

**Homes for Islington  
TMO/TMC Review group  
Minutes of 12<sup>th</sup> September 2006**

Present:	Richard Smith (RS) Chair	Halfmoon Crescent Co-op
	Ian Grigg (IG)	Blackstock Management Organisation
	Mary Selormey (MS)	Pleydell TMO
	Tony Fernandes (TF)	Redbrick TMO and Quaker Court TMO
	David Frankel (DF)	Harry Weston Co-op
	Chris Jennings (CJ)	Wholenut Co-op
	Lorraine Welland (LW)	Elthorne 1 <sup>st</sup> Co-op
	Lorraine Constantinou (LC)	Brooke Park Co-op
	Thomas Cooper (TC)	Spa Green Management Organisation
	Moulaye Cissé (MC)	Blackstock Management Organisation
	Martin Dop (MD)	Hornsey Lane EMB
	John Bevan (JB)	Holbrook Co-op
	Gabrielle Griesbach (GG)	Grimaldi Housing Co-op

HFI Officers

Simon Kwong (SK)	Head of Performance and Service Development
Anthony Jonas (AJ)	Performance Manager
Peter Sutton (PS)	Commissioning Officer – Tenant Management

	ITEM	ACTION
1	<b>Apologies for Absence</b>	
1.1	Jim Stuchbury, Bernie Tibbs, Tom Kane, Alex Scorgie, Mr and Mrs Lefevre, Trish Hayes	
2	<b>Minutes of meeting of 11<sup>th</sup> July and matters arising</b>	
2.1	<u>Accuracy</u> It was noted that Ray Yates was present at the meeting. With that amendment the minutes were agreed as a true record.	
2.2	<u>Matters Arising</u> RY asked for an update on the St Luke's Framework. SK agreed to seek an update. 8.3 TC reported that the £35 payment was an ex gratia payment on top of the heating rebate.	SK
3	<b>Consultative Panel Reports</b>	
3.1	<u>Restructuring of Area Housing Offices - Consultation</u> SK introduced this report which sets out options for Area boundaries and tenant consultation structures after the closure of the Isledon Road and Boleyn Road offices  In response to question SK made the following points: <ul style="list-style-type: none"> <li>• There are no planned cuts in staff. HFI needs to make savings because of the loss of allowances that will follow PFI2 going live. The savings will be made through the closure of two offices.</li> <li>• The HFI Board will make the final decision on Area boundaries but will take into account the views of consultative panels.</li> <li>• In future staff should be able to deal with queries from residents anywhere in the Borough, not just those from within Area boundaries. SK accepted that this would mean training for staff and that this should include training staff to deal with TMO/TMCs and the tenants whose homes they manage.</li> </ul>	

<p>3.2</p>	<ul style="list-style-type: none"> <li>• It is unlikely that PFI2 would be expanded to take in any homes from street property Co-ops should they close in future.</li> <li>• There will be no changes in Tenant Management Commissioning as a result of these proposals, other than possible changes to patches.</li> </ul> <p>CJ pointed out that the merged homestead Co-op would have properties in two different Areas. PS said that Charteris had asked him to raise that they prefer Option C under which they would be managed by Holland Walk rather than the East Area.</p> <p>It was agreed that the Review Group would not express a preference between the Options for Area boundaries and that the minutes should reflect that:</p> <ul style="list-style-type: none"> <li>• there were other possibilities for drawing up boundaries including looking at socio-economic aspects</li> <li>• Charteris Co-op prefers Option C</li> <li>• arrangements would need to be made to take into account that the merged homestead would be spread across two Areas</li> <li>• there was no view on the structure for Area Panels</li> <li>• that Area offices should be called “housing service centres.”</li> </ul> <p><u>Decent Community Strategy - Consultation</u></p> <p>SK introduced this report saying it set out a community engagement strategy. SK and TC agreed that HFI is not a landlord. RY suggested that the word “ethnicity” should be used instead of “race.” RY asked where the money came from. SK said LBI could be approached, but that the strategy is not just about spending more. We could use our contacts with partner agencies to lever in money and we could be more strategic about what we do. MC said that HFI should work with TMOs on issues like community safety in practice rather than drawing up strategies like this and acting like a dictator in reality. SK responded that he had explained the intentions, the draft had gone to HFI Board and now the panels are being consulted. A number of TMO/TMCs asked to see the whole document rather than the summary and SK agreed to provide them with a copy. TC said that he had asked for the HFI logo to be less dense at the July Board meeting and explained that this would be better for the environment. He stated that if the security had been working at Blackstock the TMO would not have installed CCTV.</p>	<p>SK</p>
<p>3.3</p>	<p><u>Estate Services Improvement Group - Consultation</u></p> <p>SK introduced this report. The Review Group agreed that the remit of the Caretaking Services Improvement group should be expanded to take in all estate services. RS suggested this should include animal fouling. It was agreed that MS and RY should be the Review Group reps on the Estate Services Improvement Group.</p>	<p>MS/RY</p>
<p>3.4</p>	<p><u>Other Reports - Information</u></p> <p>SK drew the Review Group’s attention to the fact that HFI was given a 5-star rating for its health and safety policy and the significant increase in resident satisfaction on major works.</p>	
<p>4</p>	<p><b>TMO/TMC Training Report - Information</b></p>	
<p>4.1</p>	<p>AJ introduced this paper. He said an evening of training on finance management and anti-fraud has been arranged for 6<sup>th</sup> November and full details will be sent out.</p>	

