



**Minutes of the
Residents Forum Meeting 18 May 2006
Held at the Partners Offices, Colebrooke Place, N1 8HZ**

PRESENT:

Forum members: Georgina Galliers (GG) **CHAIR**
Muriel Duncan (MD) **VICE-CHAIR**
Rosemary Hilton (RH)
Chris Radway (CR)
Leigh Norgrove (LN)
Sally Ingrey (SI)
Helen Crawford (HC)

Partners: Susan French (SF)
Lawrence Wakeman (LW)
David Westworth (DW)
Mark Allum (MA)
Michelle Harrison (MH minutes)

HFI: Jane Mugridge (JM)
Eamon McGoldrick (EM)
Des Smith (DS)

APOLOGIES:

Forum members: Dawreen Charles

1.	<p>Minutes and action points from previous meeting</p> <p><i>Partners performance on complaints</i> SF – In response to a question from LN, SF advised that Partners' response rate for complaints is 100%. This means that a response to the complaint is sent out within 10 working days, not necessarily that the complaint is fully resolved within the 10 days. If it is not resolved all residents are given the information they need to be able to take the complaint to stage 2. We are currently looking at doing some work on tracking the stages and could bring this information to the forum.</p> <p><i>External Communal areas</i></p>	
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	<p>LN – Who is actually responsible for external communal areas? SF – The outside communal areas are the responsibility of all the tenants/residents. It is always much better if the residents can get together and take care of the area themselves? LN – This very rarely happens so what can we do to take this forward? Can we maybe pilot something? DW – We would first need to understand the scale of the issue – DW to speak to LN outside of the meeting to get specifics.</p> <p>Annual Service Plan meeting CR – As part of the annual service plan I made a commitment to take part in the meeting to go through the plan – has this happened yet? GG – I attended the meeting with Natasha CR – Why was I not contacted? SF – I will look into that but all comments have now been taken and the draft has been agreed by the Council</p> <p>Performance Indicators CR – JM was going to look at revising what information comes to the forum in relation to leasehold-specific indicators JM – I need to get a clearer idea of what the forum would like to see at the meetings. DW – A leasehold forum meeting has been arranged and this can go on the agenda there.</p> <p>Reasonable works JM – We are employing Consul to conduct surveys. We will try and come back with information for the July meeting but if not ready then will definitely be ready for meeting in September. SF – We know that Consul are having difficulty contacting leaseholders for access. CR – Maybe this could be something that could go into the next newsletter?</p>	<p>DW/LN</p> <p>SF/NW</p> <p>JM</p> <p>CR/TI</p>
<p>2.</p>	<p>HFI/LBI Consultative Panels Reports May 2006-06-05</p> <p>Summary: <i>Eamon McGoldrick and Jane Mugridge presented the central reports. The Forum commented on and made decisions about its views on:</i></p> <p><i>Item 4 – Consultative Panel Elections</i> <i>Item 5 – Sustainability Strategy</i> <i>Item 6 – Proposals to meet Digital switchover</i></p> <p>Item 4 – the timetable for Partners Residents Forum elections is slightly out of synch with other panels. Elections are not due until September. Would like to have article in the newsletter before then to generate some support.</p>	<p>TI</p>

	<p>Item 5 – EM took the forum through a number of environmental issues that are currently being looked at by HFI. The forum were asked for their views and any other items that should be included for discussion before the strategy is finalised.</p> <p>SI – Baths and showers – during the refurbishment programme we are not given an option of whether we would like showers rather than baths. Showers are a lot more efficient and I think a lot of people would take just the shower option</p> <p>SF – NW is currently looking at ‘Green’ issues on behalf of Partners. We could set up a meeting with members of the forum on this?</p> <p>CR – I think that it could be a borough wide consultation with publicity on the website etc to get more residents involved as is such a big issue now.</p> <p>EM – If it needs more time to be looked at then it could be recommended to the board to put on hold and wait for more input.</p> <p>LN – Are the front gardens classed as green spaces?</p> <p>EM – Yes they would be</p> <p>Item 6 – EM - digital switchover should be all in place by 2012. We have already put some pilot projects in place to go through our options for providing digital TV to residents. The best option that we feel we have is to supply Sky to properties by installing one big dish (estates only) and asking people to ‘buy in’ to the supply. This does not address the issues with some residents who want to receive foreign and community language channels.</p> <p>GG – I have been speaking to some people about this and it seems to be a big issue. The pilots that you have done have only been on estates. Would the street properties be any different?</p> <p>EM – They would be the same but just not on the same scale as the larger estates.</p> <p>MD – Would be good to have the one satellite on the roof of the house then you would not be able to see it from the street as some dishes look unsightly.</p> <p>SF – cost implications will have to be looked at before any decisions are made as we do not have responsibility for communal aerials</p> <p>RH – I think that you will find it difficult to get the monies back from the residents for the subscriptions</p> <p>CR – Need to look at this issue now while scaffolds are up and surveys are taking place.</p>	<p>NW/ Forum</p> <p>P’s</p>
3.	<p>Contracted Service Sub Board</p> <p>Summary - Election of an Associate Director from Partners</p>	

