

HABStR Area Housing Board Meeting

1st December 2009

1. Introductions and Apologies

Present:

Member	Area of Representation
Philomena O’Riordan	Chair
Diane Champion	Brentfield TRA
J Pilgrim	Bernard Shaw House TRA
Mr S Ilyas	St Raphael’s TRA
Miss B Linton	“ “
Ms B Wilson	“ “
Miss E Porter	“ “

Officers and Visitors: Corrine Daley; Clerk BHP, Linda Footer; Head of Governance & Communications BHP, Veronica Asahene; Neighbourhood Services Team Leader BHP, Jacqueline Mason; Tenancy Team Manager BHP, Helen Evans; Chief Executive BHP, Justin McCarthy; Building Services Manager BHP, Karin Jaeger; BHP Board Member, and Jean Kerrigan from the London Tenants Federation.

Apologies were received from Cecil Parkins, Val Brooks, Cllr Jones and Richard Anek

Agenda Item	Minute	Action
2. Minutes of the meeting held 3 September 09	<p>L Footer advised of a typographical error on item 6 , last paragraph. It should read;</p> <p><i>“M Rands advised that her property is a town house and that the new windows which had been fitted mean that it is difficult to escape if a fire should break out on a lower floor.”</i></p> <p>No further matters were raised.</p> <p>Resolved: That the minutes were a true and accurate record of the meeting.</p>	
3. Minutes of the BHP Board Meetings of 9	<p>L Footer summarised the contents of the meetings for the benefit of the board; advising that the meeting of the 9th September was the</p>	

<p>Sept 09, 24 Sept 09 and 21 Oct 09</p>	<p>annual AGM at which the annual report and accounts were discussed. It was also the meeting at which Dennis Woolcock, Karin Jaeger and Joyce Baldy-Gray retired from the board.</p> <p>The meeting of the 24th September discussed performance indicators and risk management.</p> <p>Resolved: No matters arising.</p>	
<p>4. BHP Quarterly Performance Report</p>	<p>J Mason went through the report highlighting areas of poor and strong performance including:</p> <p>C6b – J Mason advised that the current economic climate has meant that there has been an increase in Housing Benefit (HB) claims. However HB are currently piloting Lean Fundamentals which is having an impact on claims being assessed and payments being made to BHP. J Mason also reiterated what C Daley had stated at the last meeting;</p> <p><i>“C Daley advised that BHP’s Income Management team are doing a lot of activity including working with the CAB to prevent home loss through rent arrears / debt. She encouraged the board to promote the financial assistance services that BHP have in place advising of the number to call should anyone be interested. 020 8937 2730 / 40.”</i></p> <p>C7 - Overall BHPs performance has been very good, however the Harlesden, Brentfield and St Raphael’s areas have historical arrears which affect this figure.</p> <p>C21 - L Footer advised that the figure has clearly worsened and highlights that staff require further training to prevent escalation from stage 1 to stage 2. Something that the senior management team are looking into.</p> <p>K Jaeger would like BHP to be aware that there are some people trying to con their way into properties in the area. L Footer agreed that an</p>	

	<p>article will be run in Partnership News. J Mason reminded the board to tell residents that this is happening and also that it's ok to check ID, and if you wish, call BHP to confirm that someone should be at your property.</p>	<p>L Footer</p>
<p>5. London Tenants Federation</p>	<p>J Kerrigan attended the meeting to give a presentation on the aims and objectives of the London Tenants Federation (LTF).</p> <p>The LTF aims to bring together as many TRAs as possible to discuss regional and national issues / policies common to all residents and provides a forum to discuss and debate ideas providing a louder voice for council tenants.</p> <p>They also agree and provide joint responses on issues affecting London boroughs and assist and encourage individual responses.</p> <p>Each borough is allowed 2 representatives however any tenant is welcome to attend any open meeting. J Kerrigan welcomed attendees to the West London Regional Meeting being held on 9th December 2009 at which there will be discussion on housing issues and regeneration plans for the region. The LTF are keen to have participation from Brent TRAs. 20 of the 28 London boroughs are working together and would like your involvement.</p> <p>J Kerrigan advised that the LTF work on a consensus and rarely vote on issues, a process which has worked very well over the last 7 years. They look at issues and how they might impact the council tenants of London. Their main areas of focus are Housing, Regeneration, and Transport and have a firm belief that it's always important to discuss the impact of any plans on residents. The key issue recently discussed was Affordability at which it was agreed that the correct definition should be the no more than 30% of the income of the lowest portion of earners.</p> <p>J Kerrigan handed out copies of new letters and leaflets relating to their forthcoming meeting, and</p>	

