

NOTES OF THE LYON STREET AREA HOUSING PANEL

7pm Monday 17th July
Westbourne Community Centre

Present:

Gloria Johnson	Bemerton Estate TMO (Chair)
Bill Millett, MBE	Mackwest TRA
Liz Callopy	Sturmer Way, 1 in 1000 Representative
George Callopy	Sturmer Way
Takae Horton	Selkirk House
Doris Newman	Fairdene Court TRA
Mary Barnard	Fairdene Court TRA
Kathy Martin	Papworth Gardens, 1 in 1000 Representative
Pat Croci	Papworth Gardens
Kathy Daly	Poynder Court
Sadie Lambert	Lion Court
Cllr Lisa Spall (CllrLS)	Caledonian Ward
Cllr Barry Edwards (CllrBE)	Holloway Ward
Cllr Natasha Chatterjee (CllrNC)	Holloway Ward
Dave Wells (DW)	Castlepoint Gas & HTC
Jon Phillips (JP)	Director of Property Services, HFI
Lyn Edwards (LE)	Project Manager, HFI
John Eustace (JE)	Area Housing Manager, HFI
Morgan Ereku (ME)	Performance & Partnership Officer, HFI
Edward Richards (ER)	Performance & Partnership Officer, HFI

Apologies:

Richard Beal, Keighley & Staveley TRA
Ernestine Davies, Loraine Mansions TRA
Dolly Sparks, Papworth Gardens
Cllr Rupert Perry
Cllr Don Convery
Cllr Paul Smith

<p>1.</p> <p>1.1</p> <p>1.2</p> <p>1.2</p>	<p>PREVIOUS NOTES AND MATTERS ARISING</p> <p><u>Previous Notes</u> Agreed as a true and accurate record</p> <p><u>Boilers</u> Dave Wells (DW) from Castlepoint Gas & HTC detailed the installation of boilers in council properties, including the following points:</p> <ul style="list-style-type: none"> • HFI's specification requires maximum efficiency boilers • Boilers can be installed in various places to suit kitchen design but the preferred location is near the kitchen sink • The boilers use a tank and take 20 minutes to heat water from cold. This is a quick recovery time and means you should not notice any hot water running out. • Most radiators will be put back where they were before the work began • Combination boilers are only used when the preferred boilers are not suitable for installation. <p>In answer to concerns raised by the panel DW gave the following answers:</p> <ul style="list-style-type: none"> • It is advisable to leave the boiler on at all times, except when going on holiday. If going on holiday in the winter it is advisable to leave the boiler on a low setting (e.g. 10). • DW agreed that it would be beneficial to take photos of the pilot properties on McKenzie Road and Papworth Gardens. • Castlepoint employs a large number of people who started on apprenticeships and does not use sub contractors. Wherever possible they aim to keep the same staff on site at all time so people are familiar with them. • Parts from the boiler will be brought along to public meetings to show residents. <p><u>Estate agent notice boards</u> Panel members raised concern about estate agent notice boards. John Eustace (JE) explained that, with the exception of estate freeholders (of which there are very few) boards are not allowed on the estate. Whenever the office is aware of boards measures are taken to remove them. JE to organise a spot check.</p>	<p>JE</p>
<p>HOMES FOR ISLINGTON ITEMS</p>		
<p>2.</p> <p>2.1</p>	<p>POST PFI 2 RESTRUCTURING</p> <p>Jon Phillips (JP) explained the implications of PFI 2. HFI will lose a</p>	

