



	<p>the Board. It has been proposed that a joint meeting of all 3 subsidiary RSL boards is set up at which the budget will be discussed.</p> <p><b>Action:</b> CK to confirm date of meeting.</p> <p>No management accounts have been provided the board request that in future they are to see the monthly accounts at every meeting in order to keep up to date.</p>	<p><b>CK</b></p>
<p><b>4.0</b></p>	<p><b><u>Draft IH Budget 2009/2010</u></b></p> <p>Joint budget meeting of all three subsidiary RSLs to be held on Monday 26<sup>th</sup> February 2009.</p>	
<p><b>5.0</b></p> <p><b>5.1</b></p> <p><b>5.2</b></p> <p><b>5.3</b></p> <p><b>5.4</b></p>	<p><b><u>Key Performance Indicators</u></b></p> <p>The Board proposes that the Group should establish a set of KPIs by which the groups' performance of services provided to the RSLs can be judged. TS propose that this should be discussed at the Board away day.</p> <p><b>Action:</b> For next meeting of the Board a paper should be produced detailing the 2009/2010 targets, including recommendations, the basis of these recommendations and extra KPI's specific to the RSL.</p> <p><b><u>Planned Maintenance</u></b></p> <p>IHHA are taking action on Gas Servicing by bringing it back in-house to clear the back log.</p> <p><b><u>Estate Management</u></b></p> <p>Inspection dates for the whole year have now been agreed. Residents have at least four weeks to rearrange if necessary.</p> <p><b>Decision:</b> It is agreed that spot checks be carried and reported back, but these are not to be publicised.</p> <p><b><u>ASB</u></b></p> <p>It is highlighted that these figures only show the number of closed complaints and do not make any reference to satisfaction. Report to be changed to reflect this.</p> <p><b><u>Complaints</u></b></p> <p>The rules regarding complaints panel hearings states that one of the panel members must be a resident from another estate. Therefore, there needs to be an increase in the number of people who are listed as possible panellists.</p> <p><b>Action:</b> In the long term a change of policy is suggested.</p> <p><b>Action:</b> In the short term, it is requested that a note be added to the KPIs to show that outstanding complaints are in fact due to tenant representative on panel cancelling at late notice.</p>	<p><b>CK</b></p> <p><b>CK</b></p>

	<p><b><u>Action:</u></b> Indicate how many complaints have gone to the ombudsman.</p>	<b>CK</b>
5.5	<p><b><u>Resource Management</u></b></p> <p><b><u>Action:</u></b> Obtain definition of ARR on KPI report.</p>	<b>CK</b>
5.6	<p><b><u>Rent Collection and Arrears</u></b></p> <p>The Board expressed concern at the level of leaseholder arrears.</p> <p><b><u>Action:</u></b> TS to arrange meeting with MS to discuss this issue.</p> <p><b><u>Action:</u></b> Check minutes for FTA who write off and on what level.</p>	<b>TS</b> <b>CK</b>
6.0	<p><b><u>Rent setting policy</u></b></p> <p><b><u>Decision:</u></b> It is agreed to adopt the policy for one year only, to be extended only after consultation with residents and further deliberation by this Board. (Four in favour, 2 against)</p>	
7.0	<p><b><u>Directors Report</u></b></p> <p>The Samuda office is in very poor condition and there are health and safety concerns. It is suggested that an accommodation review take place.</p> <p><b><u>Action:</u></b> Discuss how this will be released to staff and the public.</p> <p>It is also noted that this report has a lot of detail regarding the situation at Island Homes HA. The Board state that having received this information they are now happy to leave this in the hands of CK and only report by exception, when there are problems.</p>	<b>CK/ TS</b>
8.0	<p><b><u>Property Services Procurement</u></b></p> <p><b><u>Action:</u></b> Obtain information regarding New gas Contractor and references from other clients.</p>	<b>CK / TS</b>
9.0	<p><b><u>Operating Environment</u></b></p> <p>The board discussed the operating environment and the problems associated with lenders.</p>	
10.0	<p><b><u>TSA - Island Homes Action Plan</u></b></p> <p><b><u>Action:</u></b> Include maintenance forum information.</p>	<b>CK</b>
11.0	<p><b><u>Board Members Expenses Policy</u></b></p>	

