

Notes of the Old Street Area Housing Panel

12th May 2010 Tompion Hall Community Centre 7pm

Present:

Dennis Kleinberg (DK)	Whitbread Estate TRA
Blanche Woodbridge (BW)	King Square TRA
Frances Sullivan (FS)	King Square TRA
Miranda Jules (MJ)	Popham 2 TRA
Martin Rutherford (MR)	Poham 1 TRA
Brenda Toutouyoutte (BT)	Triangle Estate
Barbara Matthews-Smith (BM-S)	Triangle Estate
Lou-Lou Albert (LA)	Triangle Estate
Francois Smit (FS)	Margery Street TRA
Irene Francis (IF)	St. Lukes Etstate TRA
Shirley LeFevre (SL)	Pleydell TMO
Terry Leferve (TL)	Pleydell TMO
Katy Webster (KW)	Triangle Estate
Caherine Curzon (CC)	Special Projects Manager HFI
Virginia Stephens (VS)	Consultation Manager HFI
Helen Cagnoni (HC)	1 in 1000 representative
David Salenius (DS)	Area Housing Manager HFI
Simon James (SJ)	Service Development Manager HFI
Louis Read (LR)	Community & Service Development Officer HFI

1	Election	
1.1	DS proposed moving agenda item 5. To the start of proceedings.	
1.2	DS referred to the paper on elections for a Chair for the Area Housing Panel and explained the process by which it is run. Results were as follows:	
1.3	Chair – Una O’Hallaron nominated and seconded. 7 voted in favour, 0 voted against.	
1.4	Vice Chair – Elaine Smalley nominated, postponed election till next panel meeting in July as she was not present.	
2	Apologies	
2.1	Kay Winters - Popham 1 TRA Sean Wood – Spa Green TMO Elaine Smalley – Lagonier TRA	
3	Petitions	
3.1	3 Petitions were received since the last panel meeting.	
3.2	DS presented his report on the petition received from residents	

	<p>at the Triangle, presented to the board by former Cllr Jyoti Vaja. A copy of this report is available upon request from Louis Read (CSDO).</p> <p><u>Security/ASB Issues:</u></p>	
3.3	<p>DS advised that HFI is working with the Bunhill Safer Neighbourhood's Team and is seeking assistance from residents to identify those entry doors which are causing the most ASB problems.</p>	
3.4	<p>DS advised residents that they could ring the Out-of-Hours ASB hotline, which responds to 90% of call-outs.</p> <p><u>Estate Security Issues:</u></p>	
3.5	<p>DS advised that there is a plan of action to resolve the large number of outstanding repairs. The vast majority of those outstanding have now been completed.</p>	
3.6	<p>DS advised that Steve Martin, Quality Assurance Officer, will be checking the caretaking standards 3 times per week, Teresa Penfold will be checking once a week.</p>	
3.7	<p>BM-S said that lots of rubbish is remaining week after week and that lots of communal repairs are not being done.</p>	
3.8	<p>DS said that communal repairs are now restricted to those which are health and safety. For some repairs HFI is looking to other budgets such as Paving and Lighting, Estate Security and External Decorations budgets.</p>	
3.9	<p>LA said that notices telling people not to litter or leave rubbish should be fixed immovably.</p>	
3.10	<p>MR asked what was the possibility of using mobile CCTV</p>	
3.11	<p>DS said that HFI does on occasion use a contractor to do this, but it is quite costly & requires information from residents to site it correctly.</p>	
3.12	<p>BT said that people come from South London and cause ASB on the estate.</p>	
3.13	<p>LA reported that "Spa green" graffiti has been sprayed in the communal areas in the past.</p>	
3.14	<p>HC advised to report incidents to the SNT meeting to make it a priority for them.</p>	

3.15	DK referred to item 7.1 on the report for further discussion of these issues.	IN
3.16	DS presented his report on the petition received from residents at the St Lukes Estate.	
3.17	IF reported that further to this, the tenant being the subject of the report had previously thrown bricks at a TRA member. LR will update Ian Newman who will look into the matter.	
3.18	DS reported that continuing liaison with social services is taking place, and supported accommodation of some kind is a likely outcome of any decision made.	
3.19	DS presented his report on the petition received from residents at the Stafford Cripps Estate.	
3.20	HC commented that consultation is meaningless if people are not aware of what works will entail. Furthermore, are people given the option of option out of the communal heating system?	
3.21	DS advised that they were not, however Property Services will be continuing to consult with residents.	
3.22	CC added that there will be a consultation meeting with residents tomorrow (13 th May) in the TMO office, which has a demonstration kitchen installed.	
4.	Actions from Last Meeting and Matters Arising	
4.1	HC said on 3.6, Thank you for the figures & requested the vacancy figures & how many people are on the waiting list be provided also.	Paulette Johnson
4.2	HC asked if the revenue received from parking is spent on tarmac. DS said that this was not the case.	
4.3	DK asked for a print out of the parking spaces on Whitbread. & informed that No. 11 has been empty for some time. There are also people listed with parking spaces who do not own cars.	
4.4	LA said she was informed that there were no spaces at the Triangle.DS informed that these spaces cannot be let due to there current state. There may be the possibility of operating an “invest to save” scheme to undertake renewal works to make the spaces suitable for letting.	
4.5	IF reported that her daughter gave up her parking space on the redbrick estate, however it is still empty. Paulette Johnson to	

