

NOTES OF THE OLD STREET AREA HOUSING PANEL

Wednesday 20th January 2010 – Tompion Community Centre – 7pm

Present:

Una O’Halloran (UH)	St Lukes TRA
Helen Cagnoni (HC)	1 in 1000 Rep
Terry Lefevre (TL)	Pleydell Estate TMO
Shirley Lefevre (SL)	Pleydell Estate TMO
Irene Francis (IF)	St Lukes TRA
Francios Smit (FS)	Margery Street TRA
Dennis Kleinberg (DK)	Whitbread TRA
Adrian Hall (AH)	Peregrine TRA
Martin Rutherford (MR)	Popham 1 TRA
Jo Pamment (JP)	Lagonier House TRA
Elaine Smalley (ES)	Lagonier House TRA
Blanche Woodbridge (BW)	King Square
Frances Sullivan (FS)	King Square TRA
Peter Muswell (PM)	Redbrick TMO
Danny Unstead (DU)	Pleydell Estate TMO
Jon Farrant (JF)	Head of Services (Operations)
David Salenius (DS)	Area Housing Manager, HFI
Louis Read (LR)	Community Service and Development Officer HFI
Zaheer Mamon (ZM)	Cripplegate Trust

1	APOLOGIES	
1.1	Apologies received from: Miranda Jules (Popham 2 TRA) Cllr Jyoti Vaja Cllr Ruth Polling	
2	Presentation by the Cripplegate Foundation on Islington Community Chest Grants	
2.1	ZM presented on the grants available on the Islington community chest, how and when to apply and who is eligible.	
2.2	TL stated that TMO’s are not eligible to apply. UO’H advises TL to refer to Joe Trotter as a complaint. ZM advised TL to set up a small community group to ensure eligibility.	
2.3	DU enquired if Lunch clubs can be eligible for community chest grants. ZM confirmed that they could.	
2.4	MR questioned the timescales for application where bank accounts have been delayed in setting up. ZM emphasised the supportive nature of the process.	
2.5	DS emphasised the role of the CDSO LR in supporting TRAs in applying for grants. LR to meet with ZM and approach TRAs to distribute information.	LR

3	Actions from last meeting and matters arising	
3.1	Following item 2.1 from 18 th November, Aiden Stapleton to meet with Martin Rutherford to respond to outstanding issues raised at the panel meeting on 18 th November.	AS
3.2	Following item 2.4 from 18th November, the resident from has not received the post completion survey. DS to ensure IN forwards post case survey form to resident forthwith. Andrew March to review process whereby the case was closed in the first place.	AM
4	Feedback from November Panels	
4.1	MR congratulated HFI on caretaking performance.	
5	Housing Revenue Account; Review of Rents, Un-Pooled Service Charges and other fees and charges for 2010/11	
5.1	Item 2.1 This item: Combined Heating and Power system on Stafford Cripps and St. Luke's estates, has been withdrawn.	
5.2	If the CHP were to be proposed in the future, IF queried whether leaseholders will be charged under S.20 for the heating works.	
5.3	DS Noted that there will be a communication strategy to convey the proposals to residents. There will be a report to the board on 22 February followed by a list of FAQs.	
5.4	HC asked whether the Combined Heat and Power system would be more expensive to residents.	
5.5	U'OH noted that on other estates with CHP systems, residents were initially supportive; however the potential disruption caused by the works lowered support.	
5.6	JF explained average rents increased by 1.31%, which amounts to £1.10 weekly per tenant. Updated charge increases are in line with the rate of inflation. (Item 3.4) heating will have a break even charge within 2 years. There will be no increase in parking charges.	
5.7	4.4 following subsidy reduction, LBI/HFI will make £2.3 million in efficiency savings in 2010/11. caretaking charges	
5.8	Item 7.2 <ul style="list-style-type: none"> • DK queried, if 'black cab' drivers reduction in band charging will be continued, will disable parking remain the same? • TL stated that it is unfair to charge cabbies less when minicabs, and other small business who use cars are not. • UO'H emphasised that this was previously voted against at the AHP; JF to report back to Panel. 	
5.9	MR asked whether the DTV aerial charge of 26p will continue to increase; JF reported that this is reviewed annually.	JF
5.10	Item 7.1: IF asked whether or not compensation can be claimed for a partial or disrupted service of intercom system between residents and concierge offices. JF stated that Where there is a prolonged period of failure to one element of the service, HFI may take into account the overall impact this has had on residents to determine if	

