

## MINUTES OF ISLINGTON LEASEHOLDERS FORUM BUSINESS MEETING

WEDNESDAY 21<sup>st</sup> March 2007 @ 7PM

COUNCIL CHAMBERS, TOWN HALL

### Present

Brian Potter ( <b>Chair</b> ) (BP)	Upper Street
Chris Radway (CR)	Partners
Richard Rosser (RR)	Boleyn Road
John Warby (JW)	Central Street
Lise Husebo (LH)	Holland Walk

### HFI Officers

Doug Goldring (DG)	Director of Operations
Nigel Freeman (NF)	Home Ownership Manager
Alex Evans (AE)	Home Ownership Services
Mike Sims (MS)	Governance Team Manager

### Board Directors

Anne Lucas (AL)  
 Louise Round (LR)  
 Barbara Coventry (BC)

### Observers

Chris Graham	Tollington Park (London Leaseholders Network)
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### Apologies

Dan Oakey	Isledon Road
Mary Morris-Dickson (MMD)	Partners

### Items Discussed

ITEM	MATTER RAISED	ACTION
1.0	<b>Introductions and Apologies</b>  Introductions made.	
2.0	<b>Minutes from the last meeting</b>	

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2.1	<p>The minutes of the last meeting were agreed as a true record.</p> <p>Action points from the meeting:</p> <p><b>Leaseholders using contractors scaffolding</b></p> <p><b>DG</b> has spoken to HFI Health and Safety, and they have said that it is up to the individual contractor. <b>Aiden Stapleton</b> is dealing with this. I have told him that this is an issue that will not go away. I will feedback when I have information.</p> <p><b>CR</b> I understand that it will be a hassle for the contractors, but it would be of great value to leaseholders.</p>	<p><b>DG</b></p>
2.2	<p><b>Kier providing services to leaseholders</b></p> <p><b>CR</b> Any update on this from January?</p> <p><b>DG</b> Kier will do market testing in April. This will not drop off the agenda.</p>	
2.3	<p><b>Leaseholders putting up aerials</b></p> <p><b>JW</b> Will people putting up dishes affect the guarantee to cladding etc?</p> <p><b>DG</b> There will always be people that put up dishes. We have advised where putting up dishes will not affect the guarantee.</p> <p><b>BP</b> Leaseholders need to know that they will have to pay for repairs. This will deter them from putting up dishes.</p> <p><b>RR</b> Will the companies that own mobile phone aerials contribute to the maintenance costs of the blocks they are on?</p> <p><b>DG</b> Currently not, the council collect the money for this. This is for LBI to decide.</p>	
3.0	<p><b>The next steps for the ILA</b></p> <p><b>RR</b> Our SLA needs to be with LBI rather than HFI, as the leaseholders are managed by HFI and Partners, even though LBI will tell HFI to do it.</p> <p><b>AL</b> There is a similar agreement with TMOs, and the agreement is with HFI.</p> <p><b>LR &amp; BP</b> The agreement can be with HFI.</p> <p><b>RR</b> The ILA is different to TMOs. It will not be grant funded. The subscription is collected on the leaseholders' behalf.</p> <p><b>DG</b> The purpose of the organisation needs to be set out in the SLA, such as how the ILA is organised and when you send newsletters. It will not be a case of HFI telling the ILA what to do.</p>	

