



**Partners for Improvement in Islington
Residents Forum Meeting**

Minutes of the Residents Forum

Held at 6.30pm on Thursday 22 November 2007

PRESENT:

Forum Members: Susanne Lamido (SL) Interim Chair
 Richard Best (RB)
 Rosemary Hilton (RH)
 Michael Adedeji (MA)
 Suzanne Bryant (SuB)
 Shirley Bryant (ShB)
 Chris Matthews (CM)

Partners: Ed Butler (EB)
 Katrina Dalby (KD) Minutes
 Laurence Wakeman(LW)

HFI: John Farrant (JF)
 Eileen Abbott (EA)

Apologies: Georgina Galliers Interim Vice Chair
 Muriel Duncan
 Dave Gorman
 Chris Graham
 Melvyn Holden
 Lisa Cowley

1. Minutes and matters arising from meeting of 20 September

1.1 The Chair asked that her request to monitor a void and tenant refurbishment was added to the minutes.

 With this correction, the meeting accepted the minutes

 The Chair noted that the minutes were well presented

2. Answers from HFI to questions from previous meeting

2.1 EA introduced the item and talked through the paper.

- 2.2 It was discussed that the Forum knew that the properties in Pentonville Road were not council owned. The Forum wanted to know what action the council were going to take to get them back in use.
 - 2.3 **Action** HFI reported that they would need to look into the Council's powers for making this happen. The Forum noted that the council can take action if the owners are not registered as voters and that if the Council don't do this then individuals may have to take action against the Council.
 - 2.4 The Forum discussed the digital switchover and action being taken by HFI. The Forum requested that redundant aerials are removed during the upgrade as this would improve the aesthetics.
 - 2.5 **Action** EA confirmed that the proposals for the upgrade work are incomplete and that they would consider adding this to the schedule. HFI reminded the Forum that this only applies to properties with communal aerials installed by the Council. It is not as straight forward as removing them because ownership of the aerials has to be established.
 - 2.6 The Forum questioned whether residents should seek permission before installing aerials. HFI confirmed that this is correct, and planning permission should be sought if the property is listed. They are hoping that the digital switchover will give them the chance to try and improve this.
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3. Terms of Reference Ratification

- 3.1 EB introduced this item.
 - 3.2 The terms of reference were ratified by the Forum unanimously.
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4. Report from Chair

- 4.1 The Chair went through her report and Partners response paper
- 4.2 The Forum agreed that individual cases should not be discussed and the Terms of Reference should be used to deal with Forum members who don't behave appropriately.
- 4.3 The Forum confirmed that they agreed with the action that the Chair has taken so far in managing Forum members.
- 4.4 EB confirmed that Partners staff would deal with any security issues during Forum meeting.
- 4.5 The Forum discussed Emily Thornberry's motivation for contacting Partners residents. The Chair noted that she had recently met Partners new PR person, Sue Thompson, who would be promoting Partners good news stories.
- 4.6 **Action** LW to confirm that Works literature states that calls are charged at a local rate
- 4.7 LW confirmed that if a tenant has a tall fridge/freezer we will aim to incorporate this in their kitchen design.
- 4.8 The Chair commented that at a recent meeting when talking about voids HFI's attitude was that prospective tenants should be grateful for the offer of a property.

- 4.9 **Action** JF to investigate this
 - 4.10 Partners and HFI confirmed that a property should not be viewed before the basic facilities are in place e.g. kitchen, bathroom. Occasionally work can fall behind which may mean that this doesn't happen.
 - 4.11 The Forum discussed the new Tenant Handbook. Comments included, 'it is a dream come true,' 'it is lovely,' and 'it is exactly what we wanted'. **Action** KD to feedback to Doug Pope.
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5. Forum Chairing Arrangements

- 5.1 The Forum discussed the merits of a rotating chair, and having a PFI1 and PFI2 Chair/Vice Chair. The Forum agreed to continue with the current arrangements with SL as Chair and GG as Vice Chair. Due to the lack of PFI1 members, although agreed in principle voting on this is carried forward until the next meeting.
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6. Works Team Update

- 6.1 LW introduced this item
 - 6.2 The Forum highlighted that they did not receive their invitations to the recent Works team party until the day before the event. **Action** LW to feedback to team responsible
 - 6.3 The Forum noted that it was good to see the new RLO uniforms including name badges.
 - 6.4 EB confirmed that Natasha Wyeth and Rosa Payne (Partners staff) had arranged for LBI to give Partners residents energy efficient light bulbs.
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7. Partners Performance at a glance