	compensation should be recommended outside the current policy. DS to raise the service provided by Alfatrack, with Property Services. DS to check with Daniel Tomey the service which is being received by the ground floor residents of Lagonier House. Following this, DS will discuss the charges applied to residents' accounts with the rent account team and the Home Ownership department.	JF/DS
5.11	DS to check with Eric Calvert from Electrical maintenance team at Property Services the service provided to residents with regards their intercoms. DS will then determine whether any refunds are due. Daniel Tomey to check whether speakers in lifts are operating effectively. UO'H to bring this issue up at the concierge meeting.	DS
5.12	HC Stated that the AHP has previously voted against heating and hot water charges being levied on top of normal fuel bills.	
5.13	HC How much income produced by Garages/ estate parking charges? How much revenue is being used from the HRA to fund tarmac etc. This issue was raised previously in relation to the tenants compact. DS to ask Parking Manager David Hutchinson for revenue totals received from parking and garage facilities; also to obtain the percentage of facilities which are rented out to non HFI residents.	PJ
5.14	UO'H queried her place on the parking space waiting list. DS to check with Paulette Johnson.	
5.15	UO'H, HC and TL queried how many non HFI residents occupy parking spaces and garages and what the procedure is for monitoring garages filled with rubbish. DS to ask Parking Manager David Hutchinson for revenue totals received from parking and garage facilities; also to obtain the percentage of facilities which are rented out to non HFI residents. DS to check with Peter Rushbrook the process whereby HFI reviews Garages which are full of rubbish, as requested by Jon Farrant. DS to consider whether within Health and safety requirements, HFI can allow residents to clear garages to enable letting.	DS/DH
6	Amendments to LBI Secure Tenancy Agreement	
6.1	MR asked why HFI was presenting changes to the LBI secure tenancy agreement. JF explained that HFI's management agreement includes consultation with residents.	
6.2	ES feels that the wording of 'endangered species' is problematic. PM reported that his TMO has a wildlife area which encourages rare breeds.	
6.3	TL & SL reported that there is considerable nuisance caused by breeding of dogs and dogs fouling communal areas.	
6.4	JF emphasised that the changes regarding keeping of pets would not be enforced retrospectively.	
6.5	The panel voted on the 4 options for wording regarding keeping pets in appendix 1, page 13 of the consultative papers. The results were as follows: Option 1: 4 Votes Option 2: 6 Votes Option 3: 3 Votes Option 4: 0 Votes. The panel agreed to use option 2.	

6.6	With regards appendix 2, page 14: MR stated that ground floor tenants with laminate flooring can still cause noise nuisance.	
6.7	HC feels that option 2 is an intrusion into peoples' lives. Laminate flooring is often installed for reasons of health and affordability.	
6.8	AH rather than being prescriptive, floors should be suitably insulated to avoid nuisance to others.	
6.9	HC noted that there are doors on Bevin Court which constitute a fire hazard. DU added that residents often leave bikes and BBQs on balconies. TL described the problems on the Pleydell Estate with regards satellite dishes and blocked fire escapes.	
6.10	DS/JF emphasised that the issues surrounding security grilles are based around recommendations from the London Fire Brigade, and that the emphasis is on residents obtaining written permission for improvements.	
6.11	The vote for the options in appendix 2 were as follows; Option 1: 7 votes Option 2: 2 votes Option 3: 1 vote	
6.12	On Item/Amendment 6. DK asked if fire risk assessments are being carried out, by whom and if there was an action plan in place. JF Responded that they are being carried out by QAOs, and the action plans are based upon minor/medium and high risk categories.	
6.13	The panel voted on items 6.4-6.9 regarding additional conditions to improve fire safety; the results were as follows: 6.4 Agreed with the proviso that the wording 'enclosed' is changed to 'communal'. 6.5 The panel voted against. 6.6 Agreed. 6.7 Agreed. 6.8 Agreed. 6.9 The panel voted against.	
7	Repairs and Maintenance Re-Procurement Update	
7.1	(Item 7.6) HC stated that the TSA doesn't yet affect most London Boroughs.	
7.2	(Item 7.3) MR requested that the Popham 1 residents are included in letters.	
7.3	AH reported on his involvement on the Repairs and Maintenance Re-Procurement panel. AH stated that the assessment of contractors is concentrating on issues of quality (40%) and customer care, including enforcement of poor workmanship and benefits to community and youth engagement.	
7.4	HC stated that sharing profits has lead to overpricing in partnering contracts.	
8	HFI Consultative Panel Update	
8.1	The panel noted the report as information.	

9	Forward Plan	
9.1	MR: Popham 1 residents need to be notified about refuse collection days. JF to query with Kenny Wilks, environmental services.	JF
9.2	HC feels that the allocations policy should be consulted over.	
10	Any Other Business	
10.1	IF/UO'H are concerned about the exact dates of digital switchover following letter from Sky/HFI DS to check with PS contents of the letter sent by Sky/HFI concerning digital switchover/switching off existing analogue aerial. Furthermore, DS to obtain the programme for digital switchover with Martin Dennis.	DS
10.2	DS to check with Teresa Penfold, the lack of caretaking on Newland Court and the lack of grounds maintenance on the St. Luke's Estate. Also to update on status of insurance claim pending for replacement doorbell following arson attack on 26/10/09 following IF's notifications.	DS
10.3	Andrew March to confirm position with alleged squatters at 3 Coopers House & position with the furniture left out in garden at 7 Farriers House for 4-5 months, following concerns from DK, and UO'H.	AM
10.4	DS to check with Teresa Penfold, when the communal gate will be replaced at Greenwood House following damage 2 years ago.	DS
10.5	DS to check with responsive repairs team (Lorenzo Heanue) when the repair to the ongoing roof leak at 17 Lagonier House will be completed.	LH