

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

Minutes of the Residents Forum

Held at 6.35pm on Thursday 23 July 2009



PRESENT:

Forum Members: Susanne Lamido (SL)
Chris Graham (CG)
Michael Adedeji (MA)
Suzanne Bryant (SuB)
Shirley Bryant (SB)
Tim Clark (TC)
Rose Marie McDonald (RM)

Partners: Ed Butler (EB)
Ami-Anne Spring (AS)
Tom Irvine (TI)
John Venning (JV)
Peter Newbold (PN)
Thomas Dezso (TD)

HFI: Anthony Jonas (AJ)
Ivan Willis (IW)
Martin Church (MC)

Apologies: Dave Gorman (DG)
Georgina Galliers (GG)
Muriel Duncan (MD)
Chris Matthews (CM)
Lisa Crowley (LC)
Michael Read (MR)
Richard Best (RB)
Richard Bunting (RB)
Saeed Abdulrahim (SA)
Christopher Cavendish (CC)
Liz Voss (LV)

1 – Decisions about the Forum

1.1 EB Introduced the item and explained that the purpose was to decide on the following: membership co-option, election of Chair, election of Vice-Chair, election of Associate Director for Homes for Islington's Performance Management Committee.

- 1.2** The Forum agreed by way of a vote that co-options should be made after a Chair for the full 2 years has been elected, 7 in favour and 0 against. **(ACTION TI)**
- 1.3** The forum also agreed that due to number of apologies from Forum members, the election of a Chair and Vice Chair for the full 2 years should be deferred until the next meeting in September 2009, 4 in favour, 2 against and 1 abstention. It was agreed that MA would Chair the evenings meeting. **(ACTION TI)**
- 1.4** The Forum were advised that e-mail votes received by Forum members who were not in attendance would only stand for that meeting. New votes would need to be submitted for the meeting in September 2009.
-

Item 2 – Minutes and Matters Arising

- 2.1** MA introduced the item.
- 2.2** Item 1.1 in previous minutes – GC advised that it should say PFILAG rather than PLAG.
- 2.3** TI pointed out that pg 16 of the papers was the Action Summary of the previous meetings actions.
- 2.4** Item 1.4 in previous minutes - TI advised that the Town Hall has been booked for Forum meetings in September and November 2009, and that assuming there are no changes all future meetings will be held at the Town Hall as soon as we are able to book a room.
- 2.5** Item 1.5 in previous minutes – CG advised that this item was raised by CG and not CM.
- EB advised that the diagram referred to in 1.5 has been amended accordingly.
- 2.6** Item 1.6 in previous minutes – TI advised that the Council have responded to this on pg 16 of papers
- EB agreed that there will be an article on this in Partners Gazette.
(ACTION EB / KD)
- CG advised that a key word needs to be added to this item in the minutes.
- 2.7** Item 1.7 in previous minutes – TI advised that LV has given her apologies for the meeting and that there was no information on this item.

TI agreed that a report on the makes and models of boilers will be available at the meeting and that information will be made available on Partners website. **(ACTION TI / LV)**

- 2.8 Item 3.2 in previous minutes – EB apologised that the Code of Conduct was not on the wall in meeting room, but advised that it was available.
- 2.9 Item 8.1 in previous minutes – TI advised that providing GG and MD are co-opted on the Forum, they would like to organise an event later on in the summer and advised that Partners are happy to support any ideas that the Forum have on this.
- 2.10 Item 9.4 in previous minutes – SL advised that she would like to know the outcome of this.

TI advised that an update will be given in the Works Team Update item on the agenda.

- 2.11 Item 10.3 in previous minutes – TI advised that the Council have provided a response to this item on pg 16 of papers.

EB advised that the Forum is welcome to come up with some questions on the Tenant Compact that can put to HFI.

Item 3 – Tenancy Management update on enforcement of tenancy conditions

- 3.1 PN introduced the item and paper. PN advised that following on from the Best Value Review and recent customer surveys, an Action Plan has been drawn up which highlights areas where the enforcement of tenancy conditions could be improved on and how Partners hopes to achieve this.

PN explained to the Forum that Partners has to ensure that each case of a breach in tenancy conditions is dealt with appropriately and that proportionate action is taken. He advised that residents expectations need to be managed and a consistent approach applied.

PN advised the Forum that tenancy conditions will be added to Partners website. **(ACTION PN)**

- 3.2 PN informed the Forum that Islington Police are currently running a dangerous dog campaign, and advised anyone who is experiencing problems in this area to contact Partners.
- 3.3 PN advised the Forum that he wanted to canvas their opinion on what areas they would like to see featured in Partners Gazette.

