

HABStR Area Housing Board Meeting

3rd September 2009

AGM

1. Introductions and Apologies

Present:

Member	Area of Representation
Philomena O’Riordan	Chair
Cecil Parkins	Brentfield RA
Diane Champion	Brentfield RA
J Pilgrim	Bernard Shaw House RA
Mrs M Rands	St Raphael’s RA
Miss B Linton	St Raphael’s RA
Ms B Wilson	St Raphael’s RA
Miss E Porter	St Raphael’s RA

Officers and Visitors: Corrine Daley; Clerk BHP, Christina Byrne; Neighbourhood Services Manager BHP, Veronica Asahene; Neighbourhood Services Team Leader BHP, Lorna Samuels; Neighbourhood Services Officer BHP, Cllr J Long, Justin McCarthy; Building Services Manager BHP, Karin Jaeger; BHP Board Member, Cllr A John, Imran Skeikh and Mark Jonson from SCCI.

Apologies were received from Cllr L Jones, Mr Ilyas, Mr Abdi Mohammed, and Mr Anek

Agenda Item	Minute	Action
2. Election of the chair, vice chair and contract monitoring representatives	<p>C. Byrne thanked P. O’Riordan and S Berjaoui for their support and hard work chairing the AHB over the last year.</p> <p>Election of chair:</p> <p>C. Byrne requested nominations for the Chair.</p> <p>C Parkins nominated P O’Riordan and D Champion seconded.</p> <p>There were no further nominations.</p> <p>All voted in favour.</p> <p>Resolved: That the Chair for the forthcoming Area Housing Board Year be P O’Riordan.</p>	

Elections of the Vice Chair:

C Byrne asked for nominations for vice chair.

P O’Riordan nominated **M Rands** and **B Wilson** seconded.

There were no further nominations.

All voted in favour.

Resolved:

That the Vice Chair for the forthcoming year be **M Rands**

Elections for the Scrutiny Panel

C Byrne advised that the panel would require 2 representatives and 2 deputies from the HABStR AHB to attend meetings prior to the BHP Board meetings to discuss the content of the reports being presented for decision.

Harlesden & Brentfield representative **P O’Riordan** and the deputy **C Parkins** are happy to continue. And for St Raphael’s **B Linton** and **B Wilson** volunteered to be representative and deputy.

All voted in favour.

Resolved:

That the Representatives be **P O’Riordan** and **B Linton**, and the deputies **C Parkins** and **B Wilson**.

Volunteers for Contract Monitoring

C Byrne advised of the quarterly meetings which are held to discuss grounds maintenance, cleaning and repairs issues. There are currently 5 reps for this area, but many more are welcome to volunteer. **C Byrne** also advised that Wettons are now carrying out the Grounds Maintenance and cleaning across the borough.

Resolved:

	<p>That the contract monitoring representatives for the forthcoming year are P O’Riordan, C Parkins, Karin Jaeger, E Porter, M Rands & J Pilgrim.</p> <p>P O’Riordan also advised that B West for the Explorers blocks would also be interested. C Byrne advised that an officer would contact B West. And also invited the reps to encourage anyone interested in to contact the team to get involved.</p> <p>P O’Riordan took over as chair for the remainder of the meeting.</p>	<p>C Byrne</p>
<p>3. Minutes of the meeting held 2 June 09</p>	<p>Item 7 V Asahene advised that A3 sized notice boards are to fitted in communal blocks, and that the LEQ