

ISLAND HOMES BOARD MEETING Web Site

*Held on Wednesday, 9th December 2009
at 100 Chalk Farm Road, London, NW1 8EH at 18:30*

Present:

Terry Stacy <i>Chair</i>		(TS)
Pam Cole		(PC)
Mary Goyder		(MG)
Carol Yarde		(CY)
Jan Bros		(JB)
Leila Musa		(LM)
Rumana Khair		(RK)

In Attendance:

Mick Sweeney		(MSw)
Catherine Kyne		(CK)
Mike Brooks		(MB)
Matthew Saye		(MSa)
Charlin McIntosh <i>Minutes</i>		(CM)

1.0	<u>Apologies for Absence:</u>	
	<ul style="list-style-type: none"> • Mohammed Miaum • Hugh Lake • Nigel Duerdoth 	
2.0	<u>Minutes of Island Homes Board Meeting held on the 8th of September 2009:</u> <u>Action:</u> CM to send final copy to TS <u>Action:</u> TS to return signed copy to CM CK indicated a change to the minutes under 7.2 IH Action Plan update.	<u>Action</u> CM TS
3.0	<u>Matters Arising</u> <u>Action:</u> CM to check points 2 and 5 to ensure that actions were completed and received by relevant members.	CM
4.0	<u>Items for Decision</u> 4.1 Major Works Expenditure CK introduced the report and explained the recommendations as laid out in the paper. The background on the void was explained and the Board noted the high costs associated with the works. All the options were explained including the open market sale of the property. The Board were apprised of all alternative funding options currently being explored and asked to approve the expenditure detailed in the report in principal, and subject to the organisations failure to secure alternative funding from HCA.	

<p>4.2</p> <p>5.0</p> <p>5.1</p>	<p>Action: Chair requested that CK update him on the funding situation.</p> <p>The Board approved all recommendations.</p> <p>Delegated Authority</p> <p>The Board noted the departure of the previous Finance Director and the interim appointment of Martin Heys. The Board approved the recommendation that the Group Finance Directors delegated authority be passed to the Interim Finance Director including authorised signatory for lenders.</p> <p>The Board approved the recommendation.</p> <p>Additional Resident Board Member</p> <p>CK presented the paper and explained the background to the report.</p> <p>The options for returning the board to a resident majority were discussed at length. The Board agreed to focus the next round of recruitment /advertisement to the Barkantine area.</p> <p>Action: CK to work with the company secretary on rule changes to increase membership via co-opting members.</p> <p>The Board agreed that the advertisement should go out by the end of the year</p> <p>The Board volunteered to work with interested residents where required before interview. JB added that mentoring could be used to promote and support residents through the process.</p> <p>The Board noted the rules around appointments which are subject to OHG board approval.</p> <p>The Board approved the recommendation.</p>	<p>CK</p> <p>CK</p>
<p>6.0</p> <p>6.1</p> <p>7.0</p> <p>7.1</p> <p>7.2</p>	<p><u>ITEMS FOR REPORT & DISCUSSION</u></p> <p>Future Group Structures</p> <p>MSw presented the paper on group structures.</p> <p>The Board noted the report.</p> <p>IH Inspection Plan</p> <p>CK advised the Board that the final return has gone in with all the evidence. A full review of this evidence is required and the TSA cannot fully sign off the report until IH demonstrated that residents are happy with the services improvements across all the areas inspected.</p> <p>The Board noted concerns around the amount of information residents had received in relation to the SNI and asked that the team use as much of the information already gathered as evidence.</p>	

7.3	<p>The Board noted the critical analysis document and asked for this format to be presented at future meetings. The Chair advised that he had suggested a working party be set up taking representatives from across the group to include 3 residents to monitor and direct the work on the SNI Project Team.</p>	
7.4	<p>The Board noted that a KLOE gap analysis will be carried out late January and preparation for re-inspection will commence in February 2010.</p>	
	<p>The Board noted the report.</p>	
8.0	<p>KPI's</p>	
	<p>CK brought the following key issues to the Boards attention:</p>	
8.1	<p>Reactive Repairs</p> <ul style="list-style-type: none"> o problem, change of personnel in CCC led to information not being passed over correctly. This has now been corrected. 	
	<p>CY advised that there have been examples of jobs not being accepted after 4:30pm, CK to investigate. All jobs should be accepted up to 6pm.</p>	
	<p>Chair suggested that the automated voice recordings at CCC, be shortened as currently there are too many messages being given to caller, this extended the callers waiting time to talk to a live person.</p>	
8.2	<p>Gas Servicing</p> <ul style="list-style-type: none"> - improving 	
8.3	<p>Residents Attendance at estate inspections</p> <ul style="list-style-type: none"> - still not getting enough residents <p>CK explained that there could be a number of reasons for this – people work during the day or have young children and therefore not able to go out onto the estates. CK advised that currently the system is advertised via the TRA Chairs, notice boards and the newsletter.</p> <p>Action: CK to investigate what time jobs are accepted till CK to investigate if the automated message could be shortened</p>	
8.4	<p>Void & Arrears Update (OHG)</p> <p>Arrears and voids are progressing towards target.</p> <p>The Board noted the report.</p>	
9.0	<p>FRA Procedures</p>	
9.1	<p>CK explained that this issue is currently highlighted due to a recent fire at Kelson House. She advised that all blocks have been inspected and an Action Plan agreed with the Fire Authority is in place.</p>	
9.2	<p>All emergency priority one works are currently complete or on site. The FA had agreed a 9 month target date for completion of priority 2 &3 works. These will be completed as part of the Major Works Programme.</p>	