The Forum agreed that they would like to see features on Pets and noise. **(ACTION PN / EB / KD)**

- 3.4 PN advised the Forum that if residents are experiencing ASB from a neighbouring Partners Leasehold property, they should contact their tenancy officer who will liaise with the Leasehold Team to deal with the problem.
- 3.5 PN advised that he would take individual details down from Forum members, for him to look into specific issues. He also advised that he is very happy to return at a later meeting to update Forum members on the Action Plan.

Item 4 – Works Team Update

- 4.1 TI introduced the item and paper.
- 4.2 TI advised that LV has contacted CM regarding her kitchen cupboard. LV reported that the Works Team aim to fit a 500mm drawer in all properties. As CM has a small kitchen this was not possible. LV has offered to change the drawer for CM, but that this will result in her losing cupboard space. CM is in the process of deciding what to do.

TI informed the group that as a result of their feedback a new kitchen design leaflet is being produced, in order to ensure that residents have the best possible information on kitchens.

- 4.3 CG pointed out that there ought to be a basic minimum requirement for what residents receive and that this should be based on the size of the property.
- 4.4 MA requested that this item should be kept on the agenda for the next meeting. Including the description of minimum storage capacity and a copy of the FLAG brochure. **(ACTION TI)**
- 4.5 RM advised that she suspects what was taken out of CM's previous kitchen was of better service to her than what has now been installed. RM explained that she has experience of this with her electrical system since her home was refurbished.

TI agreed to take these comments back to the Works Team who will respond to individual concerns. **(ACTION TI / LV)**

Extra Agenda Item – Repairs Team

Ex.1 EB introduced item and TD, the Repairs Team Service Improvement Manager.

Ex.2 TD explained that if residents are unhappy with the service they receive from Partners Repairs Team, they should report it to a Repairs Team Supervisor in the first instance and if they remain dissatisfied, then they should contact him.

Ex.3 SL raised the issue of boundary walls. TD advised that the Repairs Team make the wall safe and then refer it to another service area at Partners for rebuild if appropriate.

IW pointed out that it depends on whether it's a Round 1 or Round 2 property as to who has the responsibility to rebuild the wall, if it is necessary. Round 1 is Partners and Round 2 is HFI.

It was agreed that boundary wall repairs will be added to the next meeting agenda. **(ACTION TI)**

Item 5 – Homes for Islington Quality Checks of Partners Refurbishment work

5.1 MC introduced the item and paper.

5.2 CG asked the following questions that were answered by JV:

Are new tenants issued with an Energy Performance Certificate?
Yes.

Who is making applications for Building Control / Planning Consent?
United House (on behalf of Partners)

Are the Works Team working to guidelines and standards of workmanship?

Yes, industry guidance.

5.2 MC advised that the contract is very clear in relation to refurbishment work, and that the Works Team are working to an Output Specification.

AJ advised that it's United House's job to ensure that the people carrying out the work are doing it properly.

5.3 TC asked if the 50% score is going to create an improvement in works.

MC explained that he feeds back tenants issues to the Works Team in regular meetings and that there is someone who works on resolving the problems. MC advised that he chases these issues up.

- 5.4 SL asked what happens when scaffold is up and gutters need to be cleared.

JV advised that he understood gutters were being cleared whilst scaffold is in place, but that he will check that this happens.

(ACTION JV)

Item 6 – Annual Service Plan out-turn and Performance Review 2008-2009

- 6.1 EB introduced item and ran through paper.

No questions.

Item 7 Homes for Islington Consultative Panel Papers

- 7.1 AJ introduced item and explained that there is no booklet for this meeting.
- 7.2 CG advised that he printed the contents of the booklet off from the internet, therefore it is available. CG explained that Forum members should be kept up to date with National issues, National Tenants Conversation.

EB agreed that there should be a future agenda item on National Conversation. **(ACTION TI)**

Item 8 – Any other business

- 8.1 SL advised that she would like it to be made procedure that Forum papers are e-mailed to members with e-mail addresses, as separate Word documents, not in a collated PDF format.

TI confirmed that this would be done. **(ACTION TI)**

- 8.2 IW raised the issue of how Partners present their performance data, and advised that Eileen Abbot offered to create a working group for members to join if they wanted to be involved. IW asked members to give him their names if they are interested.

- 8.3 MA asked for all Forum administration to be dealt with by one person, a single point of contact.

TI agreed that Forum Communication would be added to the next meeting agenda. **(ACTION TI)**

The meeting closed at 8.35pm