5	<p><b>Monitoring Review Update - Information</b></p> <p>5.1 AJ stated that TSG have visited all the offices and report they have sorted all access problems. Anyone with outstanding access problems should contact AJ. AJ stated that from now on the agendas would only be sent out electronically and be available on TMO Central, although paper copies would be available on the night of the meeting.</p> <p>DF said that AJ had previously promised him some figures on HFI rent collection and arrears write offs. SK made clear that these are available on the HFI website and that LBI makes the decision on writing off arrears, not HFI.</p>	
6	<p><b>Homestead Co-ops - Information</b></p> <p>6.1 AJ introduced this report. CJ clarified that although the four homesteads are working towards merger this has not actually happened yet. Graham Baugh is meeting the four merging homesteads in the following week. CJ stated that the merged Co-ops had not started talking to Islington Green as they want to see their merger through first.</p>	
7	<p><b>TMC Management Agreement – Progress Report - Information</b></p> <p>7.1 AJ introduced this report and said HFI and the Co-ops were meeting regularly and making good progress. DF agreed, but asked why there was a delay on the interim agreement. AJ agreed to get the necessary changes made for individual Co-ops and seek DCLG approval as soon as possible.</p>	AJ
8	<p><b>Open Forum on TMO/TMC Liaison Issues/ Any Other business</b></p> <p>8.1 RY stated that he was having problems with lumber clearance. LC and RS both praised the lumber clearance service. RS said he would pass on his contacts to RY.</p> <p>8.2 RY asked for a confirmation of HFI policy on satellite dishes. SK said that there was a digital TV pilot, but in the meantime HFI would not allow satellite dishes, particularly with a multi-million pound programme of improving the external structures of blocks.</p> <p>8.3 RY raised the issue of gas safety checks for leaseholders. SK said that HFI cannot enforce this but can seek to persuade leaseholders. In future HFI may be able to offer this service to leaseholders.</p> <p>8.4 GG asked about the management agreement for the merged homesteads. AJ said that the new MMA as negotiated with AITMO will be available to the merged homesteads. GG asked for it to be minuted that prior to the meeting between the merging homesteads and Graham Baugh in the following week there has been no discussions on the new MMA or the interim agreement with homesteads or discussions on individual tweaking of agreements.</p> <p>8.5 MC said that he has been sent two breach notices by HFI about CCTV. The first is a letter from Graham Baugh dated 31<sup>st</sup> August. The intercom was not remedied after four years. The 2005 AGM agreed to install CCTV and a petition was signed by the majority of residents to get CCTV and remedy the intercom. The TMO bid to HFI to fund CCTV and a year later HFI said that they will never pay for it. RY asked for clarification that HFI had stated that it would never pay for CCTV on the estate. MC said yes. MC said BMO thought they could use their surplus funds to pay for CCTV as their Rules say they can</p>	RS

<p>8.6</p> <p>8.7</p>	<p>do so. After the work started GB came to see MC and made five points. These were:</p> <ol style="list-style-type: none"> <li>1. that there was no consultation</li> <li>2. that service charges should apply even though BMO don't intend to charge leaseholders</li> <li>3. that BMO are not financially competent</li> <li>4. that BMO are not competent at governance</li> <li>5. problems with procurement. GB stated that the bid process was flawed despite the fact that BMO had tendered to 4 companies and picked the best. They are getting 28 cameras.</li> </ol> <p>RY asked for clarification that BMO had received 4 tenders against the same specification and has chosen one of them. MC said "that's right."</p> <p>MC said that the Isledon Road Area Panel had agreed to fund £30,000 towards the CCTV but that the TMO had never received the money. MC said that BMO had agreed that leaseholders should not be charged for the CCTV as BMO is using its surplus. RS stated that this issue of surpluses had come up with other TMC/TMOs and that his view is that their Rules state that surpluses can be used for the benefit of members.</p> <p>MC said that BMO has the funds and had offered to show bank account details to GB but he was not interested. RY asked how much the work cost and how much BMO has in its surplus fund. MC stated that the works cost £68,000 plus VAT and the BMO has that much in its surplus fund. MC said that HFI have instructed BMO to stop the work. MC needs confirmation that the cabling can continue but camera installation must stop. SK stated that HFI has offered to meet with BMO this week if possible to discuss the situation, however he and HFI officers present fundamentally disagree with many statements that MC has made tonight.</p> <p>TC asked which HFI officers are attending the NFTMO/National ALMO Federation event. SK said that HFI has not nominated anyone yet, but would like to run a joint workshop with Islington TMOs.</p> <p>RY asked for an update on the Brunswick situation. SK responded that this would not be appropriate.</p>	
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