

Partners For Improvement in Islington



**Minutes of the
Residents Forum Meeting 20 July 2006
Held at the Partners Office, 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)
David Gorman (DG)

Partners: Tom Irvine (TI)
Mike Cahill (MC)
Michelle Harrison (MH minutes)

HFI: Anthony Jonas (AJ)
Eileen Abbott (EA)

APOLOGIES:

Forum members: Dawreen Charles
Helen Crawford
Ann-Marie Greensmith

Partners: Susan French
David Westworth

| | | |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 1. | Minutes and action points from previous meeting TI – We still want to arrange an opportunity for any members of the Forum to attend a meeting focussed on the results of the works satisfaction surveys, and lessons to learn from them: could the forum suggest days which we could hold this meeting to look more in depth at the works satisfaction survey results? Are Thursdays more suitable as are the days of the RF meetings? When decision is made we will give you notice of the date well in advance of the meeting. Forum – Thursdays would be better and would like at least two | |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

| | | |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | <p>weeks notice to be given.</p> <p>LN – In answer to the point that I raised at the last meeting regarding communal areas, someone did call me back from Partners but I was unable to take the call. Please could it be noted that I would still like to speak to someone regarding the issues raised?</p> <p>TI – I think that it was David Westworth that called you and I will pass a message to him to get back to you.</p> <p>The forum then agreed the minutes.</p> | |
| <p>2.</p> | <p>HFI/LBI Consultative Panel Reports</p> <p><i>AJ took the Forum through the Central reports.</i></p> <p><i>Item 1 - Restructuring of Housing Management Services post PFI2 contract</i></p> <p>Should HFI reduce the area offices to 4 or are open to suggestions on how to reduce the service in other areas? This reduction of costs (£1.5m) is needed as the services currently provided to 4122 residents will be provided by a new PFI2 contractor.</p> <p>SI – Why all of a sudden is extra money needed?</p> <p>AJ – This is happening now because of the second round of the PFI project. As HFI are losing the management of those homes the Council will cut the funding available to Homes For Islington.</p> <p>GG – The service has been reduced already. This is not good for elderly people and people that don't are not able to use the telephone and internet services. They are losing the offices, how can this be done without seriously inconveniencing people? The older generation of the borough rely on the offices.</p> <p>AJ – We appreciate that it will affect some residents but we must make the cuts in service somewhere. We would like to take the Forum's ideas on where these cuts can be made - caretaking services, ASB teams?</p> <p>MD – I don't think that the area offices are used as much as they used to be. Contact is usually made now over the telephone and rent is now paid in the Post Office.</p> <p>RH – Can the staff be cut?</p> <p>AJ – We would not be able to cut the amount of staff that we would need to save the £1.5m. That would affect the service much more than closing the offices and cutting costs that way.</p> <p>RH – Rather than selling the offices could we just rent them out and gain the money back that way?</p> <p>GG – We could reduce the staff in the area offices and use as more of a drop in centre? But don't just sell the buildings and then have them left for ages, vacant.</p> <p>LN – Are there any other areas that you have looked at to make</p> | |

| | | |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | <p>the cuts?</p> <p>AJ – 25 posts are going to go and this is happening already. With PF12 coming on to manage properties the Council will be losing revenue and still having to pay overheads.</p> <p>CR – Are the offices that will be affected by closure in the new PF12 area?</p> <p>AJ – Yes, Partners will manage most of the properties in that area.</p> <p>TI – If the PF12 contract does go ahead, Partners will be opening a new office in the north of the borough, along with Colebrooke Place.</p> <p>MD – If you were to close Boleyn Road could Partners not rent the space from the Council and carry out their service from there.</p> <p>GG – If you close one, then another, how many more will you close after that?</p> <p>AJ – No more area offices will close in the near future.</p> <ul style="list-style-type: none"> • Forum voted by majority to support the proposal that HFI close the Boleyn Road and Isledon Road Offices. <p><i>Item 2 – Anti-social behaviour team update (no direct effect on Partners Residents)</i></p> <p>AJ – Would Partners consider creating an Anti-Social Behaviour Team for its residents?</p> <p>CR – Would this need to be a contract variation?</p> <p>TI – ASB is covered by our Housing Management Team and the Team has plans to increase the resources available for dealing with Anti-Social behaviour, including the possible recruitment of a dedicated officer.</p> <p><i>Item 3 – Repairs Action Plan</i></p> <p><i>Not considered as Partners provides the responsive repairs service for Partners residents, not HFI.</i></p> <p><i>Item 4 – Disposal of land managed by HFI (no direct effect on Partners Residents)</i></p> <p>RH - Will any of the Council's land be used to run the Channel Tunnel Link?</p> <p>AJ – The Tunnel has already been built under Islington.</p> <p>CR – Does this mean that LBI want to build their own new housing?</p> <p>AJ – LBI are not able to do that, just need to sell off land.</p> <p><i>Item 5 – Sustainability Strategy</i></p> | |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

