

NOTES OF THE LYON STREET AREA HOUSING PANEL

Monday 16th January 2006 – Westbourne Community Centre – 7pm

Present: Gloria Johnson (GJ) Bill Millett MBE (BM) Ernestine Davies (ED) I Newman (IN) Pat Croci (PC) Dorothy Sparks (DSP) Kathy Daly (KD) Liz Callopy (LC) Saddle Lambert (SL) Yinka Adeniyi (YA) Carol Powell (CP) Sylvia Wright (SW) Doreen Scott (DS) Margot Dunn(MD) Sandra Hoisz (SH) Doug Goldring (DJ) John Eustace (JE) Lyn Edwards (LE) Morgan Ereku (ME)	Bemerton Estate TMO (Chair) Mackwest TRA Loraine Mansions TRA Fairdene Court TRA Papworth Gardens Papworth Gardens Poynder Court Sturmer Way Lion Court North King's Cross Neighbourhood Management Caledonian Ward Councillor, LBI Barnsbury Ward Councillor, LBI Holloway Ward Councillor, LBI Holloway Ward Councillor, LBI Groundwork Director of Operations, HFI Area Housing Manager, HFI Project Officer, HFI Performance and Partnership Officer, HFI
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1	APOLOGIES	Action
1.1	Apologies were received from: Cllr Gowers, Kathy Martin, Richard Beal and George Callopy.	
2	MINUTES AND MATTERS ARISING	
2.1	Notes of Last Meeting Notes were agreed as a true and accurate record.	
2.2	Matters Arising a. Point 2.2f – JE confirmed that the line marking to Field Court has been completed. b. Point 2.2a – LE informed the Panel that due to the relatively large size of many modern boilers they sometimes have to be fitted to the walls. BM queried why they surveyors had not visited his and other properties on Westbourne Estate. LE to check and report back to BM . c. GJ and ED stated that Islington Council's door-step recycling crew had missed a number of collection dates on their respective estates. MB also mentioned that the door-step recycling crew have not been coming into Fairdene Court despite the fact that they have left a message on the intercom telling them to ring a bell for access. ED also stated that green tubs are being left in Loraine Mansions shrubbery. MD mentioned	LE

	<p>that Cllr Bridget Fox was aware of the reports and was looking into the matter. JE to raise with Recycling & Regeneration and to copy in Cllr Fox.</p> <p>d. Point 5.1 - CP asked who is going to be the Landlord for Packington Estate. DG confirmed that it will be Hyde Housing Association.</p> <p>e. Point 11.1 – BM asked when the Fortuna Way windows are to be completed. LE stated that she hoped they would be done before April 06, although the windows are to be scheduled in a programme of works.</p> <p>f. Point 12.1 – JE advised on the priority for repairing lights. Urgent lighting is made safe and/or repaired in 2-4 hrs, less urgent lighting is repaired in 8 hrs and all other lighting is responded to and completed in 2-4 wks.</p> <p>g. SL raised the problem of kitchen tops leaking water. DG informed SL that this was a problem with the supplier that was experienced during the pilot kitchen project. LE to speak to Jason Hapgood, who managed the kitchen pilot, and copy DG and JE in.</p> <p>h. ED informed JE that she is keen to get a caretaking service level agreement for Loraine Mansions. JE informed ED that HFI are now offering caretakers new HFI contracts. Caretaking service level agreements will be rolled out in due course. DS congratulated the Keighley close caretaker for the high standard of cleaning on the estate and asked it to be noted.</p> <p>i. MD stated that some chutes on multiple storey blocks require cleaning and queried whether they could be cleaned with a high powered hose with extensions. DG to look into the possibility of doing so.</p> <p>j. GJ stated that Bemerton Estate requires more communal bins. JE has spoken to Alex Scourgie about getting extra bins and has been in touch with ICSL to discuss the possibility of extra collections. The Lyon Street Panel could consider allocating money for new bins via tenant compact.</p>	<p>JE</p> <p>LE</p> <p>DG</p>
<p>3</p>	<p>2006/07 RENT REVIEW</p>	
<p>3.1</p>	<p>DG advised the Panel that there is to be a rent and heating increase for 2006/07 of 4.9 per cent. The rent increase is calculated using a government set national formula.</p> <p>DG confirmed that the rent increase covered co-ops, that the rent statement would continue to show the breakdown of charges and that residents are able to request to see the cost of any repairs.</p> <p>ED asked if TRA's can get a communal repair report. JE confirmed that with the restructuring of Estate Services they will be able to obtain a report. JE advised of the Estate Services structure and stated that Quality Assurance Officers will be responsible for estate common parts.</p>	

