

**Homes for Islington
TMO/TMC Review Group
Minutes of 18th May 2006**

Present:	Richard Smith (RS) Chair	Halfmoon Crescent Co-op
	Jim Stuchbury (JS)	Harry Weston Co-op
	Dave Frankel (DF)	Harry Weston Co-op
	Alex Scorgi (AS)	Bemerton Villages TMO
	Paul Shepherd (PS)	Bemerton Villages TMO
	Portia Msimang (PM)	Charteris Co-op
	Trish Hayes (TH)	Charteris Co-op
	Bernie Tibbs (BT)	Arch Elm Co-op
	Val Weston (VM)	Arch Elm Co-op
	Martin Dop (MD)	Hornsey Lane EMB)
	Lorraine Constantinou (LC)	Brooke-Park Co-op
	Thomas Cooper (TC)	Spa Green TMO
	Ray Yates (RY)	Gambier House TMO
	Mick Bavington(MB)	Braithwaite House TMO
	Kathy Hughes (KH)	Braithwaite House TMO
	Mary Selormey (MS)	Pleydell TMO
	John Bevan (JB)	Holbrook Co-op
	Brenda Windsor (BW)	Holbrook Co-op
	Lorraine Welland (LW)	Elthorne First Co-op
	Tony Fernandes (TF))	Redbrick TMO
)	Quaker Court TMO

HFI Officers	Anthony Jonas (AJ)	(Head of Performance and Procurement)
	Graham Baugh (GB)	(Commissioning Manager Tenant Management)
	Roger Paine (RP)	(Commissioning Officer Tenant Management)

	ITEM	ACTION
1	Apologies for Absence	
1.1	Wenlake TMO Chris Jennings, Wholenut Co-op Graham Baugh, Sandwiches	
2	Minutes of meeting of 16th March and matters arising	
	<u>Accuracy</u>	
2.1	RS pointed out that item 3.5 should read that RY (not RS) stressed that decent homes work will be carried out with or without new management agreements.	
2.2	The minutes were then agreed for accuracy. Proposed LW, seconded RY, and carried unanimously.	
	<u>Matters Arising</u>	
2.3	Item 3.2 – In response to a question from RY, GB reported that there was still no further information on emergency lighting .	GB

2.4	Item 3.3 - GB will check on progress on the paving at Holbrook issue, raised at the previous meeting.	GB
2.5	Item 3.5 – JB asked if there was any more information regarding the £157 M being for all LBI properties. AJ confirmed that all TMO/Co-op managed properties that qualified would get DHS works carried out under the programme. LBI is required to get all its properties up to this standard by 2010 but they cannot all be dealt with straight away. Work has already been carried out on some TMOs and this will be extended to the Co-ops next year and the year after. In response to a question from DF, AJ stated that feasibility surveys to Co-op properties were already in hand. GB added that a couple of TMO estates were due to be completed by July and he would make the point to the capital works team that they must keep the TMOs informed. TH asked whether the DHS also applied to street properties and AJ confirmed this.	
2.6	Item 3.6 - decoration allowances . In response to a question from RY, GB reported that this had now been discussed at length. The current HFI position is that TMOs receive the entire decorations budget for the estate and the decoration responsibility for all voids therefore rests with the TMO irrespective of whether HFI or the TMO carried out the void work. However, GB is meeting with the Chief Accountant to discuss this further. In the longer term, it may be of benefit to the TMOs not to deal with decorations at all. RY expressed concern that when Kiers took over responsibility for voids, they would be more distant. GB acknowledged the implications of the new arrangements and said he was meeting with someone involved in setting up the scheme. There will then be a need to discuss this further. The Co-ops will also be affected under the new MMA and GB briefly outlined the TMO void arrangements. GB will bring this back to the meeting when he is clear about the arrangements.	GB
2.7	Item 3.7 – RS asked if there was anything more to report on lumber clearance . TF stated that Martin Brett was dealing with this in the Central Street Area and he had received a timetable setting out dates when lumber would be collected. The whole lot is collected every four weeks. This was also confirmed by LC. GB reported that Martin Brett dealt with the whole borough and he would arrange for him to email everyone with the arrangements. AS pointed out that collections were made from HFI estates daily but from TMO estates monthly. This implied a second-class service for TMOs. GB said he was not sure exactly how the service was operating but he would check. LC said that she was happy with the new system and several other TMOs agreed.	GB
3	<p>Consultative Panel Reports</p> <p><u>Council Items</u></p> <p>3.1 Item 1: Recycling Collection Services from HFI Properties – For Information</p> <p>AJ introduced the report and noted that there are to be a number of recycling open days, the first of which is this Saturday, but people will have to book. The report was noted.</p>	