	<p>CK added that a policy is in draft form and is due to be implemented in Jan 2010.</p> <p>Concern was expressed around service charge costs. MSa to check and report back.</p> <p>Action: MSa to report back to Chair re: service charge costs.</p> <p>The Board noted the report</p> <p>10.0 Future Developments</p> <p>10.1 CK presented the paper. The board were asked to consider the future of Island Homes and its property development strategy post the major works programme. The paper focused on the future, 2 years and beyond.</p> <p>The Board noted the report.</p> <p>11.0 Appointment of Resident Mediator</p> <p>11.1 Chair made a declaration of interest to the Board by stating that he knows Christine Searle.</p> <p>11.2 CK presented the report and advised that the appointment of a resident friend jointly with the TRAs had proved unsuccessful. The Board and TSA suggestion to appoint a mediator had been explored and NewMill Consultants had been appointed. A brief background was given and the Board noted that both consultants had worked on stock transfers in Tower Hamlets in the past and the lead consultant had chaired an RSL Board in the Borough for 10 years.</p> <p>The Board agreed the appointment.</p> <p>12.0 SNI Update</p> <p>12.1 Chair advised that he is the lead Board member on this issue for OHG. An Action Plan is in place and a working party will be formed to monitor progress.</p> <p>The Board noted the update.</p> <p>13.0 Finance Report</p> <p>13.1 The Board noted the report. The Chair highlighted the issue of costs around day-to-day maintenance and suggested that this be investigated further. CK advised that repairs related to external temporary major works repairs had pushed these costs up and that this has now been identified and is being monitored tightly.</p> <p>The Board agreed that no repairs are to be issued on communal areas with the exception of health and safety works without IH authorisation.</p> <p>The Board noted the report.</p> <p>14.0 Community Investment Report</p> <p>14.1 The Board noted the report and questioned why an appointment to the senior position had not occurred. CK advised that following internal discussion the new appointment will report directly to the MD for 6 months. This will ensure there is a</p>	<p>MSa</p>
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	<p>focus on political challenges, resident conflict and Action Plan deadlines.</p> <p>Action: CK to update Chair on the situation.</p> <p>The Board complimented the revised format of the report.</p> <p>The Board noted the report.</p> <p>15.0 Decent Homes Update</p> <p>15.1 MB advised that Mullaleys are now on site and involved in direct consultation with residents e.g. door knocking etc. Mullaleys website is almost complete and will be up and running shortly. PC enquired if the dates for consultation have been released to the residents. MB advised that dates have been circulated.</p> <p>CK highlighted to the Board that Island Homes have worked with the TRA Chairs on the resident consultation issues and that this has been noted and well received by the residents. However the TRAs are still not happy with the consultation around the erecting of scaffolding.</p> <p>RK asked if there will be a specific team responsible for monitoring communication between Mullaleys and the residents. MB advised that Bailey Garner, Developing Projects and an OHG staff member would be overseeing this process.</p> <p>CY informed the Board that block specific information that was distributed to residents was not user friendly, example given of 83 sheets, with various markings which are not reader-friendly to a resident.</p> <p>MB assured the Board that block specific information will be more locally based from this stage onwards.</p> <p>Under 3.2 Chair advised MB to check details in report as a mistake was picked up on the lists pertaining to Skeggs and Thorne House. The Quarterdeck is not on St Johns Estate, but on Barkantine.</p> <p>The Board noted the report.</p> <p>16.0 Leasehold Risk Assessment</p> <p>16.1 MSa introduced the report and outlined the recommendations to the Board.</p> <p>The Board asked a number of questions which were answered by MSa and MB</p> <p>MSa concluded by saying that a significant workload existed in relation to Island Homes Leasehold Management and that resources would continue to be monitored.</p> <p>MSw explained to the Board that the Business Plans will be reviewed in Jan 2010.</p> <p>The Board requested an update on the issues raised at the next Board meeting.</p> <p>The Board noted the report.</p>	
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<p>17.0</p> <p>17.1</p>	<p>BMT Report</p> <p>PC advised the Board that herself and JB attended a BMT meeting recently and have been invited to attend an open meeting on 15 Dec 2009.</p> <p>PC stated that there were various issues highlighted by the BMT members and that a few have already been resolved e.g. Board minutes received.</p> <p>Other issues to investigate are as follows:</p> <ul style="list-style-type: none"> - Estate inspections: residents who have attended these inspections never received feedback once issues have been highlighted. - Residents not aware of dates for Major Work's consultation. - Residents complained about lack of transparency in relation to selection of Board members. <p>The Board noted the report.</p>	
<p>18.0</p>	<p><u>ITEMS FOR INFORMATION</u></p> <p><u>6.1 Draft CHA Mins – not discussed.</u></p> <p><u>6.2 THS Mins – not discussed.</u></p>	
<p>19.0</p>	<p><u>ANY OTHER BUSINESS</u></p> <p>Next Meeting: 24 March 2009 Location: TBC</p>	