4	LOCAL AREA AGREEMENTS (LAA'S)	
4.1	DG advised the Panel that LAA's between local authorities and central government are to be introduced by April 2006 and are set to have an important role in ensuring local agencies work effectively delivering services. There are 23 outcomes that have been identified for LBI and HFI are to play an important part in delivering a number of these outcomes.	
5	DECISION ITEMS CONSIDERED AT BOARD AND SUB-BOARDS	
	DG informed the Panel of the decision agreed by the HFI Board. The Business Plan 2006 is to be returned to the Board on the 6 February 2006, when the Board will also be considering the ICT Strategy and how IT impacts on HFI's services. MPSB nominated and elected Jessie White and Louise Round as acting Chair and Vice-Chair.	
6	HFI UPDATE	
6.1	DG informed the Panel that on 14 December 2005 the Audit Commission awarded Islington Council a Comprehensive Performance Assessment (CPA) score of "3 stars and Improving Well". The previous year LBI had been rated "good". The overall housing score for the 2005 assessment was 3 stars out of 4. DG informed the panel that Ringcross Estate has transferred to Hyde Housing Association. HFI has joined Stonewall Diversity Champions scheme as a commitment to improving employment practices for lesbian, gay and bisexual people at work. DG outlined a number of improvements including caretaking and 48 hour service for the removal of bulk refuse from estates. PC stated that the mechanical sweepers and additional caretaking resources had done an excellent job on Papworth Gardens.	
7	LOCAL AREA CONSULTATIVE PANELS TENANT COMPACT AND ESTATE SECURITY	
7.1	DG advised the Panel that they should allocate local area tenants compact and estate security funds by the end of February 2006. If it is not allocated by the end of June 2006 any surplus will be allocated to other areas with reserve schemes. LE is to arrange a meeting in February to decide on the allocation of funding. JE mentioned that Copenhagen Youth Project (CYP) has provisionally been earmarked for the Lyon Street proportion of the estate security budget. He also informed them that CYP does some work on the Market Estate, which is not managed by HFI, and so any funding they receive would have to be spent accordingly.	LE

	<p>MD commended the work done by CYP and mentioned that Lumpy Hill would benefit from extra resources to fund youth related work. DG informed her that he would have to check whether Lumpy Hill is eligible to receive tenant compact and estate security funds.</p>	DG
8	LEASEHOLDER ASSOCIATION RECOGNITION	
8.1	<p>DG informed the Panel that HFI wish to encourage leaseholders to engage with HFI. Leaseholders constitute 27 per cent of residents and have genuine concerns regarding the cost of capital works. Leaseholders may apply to HFI for recognition and/or, subject to meeting strict criteria, for statutory recognition from the Rent Tribunal. HFI Tenant Compact specifies the criteria for HFI recognition of Leaseholder Associations (LA's). DG advised that HFI were currently considering changing HFI's criteria for recognition and were seeking views on whether Leaseholder Associations should have a seat on AHP's.</p> <p>The Panel did not think the criteria for recognition should be changed. The Panel expressed mixed views on whether Leaseholder Associations should have a place on the AHP. The majority were against, as it was felt that both TRA's and LA's should have their own distinct arena and autonomy. Arguments for LAs having a seat on AHPs included the positive contribution they could make to the proceedings.</p> <p>CP stated that the leaseholder charging procedures are not clear enough. DG said that the costing of projects was often very technical and therefore it is not as user friendly as would be preferred.</p>	
9	DIVERSITY MONITORING EXERCISE	
9.1	<p>DG advised the Panel that HFI is undertaking diversity monitoring to collect, store and analyse information about our residents which will enable HFI to deliver improved and more targeted services. As part of this process residents are being asked to complete and return a survey that HFI will be sending out in the future.</p>	
10	REVIEW OF COMPLAINTS	
10.1	<p>DG informed the Panel that there has been a reduction in the complaints received by HFI over the previous 2 years.</p> <p>HFI is considering strategies for using complaints to make improvements to our services. HFI recently held a complaints seminar looking at how to learn from complaints. In the future there will be greater publicity about complaints along with improved analysis and smarter use of complaints.</p> <p>ED mentioned that it is important that complaints lead to improvements. JE to discuss with ED.</p>	JE