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	<p><b>JW</b> We will want to be able to do what is in the interests of the leaseholders, even if it is not in the interest of the council. We will not want to have to ask permission from HFI on a case by case basis.</p> <p><b>DG</b> I agree, but you need a framework.</p> <p><b>RR</b> LBI should have the overseeing role.</p> <p><b>DG</b> The issues at hand are that you need to get yourselves in a position where you can have elections as soon as possible. For that you need a Code of Conduct (CC) and Terms of Reference (TR). These are separate to the SLA. HFI are willing to work with the ILA on both.</p> <p><b>RR</b> Is there an existing CC for the ILF?</p> <p><b>DG</b> Yes</p> <p><b>LR</b> Will you be a limited company?</p> <p><b>RR</b> We never thought that the constitution would be the end product, but appreciate that it has been endorsed via the ballot. We could be a limited company, like FITA.</p> <p><b>LR</b> You can set up a company very quickly.</p> <p><b>DG</b> You can have front funding to give advice to move things forward. We will send existing documents to Richard for you to base yourselves on. It is for the ILA to decide the size of the board, and if people are elected on a geographical basis or not. Do you want our assistance or external advice?</p> <p><b>RR</b> Yes, please send us the existing documents to consider. Would it be worth going to LEASE? They could be a half way house.</p> <p><b>DG</b> You need someone with professional experience; LEASE is a sensible suggestion. There will be a lot of hard work, and this needs to be moved forward.</p> <p><b>BP</b> When we negotiated the Tenant Compact, Richard Tarling advised us. I will get in touch with him and LEASE.</p> <p><b>DG</b> Get a formal quote.</p> <p><b>BP</b> The HFI Board is a good model to use.</p> <p><b>DG</b> We can assist on the governance side. A separate meeting is needed for the CC. We can use the dates for ILF steering groups that are already in place. The sooner we can that that agreed, the sooner we can have elections.</p> <p><b>JW</b> Does it matter when the ILF ceases and the ILA takes over?</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p><b>MS</b></p> <p></p> <p><b>BP</b></p>

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	<p><b>RR</b> HFI had a shadow board. We can have that by a degree of co-option. Nothing will be fully agreed until there is an elected committee.</p> <p><b>JW</b> We will leave ourselves open to challenges if decisions are made by unelected members.</p> <p><b>BP</b> We need to move this forward, we can't please everyone.</p> <p><b>DG</b> If other members won't put the time in, then external assistance is useful, but you need legitimacy. The information we send RR will give you examples of questions you need to ask.</p> <p><b>AL</b> Standard articles will prompt most questions you need to consider.</p> <p><b>DG</b> You'll need to discuss the fundamentals, such as number of members. Currently the ILF has 14.</p> <p><b>RR</b> The ballot said 12, therefore that must be the minimum.</p> <p><b>BP</b> We have a get out card, the area panels are going to change, so we can change too, and 8 may be a better number.</p> <p><b>DG</b> We will set out the broad headings that you need to discuss. We will facilitate, but not lead. We can meet to discuss the proposed constitution, then proceed with elections.</p> <p><b>RR</b> We will need 2 or 3 meetings before we agree the constitution in say one month's time.</p> <p><b>DG</b> The next evening meeting with CR is scheduled for 4 April. The other strand is the SLA, which you can negotiate before or after the elections.</p> <p><b>JW</b> We should have an outline before the elections.</p> <p><b>LR</b> Do you have a business plan?</p> <p><b>RR</b> We have a rough, initial budget. We were awaiting the result of the ballot.</p> <p><b>BP</b> Roughly, the day to day activities will be based on FITA, with 3 staff and a building. It will be a walk in centre, for initial advice. We don't know the cost of the building yet.</p> <p><b>JW</b> Could we share an office with FITA, to share the costs?</p> <p><b>BP</b> FITA may object, but for me that would be ideal. But FITA don't know what is going to happen to their office at the moment.</p> <p><b>JW</b> It needs to be somewhere central and accessible, such as Kings Square.</p>	



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	<p>the representation for the borough. It is fair this time for just the south to vote, as that was the case with the north last time.</p> <p><b>BP</b> The vote ought to be borough wide.</p> <p><b>AL</b> That is not an option.</p> <p><b>The ILF voted to retain Sub-Boards, retain the existing size of Board, and for their to be no payment of allowances to Directors.</b></p> <p><b>The ILF had split views on borough-wide or half borough-wide elections.</b></p> <p>CR arrived, and the ILF became quorate.</p>	
4.2	<p><b>Consultative Panels – Elections, meeting dates and venues</b></p> <p><b>The ILF agreed to have Question and Answer sessions on the 2<sup>nd</sup> Wednesday of each month, and the Business meetings on the 3<sup>rd</sup> Wednesday of each month. All meetings will be in the Town Hall, from 19.00 to 21.00. The dates are as follows:</b></p> <p><b>May 9<sup>th</sup> and 16<sup>th</sup>, July 11<sup>th</sup> and 18<sup>th</sup>, September 12<sup>th</sup> and 19<sup>th</sup>, November 14<sup>th</sup> and 21<sup>st</sup>, January 9<sup>th</sup> and 16<sup>th</sup>, March 12<sup>th</sup> and 19<sup>th</sup>.</b></p>	
4.3	<p><b>Draft HFI Resident Involvement Strategy</b></p> <p>Report noted</p> <p><b>Customer commitment statements</b></p> <p>TRAs should be asked for input into statements</p> <p><b>Sounding boards</b></p> <p><b>JW</b> The TRAs should not be undermined.</p> <p><b>RR</b> The TRA’s AGMs can be used to get views.</p> <p><b>LH</b> To use sounding boards as a method to get in touch with residents that don’t come to meetings is good, but they should not have too much influence.</p> <p><b>DG</b> The sounding boards are likely to be more popular with young people than attending meetings is. Some people cannot make evening meetings, due to work or child care commitments, or disability. Others don’t like attending public meetings. We want as much feedback from a diverse a range of our customers as possible.</p> <p><b>CR</b> I support the idea of using more imaginative methods than evening meetings, but they must be transparent. For telephone surveys,</p>	

