

ISLAND HOMES BOARD MEETING

*Held on Wednesday, 8th April 2009
at Millwall Office at 18:30*

Present:

Terry Stacy <i>Chair</i>		(TS)
Pam Cole		(PC)
Nigel Duerdoth		(ND)
Mary Goyder		(MG)
Hugh Lake		(HL)
Catherine Kyne		(CK)
Mohammed Mium		(MM)

In Attendance:

Mike Brooks		(MB)
Charlin McIntosh <i>Minutes</i>		(CM)

1.0	<u>Apologies for Absence:</u>	
	<ul style="list-style-type: none"> • Rumana Khair 	
2.0	<u>Minutes of Island Homes Board Meeting held on the 11th of February 2009:</u> <u>Action:</u> CM to send final copy to TS <u>Action:</u> TS to return signed copy to CM <ul style="list-style-type: none"> • TS requests that “Action points list” be changed to “Matters Arising List” 	Action CM TS
3.0	<u>Matters Arising</u> 3.2 - Chair Action – OHG Gift AID has been signed off by TS <u>Action</u> Asbestos Database to be produced for the next meeting	KL
4.0	<u>Items for Decision</u> <u>4.1 Resident Roadmap</u> <ul style="list-style-type: none"> - The Board were advised that the road map was now complete and ready for distribution to residents and stakeholders. The board noted that an early version of the draft road map had made available to some residents and stakeholders without the knowledge of IH. This had resulted in the 4 into 1 campaign distributed an inaccurate leaflet amongst residents. - CK advised the Board that the inaccuracies will be addressed in the letter sent to Resident introducing the road map. Residents should be directed to the accurate information on the Resident Roadmap. - The Board noted that the Resident Roadmap will be available in all Reception Areas & the Web Site. <p>4 into 1 leaflet and IH response to be distributed to Board Members</p>	CM/CK

