

NOTES OF THE LYON STREET AREA HOUSING PANEL

7pm Monday 18th September
Westbourne Community Centre

Present:

Gloria Johnson	Bemerton Villages MO (Chair)
Bill Millett, MBE	Mackwest TRA
Liz Callopy	Sturmer Way, 1 in 1000 Representative
George Callopy	Sturmer Way
Takae Horton	Selkirk House
Mary Barnard	Fairdene Court TRA
Pat Croci	Papworth Gardens
Kathy Daly	Poynder Court
Sadie Lambert	Lion Court, 1 in 1000 Representative
Lesley French	Field Court TRA
Louise Geraghty	Field Court TRA
Cllr Barry Edwards (CllrBE)	Holloway Ward
Horace Caton (HC)	Kier Islington
Ferenc Morath (FM)	Head of Programme Management, HFI
Lyn Edwards (LE)	Project Manager, HFI
John Eustace (JE)	Area Housing Manager, HFI
Edward Richards (ER)	Performance & Partnership Officer, HFI

Apologies:

Richard Beal, Keighley & Staveley TRA
Ernestine Davies, Loraine Mansions TRA
Michelle Judd, Boston & Nailour TRA
Dolly Sparks, Papworth Gardens
Cllr Natasha Chatterjee (Holloway Ward)

1.	PREVIOUS NOTES AND MATTERS ARISING	
1.1	<p><u>Previous Notes</u> Edward Richards (ER) corrected point 15.6 which should have read “Kier Islington.”</p> <p>Point 6.3 concerned the need for lamps and spotlights on Adams Place to be upgraded. John Eustace (JE) agreed to look into this.</p> <p>With the above amendments the panel agreed the notes to be a true and accurate record.</p>	JE
1.2	<p><u>Estate agent boards</u> JE reiterated that this was a continual battle as no one except estate freeholders are entitled to erect estate agent boards but they regularly appear. The idea of charging or fining estate agents was discussed but enforcement was seen as an issue. JE to look at pursuing action under the small claims court.</p>	JE
1.3	<p><u>Out of hours ASB team</u> The panel requested that Siobhan O’Donnell (Out of hours ASB response team manager, 020 7527 8739, Siobhan.o’donnell@homesforislington.org.uk) attends the next panel. ER to invite.</p>	ER
1.4	<p><u>Lighting</u> Mackwest TRA expressed concern about the lamp next to parking bay 48, as it appears to have no electricity. JE agreed to look into this.</p>	JE
1.5	<p><u>Papworth Gardens</u> Concern was raised about gangs of people congregating on the estate around cars that were illegally parking there. ER took the details and agreed to pass on to the ASB officer so that the out of hours ASB team can investigate. JE informed the panel that the parking scheme would come into effect after the signs have been installed and letters sent to residents.</p>	ER
1.6	<p><u>Paladin and Bin Chute cleaning</u> The panel requested a schedule for paladin and bin chute cleaning. ER has since spoken with Danny Doyle (Estate Services Manager, 020 7527 6828, danny.doyle@homesforislington.org.uk).</p> <p>The chute cleaning programme was a pilot and in the Lyon Street area Lorraine Estate was piloted. The feedback was very positive and it is hoped that more funding will be obtained for future cleaning.</p>	

	<p>Danny Doyle has previously requested paladin cleaning schedules from ICSL. However, ICSL are unable to provide future schedules. Instead they can only issue reports showing which paladins have been cleansed. They also stick a sticker on paladins when they have cleaned them.</p>	
2.	PETITIONS	
2.1	<p><u>PETITION - Bemerton Estate, Stranraer Way – Antisocial Behaviour</u> JE explained that while he was not able to go into detail as work was still in progress he could confirm that drug dealing was occurring in a particular property. All the petitioners had been issued with an ASB diary but none of them had returned these. JE stressed the importance of evidence for securing prosecutions and the difficulty that can occur when the community are reluctant to come forward. JE stressed that the person providing the information may remain anonymous if they feel threatened. Despite the diaries not being returned HFI, in partnership with the Safer Neighbourhoods Team had managed to get the perpetrator arrested and bailed. The issue may drag on but reasonable evidence has been collected and a possession order is being sought.</p> <p>The panel noted the report.</p>	
2.2	<p><u>Witnesses</u> Concern was raised that in some instances people walk free and witnesses suffer as a result. JE explained that a lot of work is done to protect and support witnesses by the witness support team.</p>	
2.3	<p><u>Memo-cams</u> JE observed that when a property previously used for drugs reopened unwanted visitors sometimes visit for a short period but then usually disappear. In response to this Councillor Barry Edwards (CllrBE) suggested installing memo-cams (small cameras that record who visits the property) in such properties. JE agreed to raise this with the appropriate people.</p>	JE
2.4	<p><u>Allocations</u> The panel raised concern that some ASB is a result of the allocations policy. JE explained that allocations were decided by the London Borough of Islington (LBI) and that LBI have a responsibility to house people who are vulnerable. For more information on the council's allocation policy contact Karen Lucas (Housing Options Manager, 020 7527 6310, Karen.lucas@islington.gov.uk).</p>	
2.5	<p><u>PETITION – Tiber Gardens – Mice Infestation</u> Residents of 1 – 55 Tiber Gardens had raised concerns about mice infestation in the block. JE informed the panel that this was an issue</p>	