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	<p>organisations like the ILF should be consulted about the scripts. HFI should also be aware of the scepticism that surrounds this idea.</p> <p><b>BP</b> If people feel strongly about something they will attend a meeting.</p> <p><b>AE</b> The sounding boards could be used for types of consultation that are difficult to do at evening meetings, such as the layout and content of the bills Home Ownership sends to leaseholders. There should be more to resident involvement than just airing grievances.</p> <p><b>DG</b> We need to start somewhere, to address more of our customers' needs.</p> <p><b>LH</b> A lot of people have views that they are not currently expressing.</p> <p><b>DG</b> We will talk to anyone that has a view on the services they receive.</p> <p><b>Resident involvement awards</b></p> <p>Unanimously derided.</p> <p><b>Regular annual conference</b></p> <p>Agreed that this was a good idea. Priority should be given to TRA chairs, but also be an open meeting in a large venue.</p> <p><b>Proactive training for residents</b></p> <p><b>DG</b> For example, members of the ILF visiting Home Ownership Services to see how they function.</p> <p>Trafford Hall, near Chester, was suggested as a venue. Funding comes from Government, and they pay for travel to the venue.</p> <p><b>DG</b> As ILA directors you will need to be clear about your responsibilities.</p> <p><b>Reviewing agreement with FITA</b></p> <p><b>DG</b> We want to review the SLA with FITA, and make it more robust.</p> <p><b>BP</b> Many TRAs are in abeyance.</p> <p><b>DG</b> They need to be managed, so that they are representative.</p> <p><b>CR</b> Is there an annual review of FITA?</p> <p><b>DG</b> Not at the moment.</p> <p><b>RR</b> For the last 3 or 4 years HFI have taken a piecemeal approach to resident involvement. You need to have a review based on DCLG recommendations.</p>	

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4.4	<p><b>BP</b> There have been changes in the HFI structure that have not helped.</p> <p>Benchmarking has been done by Hackney to see how many staff different organisations have for residential involvement per 1000 residents. It would help to understand if this affects the level of involvement in the organisations.</p> <p><b>CR</b> There should be provision for specific leasehold involvement, as it needs to be recognised that leaseholders and tenants have different needs.</p> <p>This is why the ILF exists, and the ILA is being set up.</p> <p><b>BP</b> The different needs are primarily financial.</p> <p><b>Leaseholder Scrutiny of Repairs</b></p> <p><b>Report noted</b></p> <p><b>BP</b> Yes, a good idea, a step forward. Will it be possible to itemise which repairs come out of tenant compact? That would encourage people to turn up to the tenant compact meetings.</p> <p><b>DG</b> That may be possible, as they have different codes. This is a trial to see if there is interest.</p> <p><b>Positive support, repairs will be sent out on a quarterly basis.</b></p>	
5.0	<p><b>Date of Next Meetings</b></p> <p><b>Question and Answer session 9<sup>th</sup> May 2007 Council Chambers, Town Hall, 7.00 pm to 9.00 pm</b></p> <p><b>Business Meeting 16<sup>th</sup> May 2007 Council Chambers, Town Hall 7.00 pm to 9.00 pm</b></p>	