	<p>invited questions.</p> <p>L Footer stated that often people do not see how some future plans will have an affect on them.</p> <p>J Kerrigan advised that although regions cover wider areas, most issues are the same which becomes apparent in discussion. The LTF also discuss what tenants consider to be important i.e. space requirements in and out of their homes. Often decisions are made by planners without the input of tenants and residents.</p> <p>H Evans asked if the LTF will be looking at investment. J Kerrigan advised that they are. They have very recently look at the plans for the Housing Revenue Account (HRA)</p> <p>H Evans asked if the LTF consider themselves to be a lobbying organisation. J Kerrigan stated that they were not and they do not organise demonstrations. The LTF is all about discussion and trying to change. They have also recently been invited to be representatives on the Nation Tenants Voice.</p> <p>H Evans asked how many meetings are held each year. J Kerrigan advised that there are 5 or 6 formal meetings, plus regional meetings which are normally themed and in association with experts in the field of the matter being discussed.</p> <p>P O’Riordan asked if anyone wished to volunteer to get involved and represent Harlesden, Brentfield and St Raphael’s.</p> <p>S Ilyas, K Jaeger and P O’Riordan would like to attend the meeting on 9th December 2009 to get a taster of the way the LFT works.</p> <p>J Kerrigan offered a rotation system for representation so that all the AHBs can be represented. i.e. 2 reps and 2 deputies.</p>	
<p>6. Compact update</p>	<p>V Asahene highlighted the current issues on the report:</p>	

	<p>the board to promote it to residents to work towards improving the standard of their estates.</p>													
<p>7. Major Works Update</p>	<p>J McCarthy advised of programmed works in the area, and advised that Fire Safety would be a standing item in the reports to provide updates on work and actions taken.</p> <p>S Ilyas asked about projects in the StR area, however his query was in relation to communal repairs and streetcare works which L Footer advised would be covered further down the agenda.</p>													
<p>8. Environmental Improvement Programme Update</p>	<p>V Asahene advised that BHP have been setting aside money each year to carry out environmental improvements. This year's budget was concentrated on health and safety improvement works which have all been completed for HABStR. However the fund has been suspended for 2010/11 but all health and safety issues will still be dealt with.</p>													
<p>9. LEQ Update July to September 2009</p>	<p>V Asahene advised of the scores for July to September 2009;</p> <table border="1" data-bbox="522 1146 1227 1297"> <thead> <tr> <th></th> <th>HAB</th> <th>StR</th> </tr> </thead> <tbody> <tr> <td>Gold</td> <td>57%</td> <td>0%</td> </tr> <tr> <td>Silver</td> <td>23%</td> <td>16%</td> </tr> <tr> <td>Bronze</td> <td>20%</td> <td>84%</td> </tr> </tbody> </table> <p>V Asahene went on to advise that the Neighbourhood Services Team have been "blitzing" the estates to identify and resolve communal repairs including health and safety works. StR has scored low because the blitz was carried out at the time of the report and the health and safety repairs are heavily weighted.</p> <p>The blitz has assisted in addressing outstanding works. Officers have been attending site with Linbrooks to identify works to be completed and to post inspect ensuring ALL works have been carried out prior to invoices being paid.</p>		HAB	StR	Gold	57%	0%	Silver	23%	16%	Bronze	20%	84%	
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<p>10. Results of</p>	<p>V Asahene advised that as part of the contract,</p>													

Cleaning & Grounds Maintenance Survey	<p>600 residents are surveyed each quarter for each service area.</p> <p>September results</p> <p><i>Cleaning satisfaction;</i></p> <table data-bbox="521 373 1062 485"> <thead> <tr> <th></th> <th><i>Responded</i></th> <th><i>% Happy</i></th> </tr> </thead> <tbody> <tr> <td><i>STR</i></td> <td><i>34</i></td> <td><i>94</i></td> </tr> <tr> <td><i>HAB</i></td> <td><i>-</i></td> <td><i>-</i></td> </tr> </tbody> </table> <p><i>External Cleaning;</i></p> <table data-bbox="521 558 992 632"> <tbody> <tr> <td><i>STR</i></td> <td><i>32</i></td> <td><i>85</i></td> </tr> <tr> <td><i>HAB</i></td> <td><i>-</i></td> <td><i>-</i></td> </tr> </tbody> </table> <p><i>Grass Cutting;</i></p> <table data-bbox="521 705 992 779"> <tbody> <tr> <td><i>STR</i></td> <td><i>29</i></td> <td><i>85</i></td> </tr> <tr> <td><i>HAB</i></td> <td><i>-</i></td> <td><i>-</i></td> </tr> </tbody> </table>		<i>Responded</i>	<i>% Happy</i>	<i>STR</i>	<i>34</i>	<i>94</i>	<i>HAB</i>	<i>-</i>	<i>-</i>	<i>STR</i>	<i>32</i>	<i>85</i>	<i>HAB</i>	<i>-</i>	<i>-</i>	<i>STR</i>	<i>29</i>	<i>85</i>	<i>HAB</i>	<i>-</i>	<i>-</i>	
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11. Keep Britain Tidy Quality Kitemark	Discussed at Agenda Item 6																						

The meeting closed at 8:10pm having concluded its business.

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P O'Riordan, Chair