

ISLAND HOMES BOARD MEETING

*Held on Wednesday, 24th March 2010
at Phoenix Heights Community Centre,
140A Byng Street, London, E14 9AR 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)
Mohammed Miaum		(MM)
Ed Beswick		(EB)
Hugh Lake		(HL)
Nigel Duerdoth		(ND)

In Attendance:

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"> • None 	
2.0	<p><u>Minutes of Island Homes Board Meeting held on the 9th December 2009:</u></p> <p><u>Minor changes agreed.</u></p> <p><u>Action:</u> CM to send final copy to TS for signing as a true reflection of the meeting. <u>Action:</u> TS to return signed copy to CM</p> <p><u>Minutes of Island Homes Special Board Meeting held on the 11th February 2010:</u></p> <p>The Board agreed the minutes.</p> <p><u>Minutes of All Boards Meeting held on the 26th February 2010:</u></p> <p>The Board agreed the minutes.</p>	<u>Action</u> CM TS
3.0	<u>Matters Arising</u>	
3.1	TS asked the Board to note the progress made on ongoing issues under Matter Arising.	
3.2	Amended Minutes of the September Board meeting	
	TS asked the Board to note the addition of 2 new sections in the minutes, these were omitted in error.	
	The Board agreed the minutes.	
3.3	Chairs Report	
	TS referred the Board to the Future Structures Report that was discussed at the last Board meeting and explained the role of the future Area Boards and how IH fits into the structure. He explained that Island Homes has made confident strides in returning the	