	<p>large number of properties and subsequently will also lose £1.5million in manage fees. The panel were asked to consider one of the following options:</p> <ul style="list-style-type: none"> • To accept the reorganisation of the area housing office structure down to four offices based on the area forums (north, south, east, west). • To keep six area housing offices open and make cuts in staff provision. <p>2.2 The panel discussed the various options. In answer to concerns about offices closing JP explained that each office would cover four wards and where extra estates were taken on by an office, extra staff would also be taken on.</p> <p>2.3 JE explained that Lyon Street residents would hardly be affected by these changes as they would generally keep existing staff and contact the same housing office. Lyon Street would include St Mary's ward after the restructuring.</p> <p>2.4 The panel agreed that they did not wish to see staff provision reduced, especially as it would affect areas such as caretaking, antisocial behaviour etc.</p> <p>2.5 JE explained, in response to concerns about less offices meaning further for residents to travel, that where residents found this difficult (e.g. people with disabilities) officers would aim to visit the residents at home.</p> <p>2.6 In response to the points above the panel accepted that of the two options, the office restructuring was the preferred option.</p>	
<p>3. 3.1</p>	<p>ASB OUT OF HOURS RESPONSE TEAM UPDATE</p> <p>The following concerns were raised by councillors and the panel in response to this report:</p> <ul style="list-style-type: none"> • 8 people are not enough to cover the whole borough • It is good that they are noting these incidents of ASB, but what will they do about it? • The service is not publicised enough <p>In answer to this JE explained that Siobhan O'Donnell (out of hours, antisocial behaviour team manager, 020 7527 8739, siobhan.o'donnell@homesforislington.org.uk) would be happy to visit any TRA who requested a visit. JE also made the following points:</p> <ul style="list-style-type: none"> • A large article about the service was on the front page of the recent HFI quarterly newsletter, delivered to all residents. They will be present at the Barnard Park Safer Neighbourhoods open 	

	<p>day on 29th July.</p> <ul style="list-style-type: none"> • Currently they are based at Upper Street but later this year/start of next year they will move to the police station on Hornsey Road to encourage better partnership working. • The perception of ASB is often worse than the reality. 	
3.2	<p>The issue of rough sleepers was discussed. JE explained that Lyon Street AHO is forming stronger links with agencies that work with rough sleepers. The point was made that in a number of cases the problems come from within an estate, for example drug taking. It can be hard to identify perpetrators and the panel were reminded about the antisocial behaviour hotline (020 7527 6853). Lyon Street and HFI are working to strengthen links with RSLs in the local area to help identify perpetrators from neighbouring estates.</p>	
3.3	<p>Cllr Barry Edwards (CllrBE) asked for the service to be advertised more.</p>	
3.4	<p>CllrBE pointed out that 7.3 in the report should refer to Lorraine Estate as opposed to Loraine Mansions.</p>	
3.5	<p>In response to concern about road humps on Lorraine Estate, Lyn Edwards (LE) explained that a steering group was being set up on the estate and that residents will make the decision regarding traffic calming measures on the estate.</p>	
4.	RESPONSIVE REPAIRS ACTION PLAN	
4.1	<p>JP asked if the panel agreed with the priorities detailed in the plan.</p>	
4.2	<p>The panel raised concerns about the quality of service and feedback. JP explained that KWEST, an independent research company, ask all tenants who required a repair to complete a short satisfaction survey that asks about service as well as quality of work. KWEST receive a 35% response rate, which is good, and allows HFI to work on improving the service provided.</p>	
4.3	<p>There were no objections to the priorities listed in the action plan.</p>	
5.	LAND DISPOSAL REPORT (for information)	
5.1	<p>JE went through the report regarding land disposal.</p>	
5.2	<p>The panel asked for their satisfaction with the Naish court corner shop premises temporary relocation to be noted.</p>	
6.	SUSTAINABILITY STRATEGY (for information)	
6.1	<p>JE went through the report and highlighted issues such as whole life costing and energy audits which will save costs and designing out</p>	

