

## Notes of Lyon Street Area Housing Panel 20<sup>th</sup> November 2006

---

### **Present:**

Gloria Johnson	Chair (1 in 1000 Bemerton Villages)
Bill Millett M.B.E.	Mackwest TRA
Liz Callopy	Sturmer Way, 1 in 1000
Mary Barnard	Fairdene Court TRA
Louise Geraghty	Field Court TRA
George Callopy	Sturmer Way
Pat Croci	Papworth Gardens
Dorothy Sparks	Papworth Gardens
Kathy Daley	Poynder Court
Cllr Lisa Spall	Caledonian Ward
Cllr Barry Edwards	Holloway Ward
Cllr Natasha Chatterjee	Holloway Ward
Simon Kwong	Head of Performance & Service Development (HFI)
John Eustace	Area Housing Manager (HFI)
Lyn Edwards	Area Programme Manager (HFI)
Jean Bishop	Leasehold Officer (HFI)
Siobhan O'Donnell	Out Of Hours Anti Social Behaviour Team Manager (HFI)
Lee McDermott	Performance & Partnership Officer (HFI)

### **Apologies:**

Kathy Martin	Papworth Gardens 1 in 1000
Sadie Lambert	Lion Court 1 in 1000
Cllr Paul Convery	Caledonian Ward
Ernestine Davies	Lorraine Mansions TRA
Richard Beale	Keighley & Staveley TRA
Cllr Rupert Perry	Caledonian Ward

ITEM	Matter raised	Action
1.0	<b>Introductions</b>	
	Introductions were made	
2.0	<b>Out Of Hours Anti Social Behaviour Presentation</b>	
2.1	<p>Further to the panel's request at the September AHP meeting, SO attended and gave a presentation on the work her team is involved in across the borough. SO also advised that she was able to attend other TRA meetings to carry out similar presentations if residents would like.</p> <p>SO advised the panel that her team had now been operation since May 2006 and that there were eight fully trained officers for the entire borough. SO went on to advise how the resources of the team were allocated and the methods the team use to engage with individuals and groups on estates. The main priority of the team related to collecting and sharing information with the police, other community and youth groups and Safer Neighbourhoods, among others.</p> <p>SO told the panel that the teams only worked on HFI estates, which they had been tasked to attend and that her officers had no more powers than any of the panel members regarding arrest. SO further advised that there where posters and leaflets available for the panel to take away with them and to raise any ongoing or new issues with the ASB Officer at the AHO, who would liase with her.</p>	
3.0	<b>Previous notes and matters arising</b>	
3.1	<p><u>Previous notes</u> The panel agreed the previous notes to be an accurate record.</p>	
3.2	<p><u>Lighting at Adam's Place</u> JE explained to the panel that we had recently installed some flood lighting at the corner of Adam's place and that we were currently seeking estimates for the upgrading of lights in all the communal parts of the block.</p>	
3.3	<p><u>Estate agent boards</u> JE advised the panel that this matter had been investigated and the only real option was making claims through the small claims court for the removal of these but that this would only be done where it was causing a real problem as it would take a great deal of time and resource.</p>	
3.4	<p><u>Pole Light on Westbourne Estate</u> LM advised the panel that a works order had been raised for the repair of the pole light adjacent to bay 48. BM went on to advise it was not a repair issue as the lamp did not have any mains electricity connected. LM to take this further with Estate Services.</p>	LM

<p><b>3.5</b></p> <p><b>3.6</b></p>	<p><u>Papworth Gardens Parking</u>            JE advised the panel that the parking restrictions and residents parking permit scheme were now in full operation at Papworth Gardens. A number of the panel members advised that this was indeed the case and that many of the local residents were happy with the results. JE went on to advise that we were looking to extend a similar scheme into Adam's Place in the near future.</p> <p>BM raised a point that the visitors' scheme was currently being abused by residents on the Westbourne Estate and asked what could be done about them using the limited spaces long term. LM advised that there was now a full time parking co-ordinator, Kelly Mulroy, based a Lyon Street who would be able to address these issues.</p> <p><u>Memo cams</u>            JE advised the panel that the matter of memo cams were currently being looked into and would form part of the service review which would be going to the board in March 2007.</p>	<p>LM</p>
<p><b>4.0</b></p>	<p><b>HFI Consultation Items</b></p>	
<p><b>4.1</b></p> <p><b>4.2</b></p> <p><b>4.3</b></p> <p><b>4.4</b></p>	<p>SK advised that there were two booklets for November 2006, which were split between consultation items and information items. SK advised this was done to ease the load for panel members, as there were a lot of items to be raised.</p> <p><b>Report 1 – Capital Programme 2007/08</b>            This report was for consultation. SK took panel through report advising that any comments that were not made at the time could be conveyed back to the reports author, whose name appeared at the end of the report, or via JE or LM at Lyon Street.</p> <p>DS asked why kitchens on the Papworth Estate were being replaced even though they had only been replaced in the last fifteen years and therefore did not fall within the 30-year guideline being used. SK explained that there were limited resources and that we would ideally like to replace all kitchens of that age. However, age was not the only criteria by which the kitchens were being measured under the Decent Homes Standard and the state and condition of the components that formed the kitchen were more important than age so they were prioritised on that basis.</p> <p>BE raised concerns over the quality of the fitting and design of the kitchens and gave an example of a recently installed kitchen that had not been thought through very well. LE advised that she was indeed aware of the kitchen to which he was referring and advised that this matter was in the process of being rectified but only came around as a result of a change from the original design and the resident's request. LE went on to advise that all kitchens were planned and then approved by residents</p>	

