



**Minutes of the  
Residents Forum Meeting 21 September 2006  
Held at the Partners Office, Colebrooke Place, N1 8HZ**

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**Present:**

Forum: Georgina Galliers (GG) Chair  
Muriel Duncan (MD) Vice Chair  
Rosemary Hilton (RH)  
Chris Radway (CR)

Partners: Susan French (SF)  
Tom Irvine (TI)  
Lawrence Wakeman (LW)  
Michelle Harrison (Minutes)

Homes For Islington: Anthony Jonas (AJ)  
Eileen Abbott (EA)

**GG - There is not a quorum of members present at this meeting  
and therefore the Forum cannot make any formal decisions.**

**1. Minutes and matters arising**

GG - Did Liz Voss or Mike Cahill (works team) come back to CR about the leaseholders open days and evening processes, how people are invited etc?

CR - No

CR - since the last meeting when this issue was discussed nothing has happened with regards to the issues that have been raised regarding the Works Team's consultation process. Can we have an update on the targets and actions for the next meeting please?

LW - Yes and we will have an updated process map for you.

CR - I think that it would be good to look into inviting leaseholders to the open days and evenings when they have had their survey done rather than waiting until the section 20's are being sent out? Can you confirm that this is your intention and whether this is already being done?

LW - yes, I will take this back and update you at the next meeting.

AJ - I think that this would be a good idea and do not see any reason why the process should not be as Chris (CR) suggests.

SF - I will make sure that David Westworth and/or Claire Thorogood come to the next meeting and give the forum an update on any changes that have been made to the leasehold processes regarding the works.

- GG - If CR had the time available, it may be an idea to invite CR along to the open days and evenings and he could possibly answer questions as a member of the forum and also as a leaseholder going through the same thing?
- CR - I sent an email to CT regarding the start date for my works and have not yet had a reply? I need to know when they will be taking place as the last contact I had said it could be 3 October 2006.
- SF - I will make sure you are contacted regarding this individual issue.
- CR - When is the next open evening taking place? Is it on the 26 September?
- GG - It says in the works team update that they are taking place on the 14 and 19 October
- GG - Do Partners still want the forum to attend a focus group on the works satisfaction? Do we have a date set for this - forum said at the last meeting that they would prefer a Thursday
- TI - I would suggest the 12 October. 6:30 start for this - do the forum agree?
- Forum - Yes
- TI - I will send out invitations to all forum members. Also to send details of meeting to AJ.
- CR - On page 5 of the minutes, TI said that Partners would work with HFI on the sustainability strategy
- TI - I said it seemed sensible that Partners should consider what elements of the HFI strategy it can take on once it has been finalised.
- SF - Realistically this will now have a longer lead time as the PF12 contract has now been signed and we must concentrate on ensuring we are delivering our core services well to all our residents over the next few months.
- CR - PF12 cannot and should not be used as an excuse not to have work done
- TI - At the next meeting we will aim to give the Forum at least an indication of how Partners plans to take this issue forward.
- CR - page 8 of the minutes, the complaints procedure is still not on the website
- TI - There are a number of changes being made to the website in preparation for the PF12 contract. These changes are set to go onto the live site on 2 October. The complaints procedure is included in these additions and changes.

## **2. Future of the Forum**

- TI - Took the forum through the report of the future of the forum given with the papers.
- GG - When we started the contract originally, there were a lot more members of the PF11 forum but as you can see now many have drifted away. It will be hard work to keep the new forum together
- CR - I don't think that the differences between the contracts should be played down. There are many differences that are

concerning to me. I wouldn't want to be a part of one large forum I would prefer to have two separate. This is because I think that we have enough problems with PFI1 and wouldn't want to take on PFI2 problems as well.

- MD - There are not enough members here this evening to take a vote on whether the forum should be one or two anyway.
- CR - The report suggests that one option is to start with two Forums, one for PFI1 and one for PFI2. I agree with this and think we should continue as we are and then review the option to merge as soon as we feel necessary.
- AJ - One big advantage with a joint forum is that you will be able to see what's happening on both projects. There are benefits if PFI1 and PFI2 residents are together and both can learn from each other and sort any problems together.
- SF - Another advantage is that all are street properties across the borough and there will be lots of common issues that could be addressed by all of you at the same time.
- TI - There seem to be good arguments in the longer term to have just one forum but to start off with we will keep the two separate and review at a later date in the contract, after more consultation with both forums.
- GG - Could TI get a note to all the existing forum members to get their opinions on the forums' possible amalgamation? We could use the extra meeting on the 12<sup>th</sup> to discuss further.
- AJ - This may be too soon as we will need to include the new PFI2 forum on any meetings where decisions are going to be made
- Forum- Separate forum for first 6 months then look at getting both together after that, but more discussions needed.
- CR - We need to address the fact that we as the PFI1 forum have seriously depleting numbers attending the meetings. Could Tom Irvine make a point of contacting all the existing forum members and asking them why they are not attending the meetings?
- TI - I agree this is important. I will call all the forum members to encourage them to attend the next meeting and to find out if there are any reasons why they have missed meetings that we can do something to prevent in future.

### **3. HFI Consultative Panel Reports**

- AJ - Items 1 to 3 do not affect Partners residents directly but am happy to take on any comments.