	Approved.	
12.0	<b><u>Board Member Recruitment</u></b> Approved.	
13.0	<b><u>Resident Road Map</u></b> Agreed.	
14.0	<b><u>Letter from TSA</u></b> Noted	
15.0	<b><u>IH and Customer Contact Centre</u></b> Noted	
16.0	<p><b><u>Major Works Update (MB)</u></b></p> <p>An EU tender is currently underway. There has been a huge amount of interest. The Section 20 process has now commenced and is being managed by Steve Schollar.</p> <p>31 pre-qualifications questionnaires have been received. These will then be shortlisted to 10 by assessing which have complied with the stated requirements. These will then be further shortlisted through a detailed examination concluding in 5 contractors being invited to tender.</p> <p>Residents have been invited to take part in the shortlisting process.</p> <p>It is suggested that RK attend the next short listing phase due to her knowledge of this issue.</p> <p>The Board stress that there should be visibility around the clauses of resident involvement.</p> <p><b><u>Action:</u></b> Write terms of reference and circulate to the panel. These will then be approved by the OHG Board.</p> <p>It is noted by one board member that a complaint has been received regarding the consultation process as a tenant felt they were notified too late to make arrangements and were therefore excluded.</p> <p><b><u>Action:</u></b> Steve Schollar to attend the next board meeting and provide a report on the issue of leaseholder recharging. He should address who will be the independent arbitrator and who will set the guide lines for who classifies as in hardship.</p> <p><b><u>Action:</u></b> CK to research what other organisations in Tower Hamlets are doing on leaseholder recharging.</p>	<p><b>MB / CK</b></p> <p><b>SS</b></p> <p><b>CK</b></p>

	<p>The master plan brief is for one commission to work on all four estates. It is suggested that a management information system be tested and that we should look at problems which are likely to occur and address how these should be prioritised.</p> <p><b>Action:</b> MB to seek comments on brief from TRA chairs and Board members on the master plan. Asbestos plan to come to Board for sign-off. <b>MB</b></p> <p><b>Action:</b> Asbestos database to be kept up to date. Property Services to maintain. <b>KL</b></p> <p><b>Action:</b> MB research if we are getting the best value for money on our supply chain. <b>MB</b></p> <p>The Board highlight the issue of the possibility of a breakdown in supply chain. This should be looked at in order to cover the risk.</p> <p>The Audit Commission expressed concern at the Island Homes estate signage. There are numerous differences in the signs, logos, branding etc. This needs a full makeover.</p> <p>It is also noted that there are no voids in the immediately relettable properties. There are nine within the major works programme.</p> <p><b>Action:</b> Make note in KPIs Reports when these voids are long term, major works voids. <b>CK</b></p> <p><b>Action:</b> Look into possibility to build in long term voids under the major works programme. <b>CK/MB</b></p>	
17.0	<p><b><u>Corporate Strategy</u></b></p> <p>Noted</p>	
18.0	<p><b><u>Press and Publicity</u></b></p> <p>Noted</p>	
19.0	<p><b><u>OHG, CHA and THA Minute</u></b></p> <p>Noted</p>	
20.0	<p><b><u>Residents Get Involved Newsletter &amp; Stakeholder Letter</u></b></p> <p>Noted</p>	
21.0	<p><b><u>OHG Report (New Chair)</u></b></p> <p>Noted</p>	
22.0	<p><b><u>Board Member Co-opted Appointment Process</u></b></p> <p>Approved.</p>	

<b>23.0</b>	<b><u>AOB</u></b> None	