	look into this case.	
4.6	MR said that 3.8 does not mention the rats in the reply. Teresa to rectify.	
4.7	MR asked CC, on 6.3: When will the security gates be completed?	
4.8	CC advised in 4-6 weeks. This will involve the closers being installed at a cost of £18,000 for the 3 blocks in question. Occupational health will identify wheelchair users to HFI and those blocks will also have works done. All residents will be consulted on any door entry works which take place.	CC
4.9	IF asked (11.4) when will the Tarmac be done on St. Lukes? CC will take this issue back to Daniel Shone.	
4.10	On 13.4; BW updated that EPS vans are continuing to park on the yellow box section of the road outside Mooreland school.	Bill Hickmott
4.11	HC asked on Question 2) The 'Health Infrastructure' in Clerkenwell & Bunhill: In Clerkenwell the electoral role shows there to be 9,279 people, therefore how is the ratio of people: doctors arrived at? HC requests a breakdown of the report. As the Surgeries in Bunhill and Clerkenwell wards may take in patients from the surrounding areas, this may affect the accessibility ratio.	
4.12	HC commented on the response to Question 3) The HFI business plan doesn't tell you when the consultation will occur with residents over the future of HFI.	
4.13	SJ Updated that LBI is reviewing all the options available. There are several options; Housing trusts, bringing the housing service in-house, and a newer model called Community Land Trusts. The Councils report will be completed in October. Consultation with residents and the Board will be from March 2011.	
5.	Review of Tenant Compact Survey 2010/11	
5.1	SJ presented the report on tenant compact 2010/11 and invited comments:	
5.2	On page 7., MR queried "HFI is owned by Islington Council", asking why then, does it pay a management fee.DS explained the ALMO arrangement and that HFI is a private company, with one share, being owned by LBI.	
5.3	HC stated that she had initially objected to the tenant compact being managed by HFI, as funding for issues such as Youth work and employment and training should come out of the	

	Council's General Fund.	
5.4	SJ replied that the government has encouraged housing provides to get involved in youth work etc. Furthermore, Islington is the second highest receiver of subsidy in the country.	
5.5	HC said that these services should come out of the general fun as it is a tax that every resident in Islington pays. Non-housing issues should be removed from the tenant compact.	
5.6	IF proposed that a vote be taken to decide the issue. DK said that he and others shouldn't vote on something that they are not adequately knowledgeable about. U'OH said that the issue will be carried over to the next panel.	
6.	Homes for Islington (HFI) & Consultative Panels Update	
6.1	HC asked, on page 11, who is on the Residents' Involvement Register (RIR). SJ said that the RIR is made up of 850 residents & is a way for residents who can't attend all meetings to give feedback to HFI. It is also part of the governance structure of HFI, beneath the Board, the Performance management Committee and TRAs.	Jacqueline Robinson
6.2	IF/HC requested the names of those on the register through the freedom of information act.	Jacqueline Robinson
6.3	SJ updated the panel on the changes to the complaints procedure.	
6.4	MR commented on the HOU drop in service at Old Street, saying that the time was inappropriate.	
6.5	DK commented on the misprint on page 19. "1 in 100".	
7.	March Performance Report & AOB	
7.1	DS presented the report for the year ending in March 2010. DS said that he is aware that caretaking need to improve and the target is for Old Street to become the top performing office n this area.	
7.2	DK asked when information on the SLA will be available? DS said that the pilot is completed in Margery Street Estate: Sign off is with FS. This will be rolled out to other estates shortly.	
7.3	HC gave her congratulations and asked if the high rent arrears collection was due to the 2 week payment period?	

7.4	DS said that there are isolated tenants with high arrears. More support is generally given to tenants before taking action.	
7.5	SJ stated that 5 years ago the average debt was around £265 per tenant. In 2004 there were approximately 250 evictions, comparatively in the last year there have been around 70 evictions.	
7.6	BW reported that sometimes when ringing the office, the phone line can cut out. Paulette Johnson to take this issue up with Una Darrer from TSG (the I.T. department).	PJ
7.7	MR stated that fireman's override keys are still being used to gain access to some blocks, by Dominos Pizza and target marketing companies.	
7.8	DS said that Dominos have been written to twice, the Legal team are now drafting a letter to all companies involved advising that further action will be taken for trespass if it happens again. The hardware shops supplying the keys are being written to also, however, the police won't confiscate the keys as it is not illegal to carry one.	
7.9	TL reported that the water on Pleydell Estate keeps going off. DS will report to Bill Hickmott.	Bill Hickmott
7.10	HC reported that some residents, including elderly residents are being charged for some repairs. The call agents at HFI direct are not asking how old the resident is when informing them of this.	
7.11	DS said that all calls are recorded, so individual cases can be looked into.	
7.12	HC reported that locks were changed to balconies on the Finsbury estate and all the keys are now the same on each floor. This will lead to more suicides. DK added that there were lots of "Priority 1s" resulting from their fire risk assessment. DS advised that urgent ones are done within 3 months. Many recommendations are too costly for the AHO to consider.	Peter Rushbrook
7.13	DK asked VS if there was any progress since 27 th January on the metal doors for Farriers house. VS to report back to DK.	VS
7.14	MR asked for the timers to be changed on Popham Estate to summer time.	Peter Rushbrook
7.15	MR & IF asked for amendments to minutes from March 2010,	LR

	LR to amend.	
7.16	IF reported that the intercom between flats and the concierge is not working, and can she have a refund?	
7.17	DS confirmed that the electrical section will confirm the date that it was not working then will work out the apportionment of charge to be refunded.	Electrical Team
	Date of next meeting:	