#### *Communities' strategy*

- CR - I think that this is a very good idea and feel that there should be a way for HFI to get Partners take this on for their residents
- AJ - HFI are not able to make Partners take this on but even though it is not in the contract there is no reason why Partners are not able to take on. This subject, along with the sustainability strategy is now getting a higher priority with all local boroughs. I would like to suggest that Partners monitor this strategy with

- a view to taking on, in some way when finalised.
- SF - Partners will look into this but will say that the Housing management team are in some ways are taking on some of the issues in the strategy already, such as building good relationships with the police, LBI and HFI.
- CR - I still think that it's very important for the street properties as well as HFI and the estates. Please can HFI keep us informed on this?

*Forward plan for Consultative panel reports*

- AJ - This report shows the forum what subjects are coming up in the reports for the next few months

**4. CSSB update**

- GG - To update the Forum on the main issues discussed at the last CSSB meeting:  
Big issue still on the digital switchover. This will be easier for the estates to do than the street properties - still no decisions made.  
Elections - carry on as we are and then aim to align with the other forums for next April  
Basket - Partners have dropped slightly but nothing substantial
- MD - the digital switchover will be an issue for us and would be a good idea to start consulting all residents now? Satellites are being put up and are becoming a problem for street properties due to where they are being put up.
- SF - I think that we need to do some more work around this issue as we only have very few communal aerials that we are actually responsible for changing. This may make it a bit more confusing and will look into this and report to the Forum on this issue at the next meeting.
- CR - HFI are looking into this and the government have said that all landlords should be doing something to help residents from now. Can we have this as an agenda item for the next meeting?

**5. Performance at a glance**

**SF took the forum through the report**

- GG - I have been told that residents are receiving letters from the gas team that are saying that if they are not able to get access for an appointment that they will cut off the gas supply to residents' homes and take them to court! This is very disappointing as many times appointments are being missed by the gas teams and also sometimes the letters (1<sup>st</sup> and 2<sup>nd</sup>) are not being received in the first place.
- SF - please can you give me the addresses where this has happened and I will have this looked into and the residents contacted separately?
- RH - the gas engineers visited me to do a gas check and left me with no heating! It has now been sorted out but only with other

help. This should not be happening.

GG - I have also heard this many times, that the boiler was fine before the service but then was left not in working order.

RH - when the works are being carried out to residents homes it is important to make sure that the holes that are left after pipe replacements are sealed as they let insects into the home. This has happened to me and was not nice at all. There was a mix-up with whose responsibility this was to solve and took longer than should have to remedy.

## **6. HFI comment on Partners performance - Eileen Abbott**

EA - HFI endorse the Partners performance report. Again Partners have the highest performance across all the area offices or the month of July, although we must note again that the Partners performance "basket" is not directly comparable with the Area Housing Offices' basket. Service rating is good and customer service is excellent. All other areas of service are good with repairs again excellent.

HFI also carried out a complaints audit and were very pleased with the way that the complaints are managed within Partners. A few recommendations have been made and the report will be available to Partners soon.

Tenant satisfaction survey interim results show that the performance is improving with overall landlord satisfaction

HFI - 65%

Partners 64%

TMO's 67%

Satisfaction with opportunities for residents' involvement in decision-making and residents participation

Partners 50%

HFI 52%

TMO's 57%

Very satisfied with overall services

Partners 29%

TMO's 24%

HFI 20%

(This is an impressive result for Partners as people who say they are very satisfied tend to have had a positive experience of the service).

We will be receiving feedback on government comparisons for satisfaction but this will not be for a while as all boroughs need to get their results back and we are one of the first.

Works - the contact milestone has been met and HFI are very pleased with this achievement and would like to congratulate Partners as this has happened ahead of schedule.

Customer satisfaction with works - EA gave the forum a report

<p>that showed that January to March was disappointing but April to June shows that improvements have been made. HFI have asked or and received an action plan to address the problems raised and that works are continuing on this.</p> <p>CR - is there a requirement for the Council to measure leaseholders' satisfaction? Can we have a leaseholder satisfaction survey for Partners residents only on overall service?</p> <p>AJ - There is no regulatory or statutory requirement for this, whereas there is for tenants, but we will discuss this with Partners and come back to you</p>	
<p><b>7. Complaints update</b></p> <p>TI - gave out reports showing the breakdown for complaints received. Lower total than the past 2 years of contract. Still holding monthly meetings to address any issues raised. 20% of complaints being progressed from stage 1 to stage 2 and 22% being progressed from stage 2 to stage 3.</p>	
<p><b>8. Works team update</b></p> <p>LW took the forum thorough the works team report, updating the Forum on where works are currently being carried out, and where works on properties are planned during the next few months.</p>	
<p><b>9. AOB</b></p> <p>SF - gave out the press release that has been released to inform the media about the Round 2 PFI contract</p> <p>CR - How many staff have been taken on to deal with the 2<sup>nd</sup> round of the contract?</p> <p>SF - we have gone from 30-35 up to a total of around 75 staff</p> <p>CR - Can Partners add a new FAQ to the website, please? If any residents want to make use of the scaffold that is being put up for the works, how do they go about getting permission? And if residents cannot do this please give reasons why.</p>	