	<p><i>Residents Forum</i></p> <p>GG - Until Dawreen Charles (Current representative) sends a resignation letter she will still be Associate Director for the CSSB. If the Board are happy we could now elect a stand-in representative to attend meetings until DC is returns?</p> <p>JM – The election of a new member would be welcomed as there is currently no representative at the Board meetings from Partners. The meetings a currently every 2 months and are held at Highbury House.</p> <p>EM – We feel that it is very important to have a rep from Partners on the board as it deals specifically with all contracted services of which Partners are one.</p> <p>Forum voted - GG to attend meetings in DC's place until her return or resignation.</p>	
<p>4.</p>	<p>Performance at a Glance</p> <p><i>Summary: Susan French presented the report on Partners' performance. The report focused on the "performance at a glance" report.</i></p> <p>SF – In March all responsive repair appointments were kept. 40-50 feedback cards/feedback call were received. This shows that 88.1% of our residents are either satisfied or very satisfied with the repairs service. Any negative comments received on the cards are given back to the repairs team and Clifford (Repairs Manager) who follows them up with the team.</p> <p>LN – How many people does the 88.1% represent?</p> <p>SF – We are contractually obliged to collect satisfaction reports from 10% of all our residents. This is a statistically significant sample and means around 7-800/ a year.</p> <p>HC – Who gets communal area feedback cards to fill in?</p> <p>SF – The person who has reported the repair gets the card. The CSO's are always happy to take any feedback over the telephone on our freephone number.</p> <p>GG – I have had a lot of repairs operatives come to my property that are unable to speak English.</p> <p>SF – I don't think that these are repairs operatives but wonder if they are works team sub contractors. I will follow this up.</p> <p>SF – We are currently looking at carrying out a benchmarking exercise against other housing providers. We will hopefully have some information on this by the next meeting.</p> <p>SF - Are the Forum happy with the current at a glance reports? Do you feel that they should be changed?</p> <p>CR – I feel that the reports are useful but if the KPI stats could be shown on the website then people could look before the meeting rather than sending more paper.</p>	<p>SF</p>

	<p>SF – could the forum come to the next meeting with suggestions and heading for the new report</p> <p>DW – We could possibly hold a sub group to look more in depth at performance, if the forum wanted to?</p>	Forum
5.	<p>HFI Comment on Partners Performance</p> <p><i>Summary: Jane Mugridge presented the report endorsing Partners' performance report</i></p> <p>JM introduced her paper on Partners performance. Contractually Partners have 16 KPI's. Partners met and exceeded 15 of these which is very good. There has been a reduction in complaints by almost the 50% target. The works team have caught up with the works programmes as well. We have has some results from the works satisfaction surveys and they were disappointing but they did show some positive trend, complaints are down but there are still areas that need to be looked at.</p> <p>CR – Can we have a copy of the satisfaction report that you are referring to?</p> <p>JM – Yes, a copy will be sent to HC and CR.</p> <p>SF – the major works programme could be included in the benchmarking exercise to show our performance against other housing providers.</p> <p>MA – We would like to organise a separate meeting with the forum to discuss customer satisfaction if the forum are able to give up some time?</p> <p>CR – When you carry out the satisfaction surveys would it be better to do face-to-face rather than by cards?</p> <p>MA- We do conduct lengthy telephone surveys but I understand that residents do not always know whether it is actually the works team on the end of the phone. We need to make clear to residents that it is an independent survey.</p> <p>CR – Would any of the forum be interested in carrying out some door to door surveys?</p> <p>SI – Anne Marie and I did carry out this and we found that it took so much time to do. It would be a lot better, if able to carry out over the telephone. Even though you would probably get better feedback if was done face to face.</p> <p>SF – I think that we should look at maybe carrying out a mixture of door to door and telephone surveys.</p>	<p>P's</p> <p>JM</p> <p>MA/ Forum</p>
6.	<p>Leaseholders: Issues, comments and questions</p> <p><i>Summary: The Forum heard questions submitted by members of the Forum about issues concerning leaseholders. David Westworth answered the Forum's questions on these issues.</i></p>	