11	REPORT FROM LYON STREET AREA HOUSING OFFICE	
11.1	<p>JE informed the Panel that since July 2005 there has been a range of improvements to the services provided by Lyon Street Area Housing Office (LSAHO).</p> <p>Customer Services continues to be a high priority and performance information indicates that it has achieved a consistently high level of service. At the next AHP HFI will report back on an exit survey, and indicative results suggest LSAHO has performed well. Voids performance at the office is comparable to the best performing area offices and they will be looking to make improvements to the cost of servicing voids. Rent arrears continue to reduce and are currently the lowest they have ever been for the Lyon Street Area. Since September 2005 LSAHO has piloted an Independent Advice Project and recently recruited a Housing Support Officer – both of which have contributed to the improved rent arrears performance.</p> <p>Tackling antisocial behaviour in partnership with residents, the Police Service, the Council and other agencies such as Access to Sports and LFB LIFE project continues to be a high priority. The August 2005 Fun Day event held at Lyon Street was well attended and particularly useful in exploring diversionary activities available to young persons. LSAHO has been proactive in tackling antisocial behaviour and, in the last five months, they carried out 19 Acceptable Behaviour Contracts (ABC's), and have used court injunctions where appropriate.</p> <p>A considerable amount of work has been necessary to improve on the Estates Services provision inherited from Hyde Northside. Over the last 6 months there has been major investment in improving caretaking facilities, cleaning materials and equipment. All of the extra investment is starting to pay dividends and has led to Lyon Street scoring its highest ever caretaking score of 81.40% in November 2005, which was also the highest score for the month across all the Area Offices.</p> <p>Since July 2005 HFI have reorganised the staffing structure to ensure services provided at LSAHO are on a par with other Area Housing Offices. Letters are to go to all Lyon Street residents advising them of who their Tenancy Manager and Estate Service offices are.</p>	
12	AREA HOUSING PANEL MEMBERSHIP	
12.1	<p>JE advised the Panel of the contents of the report. It is important that Tenant Representative Associations are properly constituted, and AHP representatives attend Panel meetings. Only official members of the Panel will be able to decide on the allocation for tenant compact monies.</p> <p>CYP are to be asked to attend in February to say how they intend to allocate any money they receive.</p>	
13	GROUNDWORK PRESENTATION	

13.1	<p>SH introduced herself and explained that Groundwork is an environmental charity that worked with tenants to deliver environmental improvements. SH tabled designs of works that Groundwork is intending to deliver on the Lorraine Estate to improve the design and safety on the estate.</p> <p>DG informed the Panel that HFI work in partnership with Groundwork because they have particular expertise in working with residents to deliver environmental works and they are non-profit making and are often successful in obtaining funding from a range of sources.</p> <p>MD stated that money allocated to environmental works to improve safety on Lorraine Estate would be very usefully spent.</p> <p>SH informed the Panel that they would like to raise in the region of £30,00 to enable them to deliver works to the Lorraine Estate. The Panel is to decide at the Tenant Compact meeting in February 2006 if and how much money to allocate to Groundwork to deliver the works.</p>	
14	ANY OTHER BUSINESS	
14.1	<p>SL expressed a concern about the disturbance caused by residents that have laminate flooring and have stripped floor boards. DG informed her that residents have been informed not to lay laminate flooring and that the tenancy conditions are currently being consulted on.</p>	
13.2	<p><u>Date of next meeting</u></p> <p>Monday 13 March 2006.</p>	