<p>3.2</p> <p>3.3</p> <p>3.4</p>	<p><u>HFI Items</u></p> <p>Item 3: HFI Update – For Information</p> <p>AJ introduced the report and noted that a team of eight out-of-hours anti-social behaviour officers had been recruited and that they would be coming to consult with panels.</p> <p>RY asked whether leaseholders could be forced to comply with their responsibilities for gas servicing and AJ undertook to find out. JB said that this was the landlord’s responsibility and AJ said he did not think this was the case for leasehold properties but would check. LC noted that gas safety checks were still a problem as the Co-op was not advised which properties had been done and which properties had not been done. Some properties are now being checked again when they were only done last September so it is not a year yet. GB said that the Gas Safety Management Team were now responsible for all properties and they had their own programme. In order to even out the workload, they may have staggered the safety checks and done some early. AJ added that there was less ongoing work at some times of the year than others and more servicing may be done in the summer months. GB will take up the need to keep TMOs informed with the Gas Safety Management Team.</p> <p>The report was noted.</p> <p>Item 4: Consultative Panel Elections – For Information</p> <p>AJ introduced the report and noted that the elections for the TMO/TMC Review Group would not need to be held until September 2006 but the chair and vice chair should then be elected until May 2007 when elections should take place again in step with the other consultative panels. GB asked if the review group was happy with the current chair and vice chair or wished to propose a change at this point. There was unanimous support for RS and RY continuing.</p> <p>The report was noted.</p> <p>Item 5: Sustainability Strategy – For Consultation</p> <p>AJ introduced the report and asked if there were any comments on the list of options set out at point 3.8.</p> <p>LC noted that when trees were planted, they grew bigger than the surrounding houses and were not maintained. This resulted in paving being lifted and lighting obscured. Rather than plant more trees, HFI should maintain what it already had. It was pointed out that it was GLC policy to over-plant and then remove weak trees but when LBI took over, this did not happen. It was agreed that undertaking an audit of green spaces on estates would be an opportunity to point out the tree problem.</p> <p>JB asked for clarification on what the combined heating and power programme involved. GB explained that this was an initiative taking place in the south of the borough. RY added that this involved waste</p>	<p>AJ</p> <p>GB</p>
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<p>3.5</p>	<p>heat from the communal heating system being converted into electricity. A pilot took place in January/February. TF said that the initiative had now been postponed indefinitely as the deadline for submitting an application for funding and implementing the scheme was next year and this could not be met. If HFI cannot get any government money, it will need to identify other sources of funding.</p> <p>AJ explained that incorporating the Council's green travel plan essentially meant promoting public transport.</p> <p>It was generally felt that the provision of a residents' guide was a good idea.</p> <p>The report was noted.</p> <p>Item 6: Proposals to meet digital switchover – For Consultation</p> <p>AJ introduced the report and noted that the implementation date for the switchover from analogue to digital television was 2012. This paper sets out HFI's proposals for providing digital communal aerials to blocks to which views are sought. HFI's Investment Delivery Committee has agreed the principle that all tenants and leaseholders should retain free access to free to air channels and a number of pilots have been undertaken to assess the feasibility of the various options.</p> <p>AS suggested that when trunking was installed for security cameras it would be sensible to link this to digital TV cabling. CCTV was about to be installed on the Bemerton estate and it would be sensible to do the TV work at the same time. AJ said he would look into this.</p> <p>RY expressed concern that when HFI began major works, people's satellite dishes would be removed. AJ said that he did not want people to be cut off and that the switchover from analogue to digital should proceed with minimal disruption. TC added that when work commenced on Spa Green (grade 2 listed), satellite dishes were removed and attached to the scaffolding. Residents were then informed that they should ask permission to reinstate their satellite dish but there were concerns this would not be granted.</p> <p>The report was noted.</p> <p>Item 7: Kier Islington Best Value Review – For Information</p> <p>AJ introduced the report and RY asked what consultation had been undertaken regarding the transfer of the void function to Kiers. AJ said that Wayne Seaborn was the project manager for this contract and he would contact him about consulting with the TMOs. AS asked if the new arrangements implied a variation to the TMO Management Agreements and AJ replied that there was no change. GB added that LBI could deliver its responsibilities under the agreements through HFI or Kier. However, there could be longer-term budgetary implications for TMOs and they may wish to negotiate variations.</p>	<p>AJ</p> <p>AJ</p>
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	<p>AS stated that the TMOs were just told things that had already been decided at these meetings and when concerns were raised, they didn't go anywhere. GB said that this issue had previously been raised with the TMOs. RY noted that TMOs would need surveying skills in case a void was deemed by Kiers to be under £2,000 when, in fact, there was a significant amount of 'structural' work to be done. JB asked who would be monitoring Kier's surveyors. AJ said that there was a Quality Management Project Team within HFI but he would find out. AS said that this was happening in three months time and the TMOs should know now. AJ said that that the Project Manager could be asked to attend the next meeting.</p> <p>The report was noted.</p> <p>Item 8: Capital Programme – For Information</p> <p>AJ introduced the paper and noted that it gave details of the capital programme for this year and next and does include TMOs.</p> <p>The report was noted.</p>	AJ
<p>4</p> <p>4.1</p>	<p>TMO/C Training Report – For Information</p> <p>GB introduced the report and stated that any suggestions from TMOs for the next training session (on equalities issues) or the Tenant Management Newsletter would be much appreciated. Suggestions should be submitted either directly to Glyn Robbins or via the relevant commissioning officer.</p> <p>The report was noted.</p>	
<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p>	<p>Monitoring Review Update – For Information</p> <p>GB introduced the report and noted that any outstanding problems with the Citrix system should be resolved by the end of May. Holbrook, Half Moon, Elthorne 1st and Harry Weston have yet to have a TSG engineer call and RP now needs to arrange this. Spa Green also has problems as GB has the crypto card. The monitoring database is being improved and this should be complete by the end of June. This will be updated centrally within TMO Central.</p> <p>The report to the CSSB in June will log all organisations that have not supplied monthly data to Tenant Management Commissioning.</p> <p>The Tenant Management Commissioning Team has been reviewing the monitoring arrangements in the light of experience and is looking at ways to accommodate the TMOs/TMCs concerns. When this has been pulled together, it will be fed back to the TMOs/TMCs.</p> <p>In response to a question from DF, AJ stated that HFI monitored its own rent arrears control performance monthly and that HFI performance reports were available on TMO Central.</p>	GB

