

**Homes for Islington  
TMO/TMC Review Group  
Minutes of 16<sup>th</sup> March 2006**

Present:	Richard Smith (RS) Chair Jim Stuchbury JS) Dave Frankel (DF) Hugh Partridge (HP) Alex Scorgi (AS) Paul Shepherd Chris Jennings (CJ) Ian Merriman (IM) Tom Kane (TK) Mike Fitzgerald (MF) Trish Hayes (TH) Bernie Tibbs (BT) Annette Parfett Martin Dop (MD) Lorraine Constantinou (LC) Thomas Cooper (TC) Ray Yates (RY) Tanya Daley (TD) Terry Lefevre Shirley Lefevre Mary Selormey John Bevan Brenda Windsor Tony Fernandez  Moulaye Cisse Ian Grigg Lorraine Welland	Halfmoon Crescent Co-op Harry Weston Co-op Harry Weston Co-op Stafford Cripps TMO Bemerton Villages TMO Bemerton Villages TMO Wholenut Co-op Wenlake TMO Taverner and Peckett TMO Taverner and Peckett TMO Charteris Co-op Arch Elm Co-op Arch Elm Co-op Hornsey Lane EMB Brooke-Park Co-op Spa Green TMO Gambier House TMO Brunswick TMO Pleydell TMO Pleydell TMO Pleydell TMO Holbrook Co-op Holbrook Co-op Redbrick TMO Quaker Court TMO Blackstock TMO Blackstock TMO Elthorne First Co-op
HFI Officers	Ferenc Morath (Head of Programme Management) Anthony Jonas (Head of Performance and Procurement) Glyn Robbins (Commissioning Officer Tenant Management) Graham Baugh (Commissioning Officer Tenant Management)	

	ITEM	ACTION
1	<p><b><u>Cyclical Maintenance and Major Works (Agenda Item10)</u></b></p>	
1.1	<p>It was agreed to bring this item up the agenda:                      AJ introduced Ferenc Morath, the new Head of Programme Management and said that HFI wants to consult on TMO/Cs role in capital works. There are four options being presented:</p> <ul style="list-style-type: none"> <li>• HFI takes full responsibility for all cyclical maintenance, major works and decent homes work; the TMO will be involved with HFI in planning works and making key decisions.</li> <li>• The TMO takes responsibility for doing internal cyclical maintenance such as redecorating communal stairs and corridors and HFI does all external work, major works and decent homes</li> </ul>	

	<p>work;</p> <ul style="list-style-type: none"> <li>• The TMO is responsible for internal and external cyclical maintenance. HFI is responsible for all major works and decent homes work;</li> <li>• The TMO is responsible for all cyclical maintenance and major works including decent homes work</li> </ul>	
1.2	AJ stressed that project management of cyclical maintenance and major works is a complex task, but HFI will offer guidance and advice. Each TMO and TMC will be met by HFI staff to discuss the options.	
1.3	FM described the framework contract used by HFI and the improvements this has brought. HFI is very experienced in managing major works contracts and has established partnerships with contractors, but will give guidance and advice to TMO/Cs who want to take on direct project management as well as monitoring TMO/Cs performance.	
1.4	DF pointed out that some TMCs have been doing cyclical maintenance and project management for 20 years. FM advised that current regulations and practices may mean that more work is involved.	
1.5	AS asked how the options relate to the new Modular Management Agreement (MMA). FM replied that this will depend on existing agreements – there isn't one size to fit all. AS asked if MMAs would be varied. GB advised that there may be some variations, if necessary. AJ added that there are some obligations on TMO/Cs undertaking capital projects that are over and above the MMA e.g. health and safety.	
1.6	TK asked if TMO/Cs could employ consultants to assist with project management. AJ confirmed this could be done, but advised that consultants still need to be managed, but the cost of fees would be included in the overall contract cost to be met from the cyclical maintenance allowance.	
1.7	AS asked if this issue would be part of discussion on new MMA. AJ replied that they are separate.	
1.8	AS asked if there have been problems with TMO/C project management in the past. AJ said not, but that increasing burden may be excessive. GB stressed that it is important to have clear lines of responsibility in order to achieve best value for money and results.	
1.9	There were a number of complaints aired about standard of HFI's current project management, including works left incomplete. FM said that he was disappointed to hear about these, but the points were noted. HFI is about to carry out a satisfaction survey of recent works.	
1.10	FM left at this point and the meeting returned to the agenda.	