	<p>who were given the opportunity to have an input into the design and sign off the final design.</p>	
<b>5.0</b>	<p><b>Report 2 – Business Plan 2007/08</b>  This report was for consultation. SK took panel through report advising that any comments that were not made at the time could be conveyed back to the reports author, whose name appeared at the end of the report, via JE or LM at Lyon Street.</p>	
<b>5.1</b>	<p>LS asked if item 3.3 in the plan would result in more resources being made available at the AHO. SK advised that there would be more resources to available.</p>	
<b>5.2</b>	<p>BM enquired if 5.1 would result in the loss of jobs. SK explained that there was a great deal of duplication around our roles and the implications of this were more likely to be redeployment of staff.</p>	
<b>5.3</b>	<p>BE asked if 6.1 meant that HFI had long term plans to build homes itself. SK explained that it had been some time since we as an organisation had been able to build new homes and at this stage it was more aspiration than reality but we were watching other ALMOS, who were coming very close to being able to do this having achieved three stars.</p>	
<b>6.0</b>	<p><b>Report 3 – Consultative Panel restructuring</b>  This report was for consultation. SK took panel through the report advising that any comments that were not made at the time could be conveyed back to the reports author, whose name appeared at the end of the report, or via JE or LM at Lyon Street.</p>	
<b>6.1</b>	<p>SK went through the proposed options with the panel who agreed that there would only be one Area Housing Panel for the West Area.</p>	
<b>7.0</b>	<p><b>Report 4 – Review of Compensation Policy</b>  This report was for consultation. SK took panel through report advising that any comments that were not made at the time could be conveyed back to the reports author, whose name appeared at the end of the report, or via JE or LM at Lyon Street.</p>	
<b>7.1</b>	<p>There were comments from the panel regarding some of the amounts that where being offered for loss of services as being derisory and criticism of the fact that these had to be applied for and not refunded as a matter of course. SK agreed that residents should not have to apply to HFI for these and that HFI should be proactive and automatically reimburse residents for loss of service. However, this was not the case at this time and it was something we are work towards.</p>	
<b>8.0</b>	<p><b>Report 5 – Equality and Diversity Action Plan</b>  This report is for consultation. SK took panel through report</p>	
<b>8.1</b>	<p>NC enquired in relation if HFI would be at level four of DES by the end of</p>	

	the year in line with LBI. SK explained that as a business partner we would be expected to achieve level four by this time and that we were aiming to achieve that.	
<b>9.0</b>	<b>HFI Information Items</b>	
<b>9.1</b>	<b>Report 1 – Review of Complaints /Ombudsman 2006/07</b> This report is for information only. Panel note report	
<b>9.2</b>	<b>Report 2 – Decision Items Considered at Board Meeting 31<sup>st</sup> July 2006 and AGM 23<sup>rd</sup> October 2006</b> This report is for information only. Panel note report	
<b>9.3</b>	<b>Report 3 – HFI Update</b> This report is for information only. Panel note report	
<b>9.4</b>	<b>Report 4 – Forward Plan</b> This report is for information only. Panel note report	
<b>9.5</b>	<b>Report 5 – 2006/07 Capital Programme – 2<sup>nd</sup> quarter monitoring</b> This report is for information only. Panel note report.	
<b>10.0</b>	<b>Capital Programme Update</b>	
<b>10.1</b>	LE went through the report and advised the panel that contract eighteen was well underway and that it was progressing very well with works. LE went on to advise that tenant compact works had been ordered and completed at Adam’s Place, Boston and Nailour and Burns House.	
<b>10.2</b>	LE advised that due to some objections from local residents and the TRA to the planed football pitch at Nailour Street, we were no longer proceeding with the planned works there and asked the panel for their consent to carry out some other works with the funds.	
<b>10.3</b>	LE gave examples of other projects that the funds could be redirected to which included the installation of water supplies for caretakers at various estates, the installation of iron gates and fencing at Pollard Close, where local residents have been subjected to having their gardens and fences used as urinals by football fans leaving the Emirates Stadium and some paving and resurfacing work at Poynder Court. The Panel agreed to this.	
<b>11.0</b>	<b>AOB</b>	
<b>11.1</b>	<u>Office information packs</u> JE and LM explained the new office information packs that have been created as a useful reference tool for contacts and services within the Lyon Street AHO.	
<b>11.2</b>	<u>Copenhagen Youth Project</u> JE took the panel through the end of year financial report provided by CYP detailing where and how the contribution that was made from the HFI community Safety Budget was allocated and how successful it had	

	been.	
<b>11.3</b>	<u>Westbourne Estate Bins</u> BM advised that three Paladin bins were stolen from the Westbourne Estate. LM to pass information on to Estate Services.	
<b>11.4</b>	<u>Field Court Capital Works</u> LG enquired as to what the current situation was on Field Court regarding the fencing and security entrance gate programme that had been on the drawing board for some time. LE advised that she was prepared to bring the security entrance project forward and install them quickly but that the fencing project would need further work before anything was to commence.	
	<b>Date of next Meeting</b>	
	<b>Wednesday 8<sup>th</sup> January 2007 at 7.00pm</b>	