	<p>Board to a resident majority. Some confusion was noted surrounding independent membership and group appointees. This was fully explained and Members noted the balance between resident members and independent members.</p> <p>TS invited PC to update the Board on issues arising at Barkantine Management Team (BMT) meetings.</p> <p>PC advised that 3 Board members (PC, CY & JB) attended the meeting which had been rescheduled on a number of occasions often at very short notice. The Board noted the key concerns for the BMT.</p> <p>Quarterdeck Railings: PC explained the background about the erection of railings on the Quarterdeck. The BMT were now leading on the review with residents. The previous ASB officer had failed to follow an agreed resident consultation process. This had caused conflict and animosity. Funding for the original works had been secured from the safer neighbourhood team. IH had agreed to obtain resident views on the effectiveness of the railings and agreed to adopt changes suggested by the majority vote. The BMT are leading on the survey.</p> <p>Major Works: PC explained that the BMT had raised a number of concerns. The following actions were agreed.</p> <p>PC explained that security around the works and scaffolding is a key issue for residents. A recent break-in has sparked further concern.</p> <p>A request was made for contractors to wear hi-visibility jackets which are numbered.</p> <p>Repairs: Residents have raised a number of concerns relating to the length of time taken for jobs to be completed. This is an ongoing issue. It was suggested that the AfterCare Team should ask specific questions around the length of time it has taken to complete a repair and report these to the contracts manager. CK to discuss with JG.</p> <p>Caretaking: Resident Board members advised that there is a general discontentment with the state of caretaking. An example was given in the area of Horticulture where there is inconsistency in pruning. CK noted the Boards concerns and advised that the service is currently under review and upon completion it is likely that the whole service area will require a restructure. A report will be presented to the Board once the service review has concluded.</p> <p>Satellite Dishes: Concerns were raised about cabling and where the new cables will be run. MB to investigate and report back.</p> <p>Resident Involvement: The BMT have requested a report on how much this part of the business costs Island Homes. CK to speak Lorna Browne and Peter Higgins.</p> <p>The BMT have also asked for information on how KPI's can be accessed. CK explained that these are published in the newsletter on a quarterly basis and are available on the website. IH do not set the agendas for the TRA meetings these are set by residents, KPI reporting can be made available for each of the 4 residents meetings if required.</p> <p>Bulk Rubbish Bulk Rubbish is a major problem area across all the estates. The Board noted the efforts of officers to combat this problem and suggested that the postcards produced promoting responsible dumping be reproduced in other languages. It was also noted that there is usually a delay that occurs in removing bulk rubbish. Residents have asked that facilities</p>	<p>MB</p> <p>CK</p> <p>MB</p> <p>CK/LB/PH</p> <p>CK</p> <p>CK/SJ</p>
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	<p>be made for reporting graffiti & bulk rubbish by phone. CK to discuss with Sylvester Joseph.</p> <p>Rent and service charge statements: TS requested that rent statements are checked for accuracy following last years errors. PC has noted that “aerial costs” are not currently included. CK to discuss with MS.</p> <p>The Board requested that “Feedback from Residents Meeting” be added as a standard Board agenda item.</p> <p>Consumer Panel Meet and Greet event The Board noted that this event was a success, the Chair thanked everyone involved for their contribution.</p> <p>Estate Inspections and Communal Repairs</p> <p>Members expressed concerns that there is often a lengthy time gap between raising a communal job and it’s completion. A request was made for feedback on action taken to rectify this for the next meeting.</p> <p>The Board noted that residents attending estate inspections are low. A suggestion was made whereby residents receive training on estate inspections. It was decided that this idea should be discussed at resident forums and the next Consumer Panel meeting.</p> <p>HL suggested a Housing Officer train residents on estate inspections in the evening, as this would be a more suitable time for majority of residents. CK to discuss with SB</p> <p>HL additionally commented that graffiti that is removed within 2 hours is statistically less likely to return in the same place.</p> <p>CY explained in detail about an example of teenagers that were specifically recruited to clean graffiti, and if the affected areas were kept clean for 6 months, they would get monetary compensation to use for a community activity of their choice. CK to discuss with LB.</p> <p>MG suggested that the profiling information collected could be used to ascertain which languages are most frequently used and on which estates, thereby giving the association a tool to direct communication relating to issues around bulk rubbish and graffiti in the appropriate languages.</p> <p>CK advised that the organisation is aware of the 5 most used languages, so this option can be investigated.</p> <p>A discussion followed about the possible perpetrators of dumping on the estates. It was suggested that due to the high level of unauthorised letting, leaseholders are not taking responsibility for their tenants.</p> <p>TS requested that MS &CK investigate what processes could be put in place to ensure leaseholders advise when a unit is sub-let.</p>	<p>CK/MS</p> <p>CM</p> <p>CK/SB</p> <p>LB</p> <p>CK/SB</p> <p>CK/LB</p>
<p>4.0</p> <p>4.1</p>	<p><u>Items for Decision</u></p> <p>Service Improvement Plan</p> <p>CK introduced the report and advised Board members of the key additions to the plan following the all Boards meeting where it was originally approved. The Board noted the additions and formally approved the plan.</p> <p>The Board agreed the paper.</p>	

<p>5.0</p>	<p><u>ITEMS FOR REPORT & DISCUSSION</u></p> <p>TSA Presentation</p> <p>CK explained that Michelle Kidman from the TSA was due to attend the meeting but had taken ill and sent her apologies. The Board were advised that the TSA had signed off the IH action plan as completed and noted MK additional comments in relation to the positive inroads that had been made to turn the organisation around.</p> <p>The Board congratulated CK and her team for all the hard work and dedication in producing and completing the IH action plan.</p> <p>The Board agreed that TS should write to Michelle Kidman and invite her to the next Board meeting held in London.</p>	
<p>5.2</p>	<p>Financial Report for IH</p> <p>CK introduced the report and advised that there was an improvement on the January figures mainly due to prudent cut backs on the housing services budget. CK then drew attention to the following overspends against the budget and provided an explanation for each area.</p> <ul style="list-style-type: none"> ○ Gas overspend on Barkantine Estate – the Board noted that the overspend on the Barkantine area was due to two reasons. A late gas invoice and issues arising from the Barkantine Heat and Power PFI(BHP). ○ Voids – the increase against what was projected relates to a higher number of voids than anticipated and a high number of units failing to be up to Decent Homes standard. ○ Aids & Adaptations – the current IH budget has an income registered for A&A as this was an action plan target, however the expenditure for works is registered in the planned Maintenance budget. The bottom line is not affected by this but the Maintenance budget does not benefit from a vierment from the income received. An income and expenditure budget has been set for the next financial year to overcome this problem. <p>The Board noted that an error had been made in the accounts narrative. Section 2.10, should read unfavourable variance”.</p> <p>TS questioned item 3.2 Non-operating activities, CK explained that this variance is because the association has exceeded business plan targets and budget assumptions on Right to Buy sales. MS explained that the report does not cover the period when sales were completed but confirmed that 6 sales had been completed to date and the return was higher than expected.</p> <p>A discussion ensued about the additional RTB money being utilised to upgrade community buildings and recharging issues for leaseholders. It was agreed that CK would discuss a proposal with MH and provide a report on sales receipts and the use of additional sales receipts on community building upgrades.</p> <p>CK advised the board that the full forecasted surplus had not been achieved. The Board was asked to consider a proposal to refurbish the Millwall Office. CK explained that the office is below par with the rest of the Group and that staff were working in poor conditions. The proposal included the formation of a conference room and the creation of additional offices. There have also been a number of concerns about lighting & ventilation and CK further added that it had been around 10 years since any maintenance works had been done in the building. Furniture has reached the end of its useful life and an upgrade would help with staff moral and create a professional working environment for all.</p>	