- 7.1 EB introduced this item.
- 7.2 The Forum asked why telephone surveys carry less weight in the Repairs Team performance results than the cards. EB confirmed that this is because Partners consider the cards to be more objective.
- 7.3 The Forum asked how e-mails are counted in the KPI's. EB confirmed that e-mails are treated in the same way as letters.
- 7.4 The Chair noted that she has used the Repairs service recently and found the service to be excellent.
- 7.5 The Forum discussed the Works programme. It was noted that some residents did not know what was happening regarding their refurbishments, there had been missed appointments and there were discrepancies around survey dates/works start dates etc. **Action** LW to feedback to Works Team. **Action** The Chair asked all Forum members to take problems from residents and feed these back to Partners to resolve. The Chair asked to be copied in to these issues. **Action** ShB agreed that photos could be taken of her refurbishment in January. EB noted that Residents should contact Partners via our Customer Services team on 0800 587 3595.

8. HFI Comments on Partners Performance

- 8.1 EA introduced this item and went through the paper.
- 8.2 The Forum requested that HFI include figures on their graphs so that they are clearer. **Action** EA agreed to do this.

9. Resident Forum Training and Development Programme

- 9.1 EB introduced this item. Partners would like to offer training to the Forum. With the agreement of the Forum this would start with a training needs analysis. Forum members would complete a questionnaire and the results would be used to agree the best type of training. EB could also arrange for a guest speaker from TAROE to attend the forum.
- 9.2 The Forum agreed that they would like to receive training and are happy to accept what Partners make available.

10. HFI Consultative Panel Papers

- 10.1 JF introduced the papers. The Forum had no comments on any of the items for consultation.

11. Associate Directorship, HFI Contracted Services Sub Board

- 11.1 The Chair introduced this item. GG is currently Partners representative at these meetings. The Chair proposed that GG retains her post and that she will continue to attend until GG resumes.
- 11.2 The Forum discussed HFI's inspection. It was noted that the Forum had expected to be informed of it and that they knew little about it. HFI confirmed that they did not receive much advance notice and had no control over who the auditors contacted. **Action** EB to e-mail the Forum with an overview of HFI's inspection.

12. Any Other Business

- 12.1 The Chair asked for an update on the Partners website. **Action** EB confirmed that a draft structure has been designed and Partners are talking to IT to move production forwards. Partners will consult the Forum on it.
- 12.2 The Forum highlighted a resident who is experiencing problems with the return of her possessions after refurbishment. **Action** LW to investigate. **Action** KD to confirm procedure for packing/storing boxes with the Works Team.
- 12.3 It was noted that CM had done an excellent job recording decisions.
- 12.4 The Chair asked the Forum whether they would prefer to have the meetings at the Town Hall. All Forum members confirmed they preferred to meet at Colebrooke Row.

12.5 LW confirmed that residents who are having their refurbishment can use our respite home at Wharfedale Road. The property is fully furnished with kitchen facilities.

The meeting closed at 8.30pm.

Date of next meeting: 24 January 2008

Actions arising from minutes – Partners Residents Forum 22/11/07

| ITEM NUMBER | ACTION FROM MINUTES | UPDATE | OWNER |
|-------------|--|--------|-------------------|
| 2.3 | Investigate Council's powers for getting disused property (42-44 Pentonville Rd) back into use. | | EA, HFI |
| 2.5 | Investigate adding the removal of redundant aerials to the digital switchover programme | | EA, HFI |
| 4.6 | Clarify that the Works Team literature specifies that the 01322 customer service number states that it is charged at a local call rate | | LW |
| 4.9 | Investigate void comments made by a HFI staff member | | JF, HFI |
| 4.11 | Feedback to Tenancy Team that the Forum are pleased with the Tenant Handbook | | KD |
| 5.1 | Vote on chairing arrangements carried forwards | | Chair |
| 6.2 | Feedback delay in receiving invitations to the Works Team | | LW |
| 7.5 | ShB to take photos during refurbishment | | ShB |
| 7.5 | Feedback to Works Team problems with survey appointments and works information | | LW |
| 7.5 | Forum members to highlight problems with residents refurbishments to Partners | | All Forum members |
| 8.2 | Include figures on performance graphs | | EA, HFI |
| 11.2 | Provide inspection information to Forum | | EB |
| 12.1 | Consult Forum on Partners website plans | | EB |

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| 12.2 | Investigate resident complaint regarding return of storage boxes | | LW |
| 12.2 | Check procedure for storing and packing storage boxes during refurbishment | | KD |