

## ISLAND HOMES & TRA CHAIR MEETING

Held on Wednesday 21 Oct 2009  
At Millwall Housing Office at 16:30pm

<b>Present:</b>	Terry Stacy <i>Chair</i>	(TS)
	Catherine Kyne	(CK)
	Maggie Phillips	(MP)
	Jenny Fisher	(JF)
	Fred Quatromini	(FQ)
<b>In Attendance:</b>	Charlin McIntosh <i>Minutes</i>	(CM)

<b>1.0</b>	<p><b><u>Apologies for Absence:</u></b></p> <ul style="list-style-type: none"> <li>None</li> </ul>	
<b>2.0</b>	<p><b><u>Matters Arising for Minutes of the previous meeting held on the 26<sup>th</sup> June 2009:</u></b></p> <p><b>1. Board Minutes</b></p> <p>All TRA noted that they have not received the minutes of previous Board meetings as promised.</p> <p>TS assured the Chairs that the following actions would be taken:</p> <p><b><u>Action:</u></b> CM to ensure that last 5 sets of previous Board minutes are hand-delivered to all 4 TRA Chairs. <b>CM</b></p> <p><b><u>Action:</u></b> Website will be checked to make sure that all minutes are online and easily accessible. <b>CK/CM</b></p> <p>JF advised that the Island Homes information on the OHG website is not very easy to navigate.</p> <p>JF suggested that each housing office contain information pertaining to the Board, as well as hard copies of the previous minutes. <b>CK</b></p> <p>CK agreed that the newsletter could be used as a forum to let residents know hard copies of the Board minutes are available to them at their local Housing Office. <b>CK</b></p> <p>FQ suggested photos of staff are put up in the front offices of the Housing Office, to help residents identify their Housing Officers. <b>CK</b></p> <p><b><u>Action:</u></b> TS encouraged the idea and agreed to follow-up the suggestion. <b>TS</b></p> <p><b>2. Estate Signage</b></p> <p><b><u>Action:</u></b> JF advised she would ask a SELMO member to check signage on Samuda and feedback any issues. <b>JF</b></p> <p>MP asked if the signage could go up sooner rather than later.</p> <p><b><u>Action:</u></b> CK agreed to check with Alice Trail in relation to the timetable for Major Works and investigate the different options <b>CK</b></p>	