| | | |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | <p>GG – There should be a choice offered to residents between baths and showers when refurbishment is being carried out. Showers are much more economical. I know that it is also much cheaper to install a shower than a bath.</p> <p>AJ – The contract actually states that baths should be put in.</p> <p>MC – I would have to look into it but I believe there would not be a significant difference in the costs to put a shower or a bath in.</p> <p>GG – This needs to be looked into.</p> <p>CR – Why would you not fit both?</p> <p>GG- We need the option of a separate shower as OAP’s are not able to get in and out of the baths.</p> <p>TI – There is provision for adaptations to be carried out where a resident needs, for example, a same-level shower. The resident can be referred to an occupational therapist who can make recommendations for adaptations.</p> <p>AJ – HFI would be happy to talk to Partners about the feasibility of having a choice.</p> <p>GG – Could the use of local labour and materials be taken into consideration?</p> <p>CR – There should be a broader consultation on saving residents money, water conservation, installing of water meters and recycling. These are all very big issues and need a consultation that will include all the borough’s residents. Another point to be taken into consideration when carrying out the refurbishment is sound insulation. This does appear in the decent homes standard but seems to be being ignored.</p> <p>RH Sound insulation would cost a lot of money whether done in or outside of refurbishment.</p> <p>GG – Recycling bins are not being emptied in the hot weather and the smell is disgusting. Something needs to be done so they can be collected on a more regular basis in the summer months.</p> <p>LN – Does the sustainability strategy include the borough’s public buildings?</p> <p>AJ – This is not a whole borough-wide consultation as this is led by HFI.</p> <p>GG – Tree Management – not a very good service at the moment I know that there are dangerous trees in Elmore Street that have not been seen to.</p> <p>CR – Southgate Road has no speed humps and traffic is diverted from all the surrounding roads that do have humps. If the residents on the street were consulted over this I am sure that they would want humps in Southgate Rd.</p> <p>AJ – The Forum might want to ask Partners what they are doing about sustainability.</p> <p>TI – Partners’ Senior Project Manager is doing a piece of work at the moment on sustainability. The main focus at the moment is on the Partners office.</p> | |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

| | | |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | <p>CR – I think that Partners should sign up to the HFI policy TI – I think it is sensible that we should look carefully at the HFI policy and consider what we are able to adopt. It may be that we can adopt the whole policy; it may be that some aspects of it would require a variation in our contract; but we are committed to doing our bit and will adopt good practice where possible.</p> <ul style="list-style-type: none"> • The Forum supported a motion that there should be a wider consultation on this issue as the Forum considers it to be very important. <p><i>Item 6 – Consultative Panel Processes</i></p> <p>AJ - Point 4.2 is about the forward plan that lists all reports for the financial year. Should these be brought to every meeting?</p> <ul style="list-style-type: none"> • The Forum voted yes. <p>GG – We need to receive the central reports more in advance of the meetings. TI – I will make sure that the panel reports are sent out ahead of the others in the future, though this will mean that the forum will now be receiving two set of papers?</p> <ul style="list-style-type: none"> • The Forum voted yes. <p>CR – Is it possible to have the panel reports emailed? This is also more sustainable. AJ – Yes. TI – yes, but the earlier you tell me the better, otherwise I'll receive printed copies anyway. Bear in mind that it is helpful to have the reports in front of you at the meetings.</p> <p><i>Item 7 – HFI just rewards – Tenant Incentive scheme</i></p> <p>AJ - Items 3.2 -3.4 apply to HFI tenants only. The Forum might wish to ask partners if they could set up something similar for their residents? GG –We will have this on the next meeting agenda TI – Partners collect rent on behalf of the Council so we will make enquires as to what options we have.</p> <ul style="list-style-type: none"> • The Forum commented that this is a good thing for HFI residents and the Forum will be interested to hear whether the offers are matched for Partners residents | |
| 3. | Feedback from HFI Contracted Services Sub Board – 30 June 2006 | |