	<p>- The Board noted the requirement to set a Board AwayDay.</p> <p>Action: Dates to be emailed to all Board Members</p> <p><u>4.2 Island Homes Action Plan</u></p> <p>The board noted the amended plan in the TSA format and agreed that Microsoft project manager should be used for internal monitoring and board reporting. Risks should be shown along with progress towards target. The board were advised of the TSA request for a high level summary.</p> <p>The Board fully supported the appointment of a resident friend and accepted that the target date may be missed to ensure that residents have ample opportunity to work on a person specification for the role.</p> <p>The next evidence return for the TSA is 20th May 09. The board requested that IH progress against target is sent out under separate cover and reported at the June board meeting.</p> <p>Board members cited problems with lack of communication & transparency and asked that staff consider increasing face-to-face meetings. It was suggested that skeleton staff could cover the office reception allowing the majority of staff to go out and meet residents.</p> <p>Residents had reported that they are confused about the choice based lettings scheme and do not understand the process</p> <p>Officers to discuss advertisement with the borough and publicise the scheme in a user friendly way</p> <p>Ck to include an article in the next news letter (if space allows), write to TRA chairs asking them to publicise the scheme. Place information on notice boards and ask officers to promote the service</p> <p><u>4.3 Communication Strategy</u></p> <p>The board noted the Strategy and approved subject to minor changes being incorporate.</p> <p>Action: CK to send amendments to the Group Policy Team</p> <p>Strategy approved</p> <p><u>4.4 Appointment of Company Secretary</u></p> <p>The Board noted the report.</p>	<p>CM/TS</p> <p>CK</p> <p>CK</p> <p>CK</p> <p>CK</p> <p>CK</p>
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	<p>12. Recruitment</p> <p>The Board noted the recruitment situation and agreed that IH should now start to recruit to the vacant positions</p> <p>The Board noted the report.</p> <p><u>5.2 KPI Reports – CK to amend</u></p> <p>The boards noted the KPI report and discussed at length the format and performance against target. Whilst improvements were noted concerns was expressed around the following areas.</p> <ul style="list-style-type: none"> • Gas servicing • Leasehold Management • Arrears • Tenancy management visits • Lack of central reporting. <p>The board requested the following amendments to the future presentation of the report:</p> <ul style="list-style-type: none"> • Alter residents KPIs to show completed visits and how many residents were actually seen on the visits • Trend charts to progress past Dec • KPI should continue to be shown on a month by month performance basis. <p>The Board noted the report.</p> <p><u>5. 3 Community Development Report</u></p> <p>Some board members requested another copy of the guide to resident involvement</p> <p><u>Action:</u> Send copy of Guide to Resident Involvement to MG</p> <p>The chair requested a copy of the Terms of Reference for the consumer panels and asked for a list of community activities that we support.</p> <p><u>Action:</u> Board members to be a sent list of community activities and the terms of reference for the consumer panels</p> <p>Full details to be provide on the expenditure of the Community Chest. The board requested that this should be publicised to residents. Concern was expressed around the evident delays in approving grants. The board requested that the CD team publish deadlines for applications and agree approval timetables.</p> <p>The board noted a complaint from a TRA member who expressed concern around assistance available to help set up projects and lack of information. The board confirmed this is an objective for the Community Investment Team and requested a report on activities for the next board meeting. The CD team to: write to 4 TRA's enclosing information on the project support.</p>	<p>CK</p> <p>CM</p> <p>PH/MM</p> <p>PH/MM</p>
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	<p>CD team and IH to agree when 2010 community chest budget will be advertised, to include application process and dead lines and how value for money will be monitored. All CD reports to the board should detail IH activity against the plan only.</p> <p>The Board noted the report.</p> <p><u>5.4 MAJOR WORKS PROGRAMME - MB</u></p> <p>MB circulated the draft Master plan and asked the board for comments before Friday 17th April 09. Board members to email comments to CK or CM</p> <p>The Board noted resident representation at consultation events and requested details of which residents were involved.</p> <p>MB to provide the information for the next board meeting.</p> <p>The board discussed the balance between tenants & leaseholders and agreed the consultation process outlined by MB</p> <p><u>Action:</u> Provide a summary of information for the June's Board Meeting</p> <p>The board discussed kitchen defects and asked why the 6 kitchens could not be replaced. MB advised that the issues were not defects but pertained to life style, he confirmed this is not a problem with the product.</p> <p>The board requested a full report on the audit trail on action taken and conclusions drawn. This can then be circulated to residents.</p> <p>The board discussed signage and expressed their dissatisfaction at the length of time it is taking. MB advised that consultation on the matter has been difficult and the replacement of signs has been incorporated into the tender for external works.</p> <p>The Board noted the report.</p>	<p>PH/MM</p> <p>Board</p> <p>MB</p> <p>MB</p> <p>MB</p> <p>MB</p>
	<p><u>5.5 Rent setting policy</u></p> <p>The paper was noted and the board requested that the Assistant Director presents a full report to the next meeting.</p> <p>The Board deferred the report.</p>	<p>SS</p>
	<p><u>5.6 Major Works Service Charge</u></p> <p>The board expressed concern that the bench marking information was not included. The board deferred the report until June and requested that full details on bench marking and leaseholder capping is made available</p> <p>The Board deferred the report.</p>	<p>SS</p>

7.0	<p><u>Finance Report</u></p> <p>The Board noted the summary and discussed the causes for the overspends last year.</p> <p>The board requested a review of the RTB figures produced in 3b. Clarification is sort from Finance. Figures do not appear to balance.</p> <p>The Board noted the report.</p>	CK
9.0	<p><u>ANY OTHER BUSINESS</u></p> <p>Next Meeting: 10 June 2009 Location: TBC</p> <p>The Board noted a communication break-down between Board Members and asked that board members are kept informed of issues outside the board meeting.</p> <p>HL advised the board that the group has won tribunal against Inland Revenue on a VAT issue. CK to circulate the details.</p> <p>All press releases releases/letters sent on behalf of the Governing body to be sent to Board Members ahead of publication</p> <p>The board were advised that staff had highlighted a number of concerns around access to community facilities for ethnic minorities and the need for staff to challenging in-appropriate comments and racism. One Board member re-enforced this stating he left a meeting due to comments being made. CK advised the board that she has meet with a number of concerned residents and talked through process for applying for the use of community facilities. It has been made quite clear that community facilities on the island are for all community members and no-one should be disadvantaged. All cases reported will be challenged; IH will raise their concerns with the TRA's.</p> <p>In addition all staff will receive refresher diversity training.</p> <p>Board members requested details of the TRA's Diversity policy</p>	<p>CK</p> <p>CK</p> <p>CK</p> <p>CK</p> <p>CK</p> <p>CK</p>