<p>5.3</p>	<p>The Board agreed the proposal in principal. The Board requested that CK provide the refurbishment details to members for information.</p> <p>CK assured the Board that all staff have been working hard to manage within budget and limit any adverse variance on income, especially around service charges.</p> <p>The Board noted the report.</p> <p>Major Works</p> <p>CK advised that a number of concerns had been raised by residents. Some confusion had arisen on what is open for consultation and residents choice and what works are decent homes and fixed. A meeting between CK, MB & MS to discuss the issues around Major Works had occurred prior to the board meeting. The following had been agreed:</p> <p>A letter detailing the core communication issues and relevant responses to be sent out. It was agreed that a Frequently Asked Question & Answer sheet should also be produced and circulated. This would hopefully help residents to understand the current position & programme.</p> <p>It was highlighted that there may be external funding available to residents over 60, circumstances permitting, to assist with the costs of certain works such as cavity wall insulation.</p> <p>MB to investigate if external funding can be obtained and how many residents would qualify.</p> <p>MB continued to elaborate on his report stating that there has been a good progress made on planning applications.</p> <ul style="list-style-type: none"> - On the issue of additional works previously discussed, these works would be funded via the Regeneration budget. 	<p>CK/MB</p> <p>MS/MB</p> <p>MB/CK</p>
<p>5.4</p>	<p>The Board noted the report.</p> <p>Directors Report</p> <p>CK presented her report and asked for the Boards attention on the key areas as detailed below.</p> <p>The Board requested that CM ensures that Michelle Kidman TSA receives copy of the Board papers and minutes.</p> <p>Key issues discussed:</p> <ol style="list-style-type: none"> 1. KPI's: a full discussion took place on all KPIs not achieving targets and great concern was expressed. CK advised that individual AD's have been consulted and action taken to correct the low performing areas. CK further added that since the report was produced, performance had improved and gas servicing is now at 99% which is a great improvement. 2. QHS: Island Homes was inspected last Friday, we have shown improvements and await the report. 3. The new temporary Senior Community Investment Manager, Lorna Browne, has made made inroads with the TRAs. 2 TRAs have agreed to sign recognition agreements. This has been outstanding for the past 18 months. <p>CK reported that we are still experiencing delays in the TRAs responding to what they want from a resident mediator. It was noted that this differed and the TRAs were to agree some core areas and report back. LB to follow up.</p>	<p>CM</p> <p>LB</p>

