>AC Will the same level of service continue if AHOs are closed?</p> <p>DG Of course that is the intention. Currently, many residents in the Boleyn Road area use the Upper Street AHO as it is more convenient for them.</p> <p>The properties that currently come under Isledon Road will come under either the Holland Walk AHO or the Upper Street AHO, depending on which is nearer.</p> <p>The non PFI2 stock currently in the Isledon Road area will still be managed by HFI.</p> <p>There is nothing in the contract with Partners that will lead to the freehold being sold to Partners that I am aware of.</p> <p>As HFI have been aware of the stock transfer for a long time, vacancies</p>	

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	<p>have been kept open to avoid redundancies when the transfer takes place.</p> <p>AJ As people will have to travel further to the remaining AHOs, will HFI staff visit residents that are unable to get to the AHOs?</p> <p>DG This already happens, although it is not widely advertised, as the resources are not available to do this on a large scale.</p> <p>4.2 Anti-Social Behaviour Response Team update</p> <p>Reports of the ASBRT would be welcome at future meetings.</p> <p>It would be a good idea to publicise the work of this team in the local press.</p> <p>DG to arrange for Siobhan O'Donell to be at the Aubert Court TRA.</p> <p>Have the ASB officers been trained?</p> <p>DG Training took place on 9th June 2006. Best practise has been agreed</p> <p>4.3 Responsive repairs action plan and service priorities for 2006/2007</p> <p>Not discussed. Comments to be made to Alex Evans.</p> <p>4.4 Disposal of land managed by LBI</p> <p>It is felt that LBI have not followed the procedure.</p> <p>4.5 Sustainability Strategy</p> <p>Not discussed. Comments to be made to Simon Kwong or Paul Davey.</p> <p>4.6 Consultative panel process</p> <p>Agreed that a forward plan is a good idea.</p> <p>4.7 HFI <i>just</i> Rewards – Tenant Incentive Scheme</p> <p>Not discussed. Comments to Alex Evans</p> <p>4.8 Homes for Islington Update</p> <p>Not discussed. Comments to Alex Evans</p>	DG
5.0	<p>Date of Next Meeting</p> <p style="text-align: center;">Wednesday 13th September 2006</p> <p style="text-align: center;">Council Chambers Town Hall Upper Street. N1 @ 7:00 P.M</p>	

