

**Minutes of Regional Consumer Panel Meeting
Monday 20th of July 2009 at 6.00pm – 8.00pm
Island House Community Centre**

Members present:		
	Sammy Samuels (SS)	Nadia Maywood (NM)
	Dave Keeley (DK)	Jan Bros (JB)
	Emmanuel Ejimonyeabala (EE)	Pam Cole (PC)
	Jill Skeels (JS)	
	Sammy Samuels (SS)	
OHG:	Michelle Mulcare – Mary Riley –	Community Investment Manager – OHG – Chair (MM) Community Investment Officer – Secretary (MR)
	Lesley Sullivan Lisa Mayo - Barbara Wellington - Matthew Saye -	Customer Services - OHG (LS) Service Improvement LM (LM) Service Improvement – OHG (BW) Leasehold Management – OHG (BW)
Guest's:		

Apologies:	Mary Graham - Christine Foley -	Your Shout Communications Housing Services Manager – Island Homes
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MINUTES		
Minutes from previous meeting – Agreed		
Matters arising from minutes – Amendment to notes made.		
		Action
1.	Welcome and Introductions	
1.0	MM introduced herself to Panel Members and Welcomed Mary Riley, new CIO.	

1.1	MM introduced Lesley Sullivan – Customer Contact Centre Manager.	
1.2	<p>Customer Services - Lesley Sullivan</p> <p>LS thanked panel and gave some background on the Customer Contact Centre.</p> <p>SS asked why he is asked to spell his address out when he calls the Customer Contact Centre.</p> <p>LS explained that the database requires the exact spelling of the address in order to bring up the address.</p> <p>LS explained the reason for the 0300 number and supplied a copy of a document entitled “Why a 0300 number” various charges ion comparison to a 0800 number.</p> <p>LS Gave the panel members the CCC number 0300 123 9966.</p> <p>GS asked why when she visits the office, Castalia Square to log a repair she is asked to call the 0300 number.</p> <p>LS state that every staff member should be able to help a tenant with what ever it might be. She will raise the issue with Christine Foley.</p> <p>Action: LS to speak to Christine Foley</p> <p>GS pointed out that some people are not aware of the OOH number and she and others are still having to call the call the 0845 Tower Hamlets number.</p> <p>MM Agrees that the number will be go up on the website.</p> <p>Action: 0300 number to go up on website</p> <p>EE adds that contacting Tower Hamlet to report OOHs is pointless as no action is taken and you are told to call back in the morning.</p> <p>LS explained that OHG’s contractors are currently being reviewed.</p> <p>EE asked if the contractors live outside greater London due to their response time.</p> <p>LS pointed out that if this happens she would like to be notified as contractors are paid to carry out work within a particular timescale. Direct dial for LS: 020 8821 5212.</p> <p>SS gave his experience on the length of time (5 days) taken to repair lift.</p> <p>LS informed that cases do need to be looked at individually. But there will be instances where parts will be required and staff will pursue contractors to get them in sooner.</p>	LS

	<p>SS asked when repair works are supposed to be done who does the follow up.</p> <p>LS Kelly Bishop is the manager for the after care team responsible for carrying out telephone surveys. The results from surveys alongside recorded missed appointments etc are used at meeting with contractors.</p> <p>NM asked if resident receive surveys (phone) after a complaint is put in. She added that she does not receive aftercare calls following a repair.</p> <p>LS To speak with Kelly Bishop. Action: LS to speak to KB regarding after care calls.</p> <p>DK stated that he has never received aftercare calls</p> <p>GS Pointed out that he is a lease holder.</p> <p>LS informed that the database generates the letter. So if it is a communal repair it will be addressed to the communal area.</p> <p>DK informed that the works were carried out internally to his flat.</p> <p>MM suggested inviting Kelly Bishop to next meeting and for her to bring along a sample letter and the group can collectively make suggestions on some changes. Action: To invite Kelly Bishop to next meeting.</p> <p>EE raised a series of question to LS around the performance of the call centre, contractors and what constitutes as an emergency.</p> <p>MM will bring in a copy of the Tenancy handbook Action: to bring in copy of the tenancy handbook.</p> <p>LS gave an open invitation for members to visit the Customer Contact centre.</p> <p>LS exits meeting.</p>	
4	<p>Service Improvement – Impact Assesment Presentation</p> <p>LM Introduces herself and gave an overview of the Resident Impact Presentation.</p> <p>LM explained that out of the 25 issues, the top 5 will get published which will be a continual process year after year.</p> <p>DK clarified if the choice will only be from the annual issues listed.</p>	

LM replied yes. It identifies common trends i.e. wanting a free phone number or letters sent out by the Income department to residents.

PM commented on it being a good initiative.

LM added that it will be resident auditing directly.