	<p>DW – I have been give a list of 25 questions from CR. These will all be answered fully but not during this meeting. The forum will get a copy of all questions and answers for the next meeting. The questions will be talked through and answered at the next focus group meeting on 6 June. I will respond to one or two questions now:</p> <p>DW – CARA's are H&S visits to look at any repairs that need to be carried out in the communal areas.</p> <p>HC – CARA took place at my property and a tenant in my dwelling took on the burden of having to wait to let someone in. If the tenant had not let me know then any repairs that were to be carried out, I would not have known about and I would have been charged for them.</p> <p>DW – Leaseholders will only get charged if the repairs exceeds £250 and then they will be notified of the repair. If under £250 then they would only be informed if there was scaffolding to be erected, long periods without utilities and any impact on access. The repairs team are keen to revisit this to look at other instance where residents should be informed of anything that is happening in their properties.</p> <p>HC – It is just courteous to let the residents know that repairs are going to be carried out in and around their homes.</p> <p>SF – I agree but there is a fine balance between trying to get access to properties and actually getting the repairs carried out. It would be ideal to have a method of access to communal areas, such as on estates (tradesman entrance) but this is just not the case with street properties we must gain access from whatever resident is available at the time.</p> <p>CR – Could the meeting dates go onto the website and also state that observers are welcome?</p> <p>SF - yes</p> <p>CR – Payment period – is it going to be staged or deferred?</p> <p>DW – Structure would be 5 years with 2 years interest free.</p> <p>CR - With 50 final accounts to go out what level of prelims are in those accounts?</p> <p>DW – We are giving option to pay just the direct works cost.</p> <p>CR – Is Partners subject to the Freedom of Information Act?</p> <p>SF – No but HFI are</p> <p>CR – The LVT have recently announced that the deadline for information will be missed by 3 weeks? Is this correct?</p> <p>DW – there has been a delay in gathering the information but will not be 3 weeks late. Detailed statement of case to be put forward. Updates will be given in the newsletter.</p> <p>RH – I have had painters in my house and they have not been putting down any covering and my carpets have been ruined.</p> <p>LW – I will come round tomorrow and check the damage</p>	<p>DW</p> <p>TI</p> <p>DW/TI</p> <p>LW</p>
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	<p>RH – When a tenant breaks their own window or is responsible for someone else doing it why do they not have to pay for the damage? DW – Just because we repairs or replace the windows does not mean that the tenant will not be recharged for it. If a resident wilfully causes damage then they should be recharged for it. Will look into the damage that has been caused in your dwelling.</p>	DW
7.	<p>Works update</p> <p><i>Summary: Mark Allum took the Forum through the works update report.</i></p> <p>Orange, yellow, mauve and green zone are currently operating at 3-4 openings per week. Management changes in the blue zone. This zone is very close to completion – hopefully within 2 months. Programme is now back on track with just over 1000 internals due to complete this year. The works team have carried out open days and taken a large sample of satisfaction in the past 2 months. Though the satisfaction results were not perfect they did include the backlog properties that have had problems and they also showed the improvements in the newly opened properties. Concerns highlighted over communication – language barriers and the levels of RLO’s present in the zones. We are currently looking at doubling the resources and will update at the next forum meeting.</p> <p>Works Team are looking to introduce handover teams (not sub contractors). They would check the properties when the works has been finished and make recommendations for any decorations etc and then carry these and any snagging items themselves rather than having more people through the property. This would also allow us to pick up any minor items a lot quicker and should also make sure more major items are finished off more quickly.</p> <p>Will be spending some time covering leaseholder satisfaction in the next focus group meeting.</p> <p>RH – When my external works were being carried out the scaffold workers kept being taken away to other jobs and not getting mine finished, because of this the scaffold was left up for a longer amount of time.</p> <p>LW – I will look into why this happened.</p> <p>GG – RLO’s should be interested in what they are doing. Please can the works team find some RLO’s that are interested in what the residents think and make sure that they are approachable.</p> <p>MA – need to look at the way that the RLO’s are spread</p>	<p>MA</p> <p>DW</p> <p>LW</p>

	throughout the zones as they often have many residents to deal with at one time and this could be a factor in the way that they work.	MA
8.	<p>Complaints Report 2005-2006</p> <p><i>Summary: Susan French presented a report from Tom Irvine on the complaints and correspondence as he is currently on annual leave. Susan highlighted the main points/issues raised in the report:</i></p> <ul style="list-style-type: none"> • Number of complaints for 2004-2005 were 306. In 2005-2006 this reduced to 164 - down by 46% which was very close to the target set by HFI of 50%. • We are very good at getting all letters out with the target of 10 working days • We need to make sure that complaints are solved at 1st stage so they do not escalate. Some work need to be done on this • We are trying to use complaints to learn and make any changes to the service. TI meets with the works team every month to go through lessons learnt from complaints and responses. • Works complaints seem to be the same issues that are arising within the satisfaction surveys. Need to address these. Some improvements can be seen on some levels <p>Updated complaints report, in this format is to be given at every meeting from now on</p>	<p>P's</p> <p>WT/P's</p> <p>TI</p>
9.	<p>AOB</p> <p>MH will produce a survey about the food that is served at the forum for the next meeting</p> <p style="text-align: center;">Next Meeting: 20 July 6:35 at Colebrooke Place</p>	MH