| | | |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | <p><i>GG took the forum through all the issues covered and decisions made at the most recent meeting of the HFI Contracted Services Sub Board, on which GG currently sits as Associate Director nominated by Partners Residents Forum.</i></p> <p><i>Decisions made:</i></p> <ul style="list-style-type: none"> • Forum/Panel papers are to be sent out to members at least 7 days before the meeting is held • If any voting is tied then the Chairperson will have a deciding 2nd vote • More effort is to be made by all resident groups to give feedback on the digital switchover issue <p>CR – Can we have this as a separate item on our next meeting agenda</p> <p><i>Issues and information (regarding Partners):</i></p> <ul style="list-style-type: none"> • Partners scored 8.83% on the performance basket which the Board viewed as 'good' • Relet times of 12 days are well below the Councils target time • 97.9 urgent repairs carried out on time and 98.3 non urgent repairs carried out on time • 759 units completed on the works programme • Consul inspections to check standard of refurbishment works are being carried out and the next report is due by the end of July 2006 • PF12 needs to have a separate Residents forum <p>GG – This was the first CSSB that I have attended as a nominated member and I found that it was a very interesting meeting.</p> | |
| <p>4.</p> | <p>Performance at a glance</p> <p><i>TI took the forum through the Performance at a glance report, including a focus on gas safety.</i></p> <p>LN – How do we ensure that Leaseholders' gas supplies are safe?</p> <p>TI – Leaseholders are responsible for their own gas appliances. Tenant and landlord law requires all landlords to carry out gas safety checks on tenanted homes every year.</p> <p>LN – With the property above me being refurbished I have noticed that dust is coming through to my flat. This highlights that it could just as easily be gas.</p> <p>TI – If this home is a leaseholder's home it is the leaseholder's responsibility to maintain heating and gas appliances. The greatest danger is carbon monoxide poisoning which would be likely to affect the occupant of the property before any neighbours, but I understand your concern. If you actually smell</p> | |

| | | |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | <p>gas you must call Transco straight away. There is provision in leases for the Council or its agents to require access to inspect a property. If there are reasonable grounds to suspect that the Leasehold property is unsafe then you can contact Partners' leasehold team to report it. They will consider whether to require access under the lease to inspect.</p> | |
| <p>5.</p> | <p>HFI comment on Partners performance</p> <p><i>EA took the Forum through the report summarising HFI's comments on Partners' recent performance.</i></p> <p>EA – Partners have the highest performance of all the area offices for the month of May though the scores are not directly comparable as the basket contains different indicators to the area housing offices. Rating at the moment is 'good'. Partners are scoring 9.5 out of 10 for Customer Service and we see this as excellent and are very pleased with this performance.</p> <p>Audits have been carried out on ASB and Tenancy changes. The quality of work on these cases was very good.</p> <p>Rent collection has been steady. It has been very good but has slowed down recently.</p> <p>Repairs service is excellent. All jobs in May were completed on time. The turnaround of void properties all well under the target. A new target is being negotiated at the moment.</p> <p>The works team are on target to hit their milestones. Customer feedback on the works has been disappointing. Partners produced an action plan to improve works satisfaction and we will be monitoring this.</p> <p>CONSUL have now carried out another survey on the works but we have had to postpone the report as the comments that have been made were made on a draft report, not the final version. We will make sure that the forum has a copy of the report before the next meeting.</p> <p>CR – Why did the report take so long to get finished anyway? AJ – we had a lot of problems getting into leasehold properties and then HFI wanted changes to the way the report was presented. TI – I can send out the report to Forum members as soon as it is received from HFI. CR – please can this be emailed to me?</p> | |
| <p>6.</p> | <p>Complaints update</p> | |