	<p><b>Action:</b> TS asked CM to check whether David Ledbetter had signed off the designs for Kingsbridge</p> <p><b>3. Repair Reporting</b></p> <p>TS confirmed both Housing Officers now have telephone lines available for contacting the CCC.</p> <p>MP stated that St John's want a box installed for post to go directly to board members. CK assured MP that the Board would receive all communication left at Castalia Square office. CK added that a post box could be put in place, if this was the preferred option. MP confirmed it was.</p> <p>TS informed the TRA Chairs that IH would publicise that residents can contact the Board through Charlin McIntosh, the Board Secretary, based at the Millwall Housing Office. This will be done in the next edition of the IH Newsletter.</p> <p>JF enquired if resident Board members can be contacted directly regarding issues relating to them as a tenant /leaseholder and community member</p> <p>TS confirmed that this was acceptable</p> <p>JF was interested to know if Resident Board members would attend TRA meetings.</p> <p>TS assured JF that Resident Board members would be happy to attend TRA Board meetings provided they were notified in advance.</p> <p>FQ again raised concern that Barkantine has no representation on the IH Board.</p> <p>FQ also noted that individuals from Bakantine who applied to be a Resident Board Member had not received any communication about their applications.</p> <p><b>Action:</b> TS advised that IH would formally reply to individuals who were not short-listed and apologised for the oversight.</p> <p>TS advised that residents would be fully consulted on the options and costs for a free phone telephone number.</p> <p>JF raised the point of repeat reporting and noted that the CCC are not able to deal with ongoing issues. The suggestion was made that the call centre are not logging information correctly so that any one can pick up issue at the point of the phone call.</p> <p>TS noted the points raised and asked CK to take up the issue with the CCC.</p> <p>FQ stated that the TRA Chairs have previously asked to visit CCC.</p> <p><b>Action:</b> CK advised that she would follow-up with CF and ensure that available dates for a visit to the CCC are fed back to FQ.</p> <p><b>4. Newsletter</b></p> <p>CK confirmed that MP had provided an article for the last IH newsletter.</p> <p>JF requested to cost information for the production of the IH newsletter.</p>	<p><b>CM</b></p> <p><b>CM</b></p> <p><b>CK</b></p> <p><b>CK</b></p> <p><b>CM</b></p> <p><b>CK</b></p> <p><b>CK</b></p>
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	<p><b>Action:</b> CK to investigate and report back to the next meeting</p> <p>MP stated that she is happy to continue supplying articles for IH newsletters so long as all residents continue to get copies.</p> <p>JF advised that she would be providing an article for inclusion in the next newsletter.</p> <p><b>5. Invoices</b></p> <p>Delays in invoice payments were discussed. CK advised that all bills should be given directly to Terry-Ann Milton-White (reception at Millwall Housing Office)</p> <p>JF confirmed that the telephone at SELMO has been paid but will monitor incoming bills and feedback any issues.</p> <p>JF requested financial figures relating to money spent on Community Centres.</p> <p>TS advised that these could be shared once Kevin had completed his work on community centres. This will collate all expenditure.</p> <p><b>Action:</b> CK to follow up with Kevin Wiles and report back.</p> <p><b>6. Resident Profiling</b></p> <p>No comments</p> <p><b>7. Rent Increases</b></p> <p>JF questioned what the timescale for calculating rent increases would be for next year.</p> <p>CK confirmed that letters would be sent out to residents in March 2010, to take affect at the beginning of the new financial year.</p> <p><b>8. Community Chest</b></p> <p>MP reported that the CC had not been properly executed this year and felt that the Community Investment Team were partly to blame.</p> <p>CK noted MP's discontent and stated that she would have a separate meeting with MP to identify the key issues.</p> <p><b>9. Major Works - Consultation</b></p> <p>No comments</p> <p><b>10. Major Works – Contractors</b></p> <p>No comments</p> <p><b>11. Conflict of interest</b></p> <p>No comments</p>	<p><b>CK</b></p> <p><b>JF</b></p> <p><b>CK</b></p> <p><b>CK</b></p> <p><b>CK</b></p> <p><b>CK</b></p> <p><b>CK</b></p>
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	<p><b>12. Castalia Square Office</b></p> <p>The TRA Chairs asked that Castalia Square office be looked at as they felt that the space, however small, was not being utilised effectively.</p> <p><b>Action:</b> CK advised that she would follow-up with CF.</p> <p><b>17. Staffing</b></p> <p>Positive feedback was received in relation to Sylvester Joseph, Estates Caretaking Manager, who has returned to work following a long period of absence.</p> <p>It was noted that the residents on St John’s Estate felt Sylvester’s presence had improved the standard of cleaning.</p> <p><b>General</b></p> <p>CM to send final copy of minutes to all present at meeting.</p>	<p><b>CK</b></p> <p><b>CM</b></p>
	<p><b><u>Agenda Items</u></b></p> <p><b>1. <u>Independent Resident Friend-Mediator</u></b></p> <p>CK advised that New Mill Consultants have been appointed by the Board to act as Mediators / resident and landlord advisors between the TRA Chairs and IH.</p> <p>CK advised the TRA Chairs that the Board had noted that little progress had been made on the resolution of key issues. The Board felt that external mediation may help the board to understand the current barriers and identify solutions.</p> <p>CK added further that the aim of New Mill Consultants is to facilitate a better working relationship between the TRA Chairs and IH and that they would be looking at the following issues (amongst others):</p> <ul style="list-style-type: none"> <li>- Major Works</li> <li>- Community Investment</li> <li>- Estate Management Agreements</li> <li>- General communication</li> </ul> <p>MP suggested setting-up a sub-group below the Board which would review the next Board agenda and report back to the Chair, giving feedback direct from the residents.</p> <p>TS noted MP suggestion and advised that the purpose of the TRA chairs meeting was to ensure the TRA chairs could raise residents concerns with the Director and Chair of the IH board.</p>	
	<p><b><u>2. Major Works</u></b></p> <p>MP informed TS and CK that TRA’s have not had sufficient consultation on the upcoming Major Works Programme.</p> <p>MP stated that previously, communication to the residents had been done jointly</p>	

