

Hackney Homes Ltd

Part A Minutes of Resident Liaison Group Meeting, held at Christopher Addison House, 72 Wilton Way Hackney E8 1BJ

On 12 June 2014 at 6.30PM

Present	Cllr Philip Glanville (Co-Chair) Irene Lewington Mavis McGee Payne Mthimkhulu Cara Phillips George McGee Doreen Bullock Sandra Foot Ivan Jones Sheila Coxon Laurence Windle	Officers Charlotte Graves Jim Paterson Jim Yeend Dave Mordey Observers Millie Steele Minutes Tess Merrett
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Item	Held in Public	Action	Date
1 Welcome and Introductions and Declarations of Interest	Philip Glanville welcomed everyone to the meeting and everyone introduced themselves.		
2 (a) Apologies	Rebecca Freeman, Jean-Paul Lawrence Tampu-eya, Alison Evelyn, Sue Rolle, David Larkin, Muriel Gordon		

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2(b). Declaration of Interests	None.		
3. Estate Environment, Grounds Maintenance, Repairs Update	<p>Jim Paterson introduced the KWEST satisfaction surveys for the following areas</p> <ul style="list-style-type: none"> • Gas Satisfaction Survey • Estate Cleaning & Grounds Maintenance • Repairs Satisfaction <p>The Group asked how residents were selected to take part in the surveys and how big the sample was. Jim Paterson said that a percentage of the jobs undertaken each month were randomly selected and sent to KWEST.</p> <p>Jim Paterson was asked if there was a tree maintenance programme as there were some trees in the communal gardens on the Milton Garden Estate which were blocking the light into Browning House. Jim Paterson said that there was a programme and that pruning took place in the winter months.</p> <p>Some of the Group said that the grass was getting very long on some of the estates. Jim Paterson said that the recent wet weather followed by sunshine had caused the grass to grow quickly and now the weather was fine, the teams were out there cutting the grass. Charlotte Graves said that some areas of grass were allowed to grow longer such as round the base of trees as there may be bulbs there. Other areas were allowed to grow as part of the Council's biodiversity programme.</p>		

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	<p>The Group asked where dog fouling should be reported. Jim Yeend said this could be reported to the estate managers, the ASB teams or the dog enforcement team and action would be taken.</p> <p>The Group asked how trees were dealt with on street properties. Jim Paterson said that officers were working on a tree strategy together with a biodiversity and Japanese knotweed strategy. Street properties would be included in this. Charlotte Graves said that if there was a serious problem then it should be reported and officers would address it.</p> <p>It was suggested that the police community support officers had been trained in handing out fixed penalty notices for dog fouling but the Council wouldn't undertake the paperwork. The Group asked whether the estate cleaners could hand out fixed penalty notices. Jim Yeend said no they could not. It was noted that residents were unwilling to give witness statements in respect of dog fouling and therefore it was difficult to take action. If it was the same resident allowing their dog to foul then the estate officer should record this and then pass it over to ASB. The Group felt that dog fouling was reported but nothing was done so enforcement was the issue.</p> <p>It was noted that the dog wardens were LBH staff.</p> <p>A briefing note on dog fouling would be brought to the next meeting.</p> <p>The Group asked how often deep cleaning took place. Jim Yeend said it was usually on request.</p>	<p>J Paterson/S Chapman</p>	<p>24.7.14</p>

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	<p>The Chair of Central Panel said that the cleaning on the De Beauvoir estate was a big problem and the lift in his block was filthy all the time and no one does anything. The litter picking however worked. Jim Paterson said it was disappointing to hear this as senior officers undertook unannounced inspections and the cleaning was generally good.</p> <p>The Group expressed concern that residents were paying for a service they were not receiving as the cleaners were not always on the individual estates. Jim Paterson said that the cleaners' timetables were not prescriptive and they went where the problems were. The Group said that more cleaners were required. Philip Glanville said that more cleaners would mean the costs would go up.</p> <p>The Group asked why agency staff were not used during the holiday period. Jim Paterson said that there were budget constraints and there were generally enough cleaners to provide cover.</p> <p>The Group said that residents often threw rubbish out of their windows and used the bin stores as a lavatory. Jim Paterson said that these were part of the daily challenges faced by the cleaners.</p> <p>The Group asked how often the bins were washed out. Jim Yeend said they were washed out as and when necessary.</p> <p>The Stoke Newington Representative said that the fob entry buttons were filthy on her block.</p>		

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	<p>The Group asked about the external communal window cleaning. Jim Paterson said that the blocks of 6 storeys and under had been cleaned but there had been a health & safety issue with blocks above 6 storeys. These had now all been risk assessed for the abseilers and a new programme was being drawn up.</p> <p>Charlotte Graves asked for a show of hands from the members on who had a problem with cleaning and grounds maintenance on their estate and the following estates were identified.</p> <p>Landfield De Beauvoir Marcon & Apsland Woodberry Down York Row Sandford Court</p> <p>Jim Yeend would visit these estates in the morning and a further visit to them would be arranged with an inspector from the Tenancy & Leasehold Services Team.</p> <p>The Chair of the Central Panel felt frustrated that individual matters were discussed at this meeting. He said that reports to Panels, ETRAs and Inspectors were not working and asked why.</p> <p>Jim Paterson said that officers would attend these meetings however members said that officers attended but thought that everything was working well.</p>		