| | | |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | <p><i>TI took the forum through the report summarising complaints received by Partners since April 2006.</i></p> <p>TI – This update will be provided at every meeting, as requested last time.</p> <p>CR - Is the complaints procedure on the website? TI – I will check although it is always sent to someone who wants to make a complaint.</p> <p>GG – The colour coding on the report is quite confusing TI – Will make sure that is changed to be clearer LN – A tenant spoke to me and said that when speaking to an operative they said that if she didn't let Partners in to change the kitchen and bathroom then they would cut off the gas and electricity supplies! MC – If people could make a note of who they have spoken to if they are told something that doesn't seem right then we can follow up and take the necessary action. With new kitchens we will have to remove any new fittings to check that electrics are sound but we will always replace them back to how they were. We of course apologise if that was said to the resident, but I can only assume that this must be some sort of misunderstanding. CR – Could we see in future a breakdown of exactly what the complaints were about? TI – Yes we will be providing a breakdown of the issues raised in the works complaints. We will also be developing a way in which to record whether the complaints have come from tenants or leaseholders.</p> | |
| <p>7.</p> | <p>Works Team Update</p> <p><i>MC took the Forum through the report describing recent and planned activity by Partners Works Team.</i></p> <p>MC – Works are at the moment being carried out in the mauve, yellow, orange, blue and green zones.</p> <p>Open days have been successful but not as many leaseholders are coming along as we would like. The last leasehold open day though was very well attended which was excellent.</p> <p>CR – I was not invited to the last open day – this is appalling as Partners are always saying that they have low leaseholder turnout but if no one gets invited then that is why! TI – We will check the invitation procedure as not all leaseholders are invited to all open days, they are generally done by their areas. Will come back to the forum on this.</p> | |

| | | |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | <p>MC – I will speak to Liz Voss about the process but I know that Leaseholders are being invited before they receive their Section 20.</p> <p>New site offices are going to be opened in Petherton Road and we will be writing to everyone to say where exactly we are and how to get hold of us. We will also be doing this in other zones as we go along. This will enable the staff to be closer to residents if they are needed.</p> | |
| <p>8.</p> | <p>The Future of the Forum</p> <p><i>TI tabled a report about the Forum elections due in September, thanked members for all their time and commitment, encouraged members to stand again for re-election for another 2 year term, and requested ideas for getting more people interested in becoming involved.</i></p> <p>TI – The forum has now been running for 2 years and the terms of reference say that elections are to take place every two years. All Partners residents will have the opportunity to put themselves forward for election onto the forum. The ballots will only happen if there are more put forward that can fill the spaces on the forum. TRA’s will retain the right to nominate someone onto the forum.</p> <p>All residents will be receiving a newsletter containing a section on MD. In future issues we would like to profile more of you.</p> <p>Please can you consider if you would like to stand for the forum again. We at Partners value your input very much and give our thanks to you for all of the time and commitment you have invested in the Forum and in helping us to improve our services. We would really like it if you all would stand again.</p> <p>Do any of the forum have any ideas on how to get more residents interested in the forum?</p> <p>SI – As you know, Ann-Marie, Dave and I are members of NEETARA and our membership is starting to crumble through lack of interest. Most people join in the first place due to personal issues that then get resolved and they no longer want to be a part of a residents group. We need to make people aware that we are here to solve the issues that are applying to them and need to make sure we find ways of finding out exactly what the residents concerns are so they can be brought to the table. Possible have some open meetings?</p> <p>GG – I come because I know that things that should be happening aren’t. This especially applies to elderly residents. I feel that I’ll speak for them if they can’t.</p> <p>CR – We could all give the reasons why we are part of the forum</p> | |

| | | |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | <p>and they could go into a newsletter article: wanting to help, making a difference enjoying have a good debate.</p> <p>GG – Normal working people, retired people, go to Iceland to do our shopping, M&S if you got some vouchers for your birthday!</p> <p>GG – We could do profiles to say 'hello we're here'. We could use this to show other residents that we're just normal, down to earth people.</p> <p>DG – I think that residents would rather deal with someone local.</p> <p>TI – Please can you give me quotes over the phone over the next few days.</p> <p>SI – Could we have regular referendums as many policy decisions are made by only a few of us here at the meetings. We need to have a way to include more residents.</p> <p>TI – I would like to thank the Forum once again for all the hard work done in the last 2 years. I shall be in touch to get some more quotes from you about the Forum.</p> <p>AJ – We at HFI would also like to thank all the members of the Forum.</p> | |
| <p>9.</p> | <p>AOB</p> <p>GG – When the refurbishment ended some residents got letters for overruns and some didn't. My neighbour and my works definitely overran but we have received nothing, why?</p> <p>TI – You would not have got anything if the works overran for good reason, i.e. extensive damp works etc. We will check into these properties and at the next meeting we will go through the exact process for overrun compensation. MC will look at all cases that GG has highlighted.</p> | |

Next meeting 21 September 2006, 6:35pm at Colebrooke place