SS expressed problems listening to LM as he does estates walks. He reports defects which remain outstanding for months.

MM will take the matter back to Christen.

ACTION: to talk to Christen about outstaying repair request raised during sight inspections.

SS points out that he has already spoken to Christen.

PM agrees with SS adding that some of the still outstanding defects are down to major works and could be included in the plans but there needs to be some form of feedback.

MM agrees that residents need to be kept informed on what's happening. If works will be done or not.

LM adds that it's a valid point which can be added on the existing 24 bringing it up to 25.

EE concurs that it's a good idea but it needs to be resident lead.

LM responded that the 25 issues on the list has come from the residents through such meetings.

JS added that she is excited and it could be helpful. A good opportunity for residents to get involved, progressive improvement.

LM pointed out that it will not stop any other improvement from happening. All individuals complaints will still be picked up and looked into.

LM asked about volunteers.

NM volunteered.

MM thanked the service improvement team and urged panel members to get involved in encouraging other residents to get involved.

Leasehold Management - Matthew Saye

MS introduces himself as the Assistant Director of Leasehold Services and gave an overview on his role.

MS gave out his contact details if panel members have any questions. 020 8821 5220.

GS states that she has tried to get in contact a few times with no avail.

MS explained that he has spent a lot of time in meetings and apologised.

GS asked MS what services he is referring to when he talks of SERVICES.

MS gave explanation; he was asking what services leaseholders and how they would like queries addressed on things such as leases, services charge calculations, legal issues etc.

MS wants residents to shape the service – resident forums.

GS asked who will be included in the forum?

MS responded that the criteria will be that you have to be a leaseholder. Although the Criterias have not been fully been decided yet.

MS Island Homes could have leasehold forum and this could be facilitated. The expectations will be the same but issues will vary.

Action: MS To feed back on the proposed resident forum.

GS asked for clarification on whether the forum will be combined with Toynbee Berkshire or separate for Island Homes.

MS replied that it will be one leasehold team service wise, but that comments and feedback, ideas from residents could shape this.

SS gave an account of when he received a letter stating he was in arrears of £75.00 and action will be taken if unpaid. He concluded that there is no cohesion between Mill wall and Chalk Farm.

GS explained that she has had letters to say they will send bailiffs. Stating that Chalk Farm cannot get it right.

DK passed a rent account statement to MS.

MM suggested that MS takes document with him.

EE stated that he was under the impression that MS was there to answer questions from the panel.

MS replied that he is there for that and would take questions.

MS talked about Service Charges and explained the work he is currently under taking; looking at figures with accountant and ways to make improvements.

SS asked if a property can be made into two flats?

MS replied that this should not happen.

MM explained that the question was for the council. Referring to the agenda item 3.49 on page 4 Issues of Subletting.

MS clarified that nothing in leases prohibits subletting. One can exercise their rights to rent their flat out. But what is stated in the lease is to have the Free Holders permission.

MS added that If you have to sublet the Landlord has to be informed.

SS reiterated that someone made an upstairs and downstairs flat.

MS responded that this should not happen as it is in breach of their contract.

EE raised a question on repairs carried out in common areas and the way in which they are charged.

MS explained that communal repairs are a block wide cost and that they are apportioned as per terms of the lease.

JS asked if minds have been made up about the “capping” of major works charges at £10 000 per property? And paying the charges over a 5 – 10 year period?

MS explained that he had read the transfer document and was waiting on obtaining other documentation before making a recommendation on these issues. MS agreed to update JS when he is in receipt of the other documents.

GS added that her transfer document does not add up with the lease hold consultation document, adding it's deception from either the council or Island Homes.

Action GS to meet with SW to look at document.

GS asked if contractors have been selected yet?

MS clarified that the Contractor has not yet been selected. Interviews commencing on Thursday to select contractors.

<p>5.</p> <p>5.0</p> <p>5.1</p>	<p>AOB:</p> <p>MM Panel member vacancy, appeal to all to encourage residents especially does who are not involved</p> <p>MM JB has been confirmed as an Island Homes Resident Board member.</p> <p>MM steering group meeting, Tower Hamlets RSL cross over. Invite someone there to talk about what they do.</p> <p>MM will invite lap 8 rep and ASB coordinator. Invite Police officer.</p>	<p>ALL</p>
<p>11.</p>	<p>Next Meeting:</p> <p>The date and time of the next Island Homes Regional Consumer Panel Meeting is</p> <p>Monday 5th of October 2009 at 6.00pm – 8.00pm</p> <p>@</p> <p>Docklands Sailing & Watersports Centre</p> <p>235a Westferry Road</p> <p>Isle of Dogs</p> <p>London</p> <p>E14 3QS</p> <p>Tel: 020 7537 2626</p>	