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	<p>The members felt that the outside of the estates was inspected and they looked good but no one bothered to go inside the blocks which is where the problems were. .</p> <p><u>Repairs</u></p> <p>The Group asked what happened to the repairs which were not dealt with immediately and were logged on to the system. Dave Mordey said that all officers could monitor and review the repairs on the system and appropriate action was taken. However it was agreed that repairs would be brought back to the meeting in July and the repairs officers could give a full explanation of how the system operated.</p> <p><u>Gas</u></p> <p>Dave Mordey gave some background to the gas service. A fundamental review had taken place of the gas service and this had included amending the tenancy conditions which allowed for forced entry if access had been denied. This had resulted in a 100% CP12 gas safety certificate record at year end.</p> <p>The apprenticeship scheme was very successful and young hackney people were becoming gas engineers. Residents would soon see leaflets around the borough and through their doors as well as adverts in Hackney Today and the resident newsletter seeking young people to enter the apprenticeship scheme for 2014/2015. Officers were looking at ways to</p>	D Mordey	24.7.14

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	<p>include young people over the age of 19 as currently the scheme was restricted to those aged between 16 and 19 because of funding arrangements. The Group asked about entry level criteria. Dave Mordey said that gas and electrics were difficult subjects and therefore required grades A-C at GCSE level. It cost @£100k to train an apprentice.</p> <p>The DLO for the first time in many years were now undertaking boiler installations. A 100% record of operatives attending appointments was achieved and feedback showed that operatives were</p> <ul style="list-style-type: none"> • Wearing their ID • Were courteous • Were wearing their uniforms. <p>The one area which was being assessed was how Hackney Homes could improve the level of breakdowns and prevent repeat calls. If there was a third breakdown then a supervisor also attended the appointment.</p> <p>Worcester Bosch boilers were being installed as were fuel saving plugs for smaller properties.</p> <p>The Group asked if all the operatives attending were fully qualified.</p> <p>Dave Mordey confirmed that they were.</p> <p>The Group asked whether safety checks for leaseholders and the elderly could be included in the service Hackney Homes provided. Charlotte Graves said that this idea had been visited before but there were legal</p>		

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4. Hackney Homes' update	<p>issues around leaseholders. However, it could be looked at again.</p> <p>The Group said that credit where credit is due and that the gas service was excellent.</p> <p>Charlotte graves highlighted</p> <ul style="list-style-type: none"> • Rent collection • Welfare Reforms and discretionary housing payments • Voids <p>There had also been a number of fires around the borough one of which had resulted in a death. Charlotte Graves encouraged the Group to invite the fire brigade to their fun days to highlight the main causes of domestic fires which were mainly owing to cooking with hot fat and smoking.</p> <p>A member of staff had been attacked and badly injured after acid had been thrown over them by a tenant. The tenant had been charged and was currently in police custody.</p> <p>The RLG expressed their sadness at this and asked for their best wishes to be conveyed to the member of staff in question.</p>		

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5. Update from the Panels	<p><u>MESH</u></p> <p>Payne Mthimkhulu passed on Brian Clubb's families thanks for the lovely flowers and messages of condolence following Brian's passing.</p> <p>A fun day was in the early stages of being organised and more details would be passed on to Hackney Homes' officers in due course.</p> <p>The new officers at MESH were</p> <p>Ivan Jones – Chair Joyce Brown – Vice Chair John Williams – Treasurer Payne Mthimkhulu – Secretary.</p> <p><u>Clapton Panel</u></p> <p>May McGee said that 2 reps had been elected to sit on the Tenants' Levy Panel.</p> <p>Cleaning was an issue in Clapton and Stamford Hill had an issue with the recycling bins.</p> <p><u>Stamford Hill</u></p> <p>Muriel Gordon had sent an email round identifying various issues and officers were looking at these.</p>		

 <p>HackneyHomes In partnership with  Hackney Council</p>	<p>Hackney Homes Ltd</p> <p>Part A Minutes of Resident Liaison Group Meeting, held at Christopher Addison House, 72 Wilton Way Hackney E8 1BJ</p> <p>On 12 June 2014 at 6.30PM</p>	
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	<p><u>Shoreditch</u></p> <p>Doreen Bullock said that TRAs were folding in Shoreditch and this was a concern for the Panel. The Resident Participation Team needed to look at this.</p> <p>Philip Glanville said that Hackney Homes were leading some TRA meetings in order to help with keeping the TRAs going.</p> <p><u>Central Panel</u></p> <p>Lawrence Windle agreed that TRAs in the Central Panel area were folding. The Central Panel were approaching the TRAs to come to Panel meetings and the Panel was in the process of setting up a website. A successful training programme had been undertaken.</p> <p>The key areas of concern were repairs, cleaning and lifts.</p> <p><u>Stoke Newington</u></p> <p>Cara Phillips said that the cost of a key fob had risen from £10 to £30 and there had been no consultation with residents on this.</p>		
<p>7. Minutes and Matters arising.</p>	<p>The date for the review groups had been set for 10 September and 15 September both during the day. As the meetings had been arranged in the day, some members were unable to attend. It was not possible to hold further evening meetings but once the first review meeting had been held, consideration would be given to holding the second meeting on the evening of the 17 September instead of the scheduled RLG.</p>		



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AOB	<p>The agenda for the meeting scheduled for 24 July 2014 would be</p> <p>Repairs Dog Fouling HH Policy Update</p> <p>The meeting closed at 8.35 pm.</p>		

Signed as a true record of this meeting _____ Chair Date _____