	<p>the figures but so far had received no reply. He added that HFI had bypassed AITMO by writing to individual co-ops and noted that the revised agreement expired in March 2007 with the option of being extended up to 2009 if the MMA had not been signed by then. This is the opposite of what the ODPM had asked. HFI had been adamant about the March 2007 deadline in the meeting of 29 March but the ODPM had written to AITMO again saying both parties should agree to the time limit. The co-ops will not bow down to bullying and Neal Purvis has already written to HFI informing them of a 15-month programme.</p>	
8.3	<p>GB said he would email a copy of the ODPM amendments to all the co-ops and that the figures were based on the calculation in the management agreement. AITMO had not been bypassed. As the agreements are no longer “in principle” but individual agreements with individual co-ops, they needed to be sent to the co-ops concerned.</p>	
8.4	<p>DF said that LBI’s litigation department had written to AITMO’s solicitor suggesting that they refrain from proceeding on the allowance claim, as it may be possible to resolve the issue without resorting to litigation. They also said that the matter had only recently been referred to them despite the fact that the matter had been raised with HFI in January.</p>	
8.5	<p>GB said that he had been in detailed discussions with legal regarding the matter and HFI/LBI will be replying in due course. AJ added that a substantial amount of money was involved and LBI had a duty to ensure value for money and that income was disposed of properly. As a result, it was not possible to make a quick judgement but the co-ops would get an answer shortly.</p> <p>The report was noted.</p>	
9	<p>Open Forum on TMO/TMC Liaison Issues</p>	
9.1	<p>JS said they had discovered that leaseholders were being charged widely different amounts for building insurance on identical properties. Home Ownership Services say that this reflects when the property was purchased. JS and DF have been given contact details for the insurance section so they can seek further advice.</p>	
9.2	<p>AS said that GB and RP were meeting with BVMO tomorrow (at the TMO’s request) to discuss concerns about the working relationship between HFI and the TMO. He added that the language now being used by HFI revealed a shift away from liaison and support towards a more dictatorial approach. The Council should provide support as opposed to too much monitoring. GB took issue with this. Whilst acknowledging that the level of monitoring had gone up in the last six month, he noted that the Audit Commission was making more stringent demands of HFI and this was being reflected in what was being asked of TMOs. It is a question of balance. Support was still available to TMOs and where there were problems, HFI was prepared to discuss them. RS noted that emails had been received from other TMOs saying much the same thing as AS.</p>	
9.3	<p>RY noted that under the new Tenancy Agreement, there was now a requirement to provide plumbed in connections for washing machines and dishwashers. He was concerned that this was a potential liability for TMOs and their insurance would increase. There would also be a need</p>	

	to service the connections. Other changes for tenants are that they must not have a satellite dish and must not install laminate flooring. The latter could be a problem for people with allergies who have been advised by their doctors to do precisely this. Tenants were also allowed to keep only one dog but not listed dangerous breeds. This raised issues as to how this would be monitored.	
10	Date of Next Meeting	
10.1	Tuesday, 11 July at 7.30pm	

The meeting closed at 9.10pm

Roger Paine
 Tenant Management Commissioning Officer