<p>5.5</p> <p>5.6</p> <p>5.7</p> <p>5.8</p>	<p>It was suggested that Suzanne Bowe's title should be changed from "Regional Manager" to "Housing Manager". CK advised that the title was consistent with the rest of the Group and included in the contract of employment.</p> <p>TS enquired what actions Leasehold Management have taken in regards to arrears. MSaye responded and explained that action was underway against leaseholders. He advised the board that around 95 leaseholders make up 50% of the total arrears amount.</p> <p>The Board noted that a large sum of money is outstanding and that the efforts of the officers are to be commended in this issue.</p> <p>The Board discussed Fire procedures and RK requested a copy of the new Fire Procedures Policy document. CK to email the document to RK and Board.</p> <p>Under 8.3 HL questioned the possible options for the organisation obtaining a gold star for complaints handling. CK explained that the accreditation is given on the service and the effect of the processes in place to deal with all stages of the written procedure.</p> <p>The Board noted the report.</p> <p>KPI's</p> <p>Chair stated that the complaints policy need to be redeveloped as this KPI was a key area of concern. Chair requested full resident involvement and assurance that consideration is taken on how residents are selected to sit on IH panels. The current system is not efficient and the process causes delays on the timetable for hearing stage 3 cases. MG suggested residents are consulted on how they would like the policy to be delivered.</p> <p>The Board noted the paper.</p> <p>IH Inspection Action Plan</p> <p>CK took the board through the action plan and highlighted areas requiring further action. She reiterated conversations with the regulator and confirmed that the association had achieved sign-off on the Action Plan.</p> <p>The Board asked CK to convey their thanks to all staff involved.</p> <p>The Board noted the paper.</p> <p>Analysis of IH Action Plan Satisfaction Survey</p> <p>CK presented the results of the action plan survey and drew the Boards attention to areas of dissatisfaction. HL requested that a solution is developed for working through dissatisfaction areas especially around the dissatisfaction with the tenant bodies (TRA)</p> <p>The board discussed the make-up of the residents that actually filled out the surveys and noted it was a good representation of the diverse community.</p> <p>The Board noted the paper.</p> <p>Resident Roadmap</p> <p>CK presented the most updated version of the resident road map to the board and talked the Board through areas that are out of their target dates.</p> <p>The board requested that a display of photos for Board members and staff is placed in the reception areas at Millwall & Castalia Square offices.</p> <p>Furthermore the Board asked that the association ensure that previous Board minutes</p>	<p>AE</p> <p>SB</p> <p>CM</p>
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5.9	<p>are placed in a folder in reception.</p> <p>HL stated that although resident membership for TRA may have risen, the Board would like to see the evidence of membership records to ensure all communities are represented. He was particularly concerned following the levels of dissatisfaction with TRAs reported in the results of the action plan survey. A report to be written for next meeting to show TRA membership make up.</p> <p>CK advised that the recognition agreements require TRAs to show their membership details and membership processes.</p> <p>CY implored that the association should continue to build bridges with TRA Chairs.</p> <p>PC stated that although Kingsbridge TRA is fairly non-active, she does attend when meetings occur.</p> <p>The Board noted the amendment to the report under point 9.3, "10" should read "11".</p> <p>The Board noted the report.</p> <p>SNI Action Plan</p> <p>The chair updated the Board on actions taken on the SNI action plan. The following was agreed:</p> <p>TS to circulate full report on short notice inspection with legend to clarify abbreviations.</p> <p>The newsletter produced for the short notice inspection to be circulated by email.</p> <p>CK to draft letter to be sent to stakeholders at Tower Hamlets advising that the action plan has been signed off and the Board has returned to a resident majority.</p> <p>Any Other Business</p> <p>TS announced that ND will no longer sit on Island Homes Board as a group representative. The Board is now full and a resident majority exists. ND will concentrate on his work with One Support. The Board expressed their thanks to ND for his dedication support and commitment</p>	<p>LB</p> <p>TS</p> <p>TS/CM</p>
<p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p><u>ITEMS FOR INFORMATION</u></p> <p>Treasury Management Policy (OHG) for 2010/11 – not discussed</p> <p>Value for Money (OHG) Update – not discussed</p> <p>Draft Community HA Minutes – not discussed</p> <p>Toynbee HA Minutes– not discussed</p>	
	<p><u>ANY OTHER BUSINESS</u></p> <p>Next Meeting: 11 June 2010 (at AwayDay)</p> <p>Location: details TBC</p>	