

**Homes for Islington
TMO/TMC Review group
Minutes of 16th January 2007**

Present:	Richard Smith (RS) Chair	Halfmoon Crescent Co-op
	Thomas Cooper (TC)	Spa Green Management Organisation
	Brenda Windsor (BW)	Holbrook Co-op
	Tom Kane (TK)	Taverner & Peckett TMO
	Bernie Tibbs (BT)	Arch-Elm Co-op
	Dave Frankel (DF)	Harry Weston Co-op
	Jim Stuchberry (JS)	Harry Weston Co-op
	Lorraine Welland (LW)	Elthorne 1 st Co-op
	Tony Fernandes (TF)	Redbrick & Quaker Court
	Terry LeFevre (TL)	Pleydell TMO
	Shirley LeFevre (SL)	Pleydell TMO
	Mary Selormey (MS)	Pleydell TMO
	Alex Scorgie (AS)	Bemerton TMO

HFI Officers

Simon Kwong (SK)	Head of Performance and Service Development
Graham Baugh (GB)	Commissioning Manager
Anthony Jonas (AJ)	Performance Manager
Stacey Wright (SW)	Commissioning Officer
Ferenc Morath (FM)	Head of Programme Management

	ITEM	ACTION
1	Apologies for Absence	
1.1	Arch Elm Co-op, John Bevan, Ray Yates, Martin Dopp	
2	TMO/C Decent Homes Programme	
2.1	FM presented the panel with a programme of works and feedback from the Consultative Panels IDC. Items highlighted: <ul style="list-style-type: none"> • TMC's will receive their programme of works in approx. 2 months and works will start 2008/9 • Blocks meeting the DHS by 2010/11 will not receive any work • If existing single glazed windows in place but do not require renewal, these will be repaired not replaced. 	FM & AJ
2.2	FM & AJ are reviewing the consultation process with TMO/C's and guidelines for TMO/C's wishing to carry out DHS works. FM stated that HFI will consult fully with TMO/C's from now on and apologised for any shortfalls in the past. FM available to meet with any TMO/C's if required.	
2.3	GB reported that consultation was carried out last year with TMO/C's as to which responsibilities they wanted and had very few responses wanting to change their current responsibilities.	
2.4	TK concerned that Taverner & Peckett will not qualify for window replacements – FM stated that this is not confirmed yet.	
2.5	TC suggested that any TMO/C allowing HFI to carry out cyclical works should meet with him first.	
2.6	AS asked if BVMO could procure CCTV contract on estate. FM advised that contract too far down line so this was not possible.	

<p>3 3.1 3.2 3.2.1 4. 4.1 4.2 4.3 4.4</p>	<p>Minutes of 14/11/06 – Accuracy & matters arising</p> <p><u>Accuracy</u> The minutes were agreed as a true record: proposed by BW and seconded by TC.</p> <p>Matters arising 2.2.2 – SK has not received an update on the policies on satellite dishes and will chase tomorrow.</p> <p>CRB Checks for TMO/C's AJ introduced paper, explaining new government legislation requiring CRB checks on staff in certain posts within an organisation. HFI is offering to facilitate this service for TMO/C's. TK informed the panel that these checks could be carried out by other independent organisations as well. Also TK would like HFI to propose a variation in MA to make this an explicit requirement AS questioned why HFI needed to be involved in this process as Bemerton Villages had carried out CRB checks previously, dealing directly with LBI. AS stated that HFI wanted to make the process easier for TMO/C's TC suggested that Committee members could undergo this check as well.</p>	<p>SK</p>
<p>5. 5.1 5.2 5.3</p>	<p>Improvement plans with under-performing TMO/C's</p> <p>AJ introduced paper to panel for consultation and comments and highlighted that this procedure supports TMO/C's in remedying their performance failures, by providing a period prior to formal disputes and breach notices to sort the problems out. Questions were asked as to why this revised procedure was being proposed, when it was so similar to that already in operation. AJ stated that as it was taken from the new MMA it was a more comprehensive package. TK liked the provision within the procedure for an independent person to be involved. AJ stated that this was an option within the process, not an obligation.</p>	
<p>6. 6.1 6.2 6.3</p>	<p>Proposed Improvements to TMO/TMC Review Group</p> <p>GB introduced paper on proposed improvements and requested feedback. Panel agreed that TMO/C's should input to the agenda and to hold the meeting at different TMO/C's across the Borough. TK requested that Sean McLoughlin (LBI) attend a meeting and SK agreed to invite him but as LBI has devolved responsibilities to HFI, he does not expect him to accept offer. SW proposed a working party to progress these changes together and the following wished to be involved: <p style="text-align: center;">TK, AS, TC, DF & RS</p></p>	<p>SK SW</p>
<p>7. 7.1 7.1.1 7.1.2</p>	<p>Consultative Panel Reports</p> <p>SK briefly outlined papers to panel for comments: (i) Council items – DF commented that he felt the rent increase of @ £3.70 per week was too much (ii) HFI items – No comments</p>	

8.	TMO/C Training	
8.1	GB reported back on the success of the last training event on finances. The TMCT are planning to facilitate more training in the Spring on finance specifically targeted at Committee members. A questionnaire has been sent out to gauge days and time of event and GB requested any TMO/C's not replied yet to do so.	
9.	Monitoring Review Update	
9.1	GB re-iterated to the panel that this quarterly monitoring had been cancelled except where a TMO/C had scored no diamonds at the previous monitoring round. This was because of the workload involved in the preparation of the new MMA to be signed in March.	
9.2	GB also chased up any delayed monthly monitoring data and informed the group that the KLOES are under review and will be revised in the new financial year.	
10.	Homestead Co-ops Report	
10.1	GB introduced papers for feedback from panel. No comments.	
11.	TMC Management Agreement – Progress Report	
11.1	AJ informed panel that the schedules and allowances would be finalised by February and agreements will be signed by end of March	
11.2	DF stated that HFI had not produced the correct allowances yet and had concerns with the deadline approaching.	
11.3	RS spoke on behalf of the Co-ops stating that they are 'really happy with the progress they have made with the new MMA and considers it to be a model document for TMO's to use for years'.	
12	Open forum on TMO/C liaison issues	
12.1	<ul style="list-style-type: none"> AS reported that a recent programme on TV showed the Andover estate in a bad light but HFI performance monitoring information reports that the caretaking scores are A's & B's. 	
12.2	<ul style="list-style-type: none"> TC reported that he has experienced difficulties in connecting with HFI Direct on the phone. Often the line will go dead after giving the options or whilst speaking to an operative. Other TMO/C's confirmed that they have also experienced this problem. 	
12.3	<ul style="list-style-type: none"> TC also reported that when pressing 'option 2' means all callers go though to Kier, which is unhelpful if caller has a repair with another contractor. <p>SK will report these problems.</p>	SK
13.	Any other business	
13.1	None	
14	Date of Next Meeting	
	Tuesday, 13 th March 2007	
	Meeting closed at 9:05pm	

	Stacey Wright Commissioning Officer – Tenant Management	
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