	<p>for LBI's Pest and Animal Welfare Services. Danny Doyle (see above for contact details) has arranged with this section for a survey to be carried out and a block treatment will be carried out week ending 22nd/23rd of September 2006.</p> <p>The panel noted the report.</p>	
3.	<u>KIER ISLINGTON</u>	
3.1	<p><u>Appointments</u> Mackwest TRA complemented Kier on the big improvement in appointments.</p>	
3.2	<p><u>Field Court</u> Field Court TRA raised concern that the plumbing on the estate was causing all sorts of unwanted materials coming back up through the pipes for residents on the ground floor. Horace Caton (HC) explained that many residents were throwing materials down the sink that should not go there. Due to the old design of the building the plumbing cannot cope with such material. HC suggested a maintenance programme being commissioned by HFI to enable Kier to deal with these problems.</p>	
3.3	<p><u>Online repairs information</u> HC showed the panel his laptop computer and explained that at future area housing panels a Kier representative could look up job numbers. JE suggested that a Kier representative attends every other area housing panel (every four months) and that panel members bring enquiries relating to members of their TRAs to these meetings. TRA representatives agreed to check with their members for any outstanding issues prior to these meetings.</p>	All
3.4	<p><u>Kier emergency response</u> The panel thanked HFI and Kier for the excellent response they gave when a mother accidentally locked her child in her flat. Within 10 minutes someone was there to get into the flat and the mother was very grateful for this.</p>	
HOMES FOR ISLINGTON ITEMS		
4.	Restructuring of Area Housing Offices	
4.1	<p>Ferenc Morath (FM) explained that fewer people are visiting the area housing offices, with more and more enquiries going through HFI Direct. FM informed the panel that the board were seeking the panel's views on the area each office would cover, office name and consultative panel arrangements.</p>	
4.2	<p>FM went through the key areas of the report and explained that it was an opportunity for adapting services and making them more efficient. The proposed new service would have more emphasis on</p>	

	<p>antisocial behaviour (ASB). There would be a new tenancy service, helping to make moving into a new tenancy a better experience, for example by giving immediate supervised access to measure up for curtains etc.</p> <p>4.3 JE stated that garage and parking bay management is not as good as it could be. Therefore a dedicated garage officer would be employed to carry out an audit and enforce parking properly.</p> <p>4.4 JE explained that teams would take ownership of enquiries and reduce need for specific member of staff to answer questions so that when people are on leave etc the customer does not have to wait.</p> <p>4.5 JE confirmed that councillors and recognised TRAs are invited to quarterly estate inspections. ER agreed to distribute a copy of the latest quarterly inspection timetable with the notes for the meeting.</p> <p>4.6 After discussing the various options the Lyon Street Area Housing Panel agreed to recommend the following to the board:</p> <ul style="list-style-type: none"> • Option B (As per area committee except that Canonbury Ward is part of Upper Street AHO. Lyon Street would be made up of Holloway, Caledonian, Barnsbury and St Mary's Wards) • That the name Lyon Street AHO is retained • The area continues to have one AHP (to which the 3 additional TRAs from St Mary's ward will be invited to join) <p>4.7 The panel were positive about the changes and felt they will result in an improvement for residents.</p>	<p>ER</p>
<p>5. 5.1 5.2</p>	<p>Decent Communities Strategy</p> <p>In response to concern raised about ASB FM confirmed that a lot was being done by HFI, in partnership with the police. A lot of work goes on behind the scenes to gather evidence to successfully deal with ASB.</p> <p>The panel discussed young people and felt that there was not enough for young people to do. ER highlighted some of the work being done by Lyon Street AHO to engage with young people. This included the recent Lyon Street Fun Day and estate work undertaken by Prospex who employ local young people to do work such as painting, which gives them confidence, skills, and invaluable experience. Lyon Street AHP has allocated £10,000 from the tenant compact to Prospex to allow them to continue the good work they are doing.</p> <p>It was agreed that more work was needed in this area but the above examples were very positive.</p>	

5.3	CllrBE suggested the “Improving Communities Strategy” would be a better title. The panel agreed with this suggestion.	
6.	Estate Services Improvement Group	
6.1	FM explained that this group would replace the Caretaker Service Improvement Group for which it was felt the remit was too small.	
6.2	It had not been decided yet whether meetings would be during the day or in the evening. It was assumed the venue would be Highbury House.	
6.3	The panel agreed for Gloria Johnson & Pat Croci (available for daytime meetings only) to represent them. Both representatives asked to be contacted via letter due to problems with their telephones.	
7.	HFI Update	
7.1	FM went through the report which can be summarised as follows: <ul style="list-style-type: none"> • The out of hours ASB response team has been working well • The 5* health and safety rating given to HFI by the British Safety Council is a fantastic achievement and another example of HFI improving. • The Home Ownership Service will be expanding • The capital works satisfaction survey results improved again. FM stated that this was due to the good work by HFI Project Teams and Kier Islington. 	
8.	Decision items considered at Board Meeting 31st July 2006	
8.1	FM updated the panel on the latest decisions made by the board	
9.	Capital Update (Lyon Street)	
9.1	Lyn Edwards (LE) went through the report. It is anticipated that for many schemes without start dates these will have been set before the next panel. A number of schemes should also have been completed by then.	
10.	Any Other Business	
10.1	ER thanked the panel members for making him very welcome during the three months he has been working at Lyon Street. JE confirmed that prospective PPO candidates were being interviewed and an appointment would be made.	

NEXT MEETING

Monday 20th November 7pm Westbourne Community Centre