2	<b>Apologies for Absence</b>	
2.1	There were no apologies.	
3	<b>Minutes of meeting of 12<sup>th</sup> January and matters arising</b>	
3.1	RY pointed out that item 10.2 should read that only two voids had <i>not</i> been let within timescale. The minutes were then agreed for accuracy.	
3.2	Item 2.2.1. GR reported no update on <b>emergency lighting</b> .	
3.3	Item 2.2.2. GR reported on progress on <b>paving at Holbrook</b> issue.	GB
3.4	Item 8.1 Letter has been sent by AJ to all TMCs about the <b>new management agreement</b> and GB has requested revised allowance figures from finance. JB asked what the implications if TMCs don't sign. AJ replied that if there is no valid management agreement in place, TMCs cannot be paid a management allowance. DF referred to the failure of HFI to introduce the agreement and asked about the period of the interim agreement. AJ advised that the interim agreement will last until the new MMA is signed. DF asked what progress on interim agreement. RS replied that this will be addressed at a meeting between TMCs and HFI on 29 <sup>th</sup> March.	GB/SK
3.5	It was confirmed that the new MMA is not a legal requirement for TMOs that have an existing agreement and that mutual agreement will be required before signing. RS stressed that decent homes works will be carried out with or without new management agreements.	
3.6	Item 10.3 GB reported that there is an internal debate about <b>decoration allowances</b> that has not yet been resolved. In the meantime, GB requested that TMO/Cs advise him of amounts that have been paid.	
3.7	Item 10.6 TD complained about difficulty of TMO/Cs being included in lumber clearance programme. GB to investigate.	GB
4	<b>Consultative Panel Reports</b>	
4.1	<u>Item 4: Location of Board &amp; Sub-Board meetings &amp; options for Open Forums:</u> AJ presented HFI proposal for <b>open forums</b> , possibly bi-annual. This was generally felt to be a good idea. IM suggested that other parties (e.g. police, contractors) should also be invited. TC said that there is currently inadequate scope for public participation and consultation at HFI meetings and in particular, that public should be invited to contribute at the start, not the end, of a meeting. There was also a feeling that National Children's Home is not an accessible venue.	
4.2	<b>AGREED:</b> a) Open forums are a good idea. b) Two meetings a year. c) Not Saturday mornings. d) Venue the Town Hall.	

	e) Advertise in local press	
4.3	<u>Item 5: Window Replacement Policy:</u> AJ presented paper on <b>window replacement</b> . Proposal is to replace all metal windows, but only timber windows if they are not expected to last seven years or are seriously faulty. This is an attempt to avoid replacing windows unnecessarily.	
4.4	MF stressed importance of considering energy efficiency issues. IM suggested that windows should be replaced, where possible. A question was raised about warranty on new windows at Blackstock. AJ will investigate and respond.  The report was accepted.	AJ
5	<b>TMO/C Training Report</b>	
5.1	Report for information. HFI congratulated on 'ITM News' and RS advised that AITMO have had membership enquiries as a result of coverage.	
6	<b>Monitoring Review Update</b>	
6.1	GB acknowledged that there have been teething problems with the citrix system, but visits are scheduled with TSG to address these in the coming weeks. Aim is to have problems resolved by end of April.	
6.2	JB said that he does not think the diamond system is fair or objective. GB to provide response.	GB
6.3	TK raised lack of monitoring information about services provided by HFI. TC added that part of reason for this is a lack of political support for tenant management. AJ replied that such information can be found on the HFI website.	
6.4	AS asked question of TMO/Cs having more responsibility for monitoring themselves. GB referred to the NFTMO 'kite mark' for good governance, which TMCT is looking at and hopes to provide more information about.	GB
6.5	RS suggested that TMO/Cs complete a quarterly monitoring form about HFI. This was agreed as a good suggestion. HFI to consider.	GB/AJ
7	<b>Progress Report on developing TMOs</b>	
7.1	Report for information. GB informed that Pleasant Place is not 'going live', due to lack of significant progress, but has the option of serving another Right to Manage notice. Residents have expressed an interest in working with other TMO/Cs and this may feature in any future application.	

8	<b>Homesteads</b>	
8.1	GB advised that merger plans were going ahead for Grimaldi, Wholenut, Northern Line and Pluto and the application is currently with the FSA. Samovar are to decide on whether a buy-out is viable by the end of March. However, owing to the failure of the stock transfer proposals for Moonshine and New Roof Co-ops, the future of these two schemes was now in question and needed to be resolved.	
9	<b>TMC Management Agreement</b>	
9.1	GB has received comments from legal services and is currently revising accordingly. GB will send copy of individual interim agreement to each TMC in advance of meeting on 29/3. DF stated that as TMC agreement is with LBI, not HFI and due to delays in negotiation, he suggests a meeting with Cllr Hitchins.	
9.2	AJ stated that HFI sees no reason or benefits to delaying signing of new MMA beyond March 2007, but this can be discussed on 29/3.	
10	<b>Local Lettings scheme on TMO estates</b>	
10.1	GB informed meeting about intra-estate letting scheme for every 5 <sup>th</sup> void. This has existed since April 2005, so entitlement will be backdated. He is aware that TMO's have not been informed about the scheme, but LBI Re-housing advise that they are keeping track of TMO entitlement, so backdated claims for past voids can be made.	
10.2	MD reported there has been very little co-operation with his EMB on this and asked if there are any points awarded for involvement in TMO activity. GB stated not, allocations were based solely on housing need. TMOs don't make the allocation themselves, but may advertise when there is a suitable letting pending. GB agreed to investigate how the Re-housing team were dealing with this issue.	GB
11	<b>Open Forum on TMO/TMC Liaison Issues</b>	
11.1	TC reported unreliable heating and hot water on Spa Green for 5 months. GB to take details.	GB
11.2	RY asked if true that Kier have lost gas maintenance contract. AJ said that the gas servicing contract for the south of the borough has come to an end, had been re-tendered and another company had won. He did not have information on how the tender had been awarded.	
11.3	TD asked about developments on TUPEd caretaking staff at Brunswick and Pleydell. GB replied that a proposal to share weekend cover with HFI estates had been withdrawn due to cost. TD replied that HFI were not giving enough support on this matter. GB replied that as HFI was no longer the employer it was unable to intervene in issues between the TMO and it's staff	
11.4	JB stated that he felt the consultation on rent increases had not been	

	genuine.	
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The meeting closed at 9.05

Glyn Robbins  
Tenant Management Commissioning Officer