	<p>(Mullaleys &amp; TRA Chairs) and that this has not happened thus far.</p> <p>MP has had many residents complain about letters received stating scaffolding will be going up on Mon 26/10/09.</p> <p>CK explained that the consultation had stopped prematurely due to a legal issue.</p> <p>JF stated that Major Works is always an agenda item at SELMO meeting and that Jon Megan attends regularly.</p> <p>TS advised that he has concerns over the scope of works and repeat works (e.g windows) that have been done on estates historically/</p> <p>JF stated that SELMO had previously held copies of the scope of works.</p> <p><b>Action:</b> TS urged JF to share this information if still available.</p> <p><b>Action:</b> TS suggested the TRA Chairs give specific issues to CM.</p> <p><b>Action:</b> TS and CK will then meet with Major Works team to discuss.</p> <p><b>Action:</b> CM to email David Ledbetter re: specific issues on his estate in relation to Major Works.</p>	<p><b>JF</b></p> <p><b>TRA</b></p> <p><b>TS/CK</b></p> <p><b>CM</b></p>
	<p><b><u>3. Cleaning</u></b></p> <p>MP advised that CF had suggested a “Clean and Tidy Agreement” for all tenants at a recent meeting.</p> <p><b>Action:</b> CK agreed to follow-up with CF regarding status on above.</p> <p>JF requested that she be included once agreement is ready to be implemented.</p> <p>JF further added that CF together with SELMO are trying to establish a “Waste Management Agreement” on Samuda Estate.</p> <p>MP raised bulk rubbish as an issue on St John’s Estate.</p> <p>TS advised that there is a cost issue in relation to how much IH as an RSL can help remove bulk rubbish.</p> <p><b>Action:</b> CK to follow-up with CF in relation to bulk rubbish issue.</p>	<p><b>CK</b></p> <p><b>CK</b></p>
	<p><b><u>4. TRA Meetings</u></b></p> <p>CK explained that the purpose for this item’s inclusion on the agenda is to ensure that IH officers are attending TRA meetings.</p> <p>MP confirmed that either Jon Megan or Christine Foley attend.</p> <p>FG confirmed that Christine Foley attend.</p> <p>JF confirmed that Jon Megan attends SELMO meetings.</p> <p><b>Action:</b> CM to check with David Ledbetter with regard to meeting attendance.</p>	<p><b>CM</b></p>
	<p><b><u>5. Community Investment</u></b></p> <p>All TRA Chairs present voiced concern over current Community Investment Officers.</p>	

	<p>JF suggested that the current job descriptions for Community Investment Officers are not fit for purpose in comparison to the previous Tenant Participation Officer job description and as such the same levels of service are not attainable.</p> <p>MP stated that the current structure is too rigid and that officers are not familiar with what services are needed by the TRA's.</p> <p>MP further added that the current officers are not experienced enough in Community Investment matters.</p> <p>JF suggested that the current job descriptions should be altered to fit the Island specifically.</p> <p>FQ expressed that Barkantine do not have enough contact with their CIO and that there is no feedback from tasks the CIO has been asked to complete.</p> <p><b>Action:</b> TS to speak Peter Higgins and feed back to TRA.</p> <p>TS further advised that mediators will work on Community Investment Team issues.</p>	<b>TS</b>
	<p><b><u>6. Estate Agreements</u></b></p> <p>TS reported that this issue will fall in the remit of New Mill Consultants as Mediators between IH and TRA's.</p>	
	<p><b><u>ANY OTHER BUSINESS</u></b></p> <p><b><u>1. Major Works</u></b></p> <p>MP felt that residents have had very little consultation in comparison to leaseholders.</p> <p><b>Action:</b> CK to address issue with Major Work's team, and ensure tenants receive a tenant version of the documentation sent to leaseholders.</p> <p><b><u>2. Board Issues</u></b></p> <p>MP raised the issue of public observers at IH Board Meetings.</p> <p>TS advised that this has previously been taken to the Board and that they have declined the idea.</p> <p>TS added that this is the reason for regular separate meetings with the TRA Chairs.</p> <p>All TRA Chairs noted that in terms of the offer document, residents voted on the fact that they could select the residents elected to Board.</p> <p>MP again suggested sub-board group to feed opinions back to Board.</p> <p>JF raised concern about meetings being set-up on very short notice. An example was given of occasion when a Consultative Group meeting was set-up from Michelle Mulcare with only 2 days notice and for 13:30pm in the afternoon.</p>	<b>CK/TS</b>

	<p>TS agreed with JF with regards to timings of meetings, as day-time meetings are not convenient for people who work.</p> <p><b><u>Action</u></b></p> <p>CK to discuss with MM</p> <p>JF made a formal request on behalf of SELMO for a copy of the surveyor's report which shows what is technically wrong with building at 350 Manchester Road.</p> <p><b><u>Action</u></b></p> <p>CK to discuss with asset management.</p> <p><b><u>Agenda items</u></b></p> <p>TS stated that requests would be sent out asking for agenda items head of upcoming meetings.</p> <p>FQ reiterated his request for resident representation for Barkantine Estate on the IH Board.</p> <p>TS advised that this issue will be discussed with Board members as the process for increasing resident representation on the Board is still to be decided.</p>	<p>CK</p> <p>CM</p> <p>CK</p>
	<p><b><u>Date of next meeting: 8<sup>th</sup> February 2009, time &amp; location: TBC</u></b></p>	<p>CM</p>

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