	ASB which will benefit all residents.	
6.2	JE asked residents to tell the area housing office where lighting is needed on their estates.	
6.3	JE agreed to investigate the lamp on Adams Place that currently has no electricity.	JE
6.4	To receive a copy of the whole Sustainability document contact Paul Davey (strategy and procurement manager, 020 7527 4018, paul.davey@homesforislington.org.uk).	
7.	CONSULTATIVE PANELS (for information)	
7.1	The panel expressed that they were happy with the current format of receiving all information in one book.	
8.	TENANT INITIATIVE SCHEME	
8.1	JE explained that compared with the cost of arrears and clearing up abandoned lumber the incentive scheme would save a lot of money. Where incentive schemes already exist it has been recognised as good practice.	
8.2	JE confirmed that it was part of the tenancy agreement for tenants to keep their gardens and balconies in good order.	
8.3	The panel accepted the incentive schemes proposed.	
9.	PERFORMANCE REPORT (for information)	
9.1	<p>The panel looked through the report and the following issues were discussed/highlighted:</p> <ul style="list-style-type: none"> • Lyon Street has moved from bottom to third place for caretaking • Procedures are in place for caretaking standards when C's or D's are recorded. Independent checks are carried out regularly to ensure quality checks are carried out to a suitable level. • Bemerton Villages TMO (BVTMO) was an example of an estate that had been put on 21 days notice and managed to turn it around. • HFI are now in the top quartile for London regarding voids turnaround. Amongst the HFI housing office, Lyon Street turned voids round in the shortest time (22 days) for May. • Lyon Street staff are working hard to reduce arrears. A large percentage of the current arrears is through historic debt where measures are being considered to deal with this. 	
9.2	The panel expressed concern that there had been a lot of changes in the housing office and they were unsure what people's roles were, or who to contact. Edward Richards (ER) agreed to produce a short	ER

	document outlining this information, with photos where necessary.	
9.3	The panel looked at the performance summary for Lyon Street. ER explained that report was produced specifically for the panel. The panel could decide if it was necessary and which performance indicators they would like to see included in it. The panel agreed that it should be produced for each panel (every two months) and that they would discuss at the next meeting if they wanted any changes made.	All panel members
10.	HFI UPDATE (for information)	
10.1	The capital programmes team have moved to Highbury House but are still available on the same phone numbers as before.	
10.2	JE highlighted the achievements and benefits of the Work4Islington scheme, providing young people with construction job opportunities in Islington.	
11.	BOARD DECISIONS (for information)	
11.1	The panel noted the report	
12.	CONTRACTED SUB-BOARD UPDATE	
12.1	The panel noted the report	
13.	MANAGED PROPERTY SUB-BOARD UPDATE	
13.1	The panel noted the report	
14.	BEMERTON PETITION	
14.1	JE explained that action was currently in progress and that a full response to this petition would be provided at the next AHP.	JE
15.	ANY OTHER BUSINESS	
15.1	<u>Kier fun day</u> The panel asked for it to be noted that the Kier fun day was an excellent day and wished for their thanks to be conveyed.	
15.2	<u>Tow away scheme – Papworth Gardens</u> JE confirmed that the tow away was planned to commence at the end of August. JE agreed to speak to Mike James (customer services manager, 020 7527 6805, mike.james@homesforislington.org.uk) and find out what was happening regarding the parking bays and permits.	JE
15.3	<u>Pavement steps – 41-79 Papworth Gardens</u> JE agreed to speak to Danny Doyle (estate services manager, 020 7527 6828, danny.doyle@homesforislington.org.uk) and ask him to investigate.	JE

15.4	<u>Kitchen & Bathrooms</u> LE explained that kitchen and bathroom work should begin soon in the properties that were measured in February.	
15.5	<u>Tenant Compact works – Williamson Street Estate</u> Cllr Chaterjee (CllrNC) enquired about the tenant compact funding allocated to Williamson Street from a past tenant compact. JE explained that the £14,000 allocated was substantially short of the amount needed for the initial plans. LE agreed to email CllrNC regarding possible options.	LE
15.6	<u>Caxton Islington</u> Concern was raised that since personnel change at Caxton Islington there had been no representation at the AHP. ER agreed to invite Terry Newis to the next panel.	ER
15.7	<u>Palladins</u> A number of concerns were raised regarding the cleaning of palladins and rubbish chutes. ER to speak with Danny Doyle (see 15.3 for contact details) and get details regarding cleaning methods, frequency and timetables.	ER
15.8	<u>Morgan Ereku</u> JE and the panel thanked Morgan for all the work he has put in during his time at Lyon Street. His efforts were appreciated and everyone wished him good luck for his new job near his home in Greenwich.	

NEXT MEETING

7pm Monday 18th September
 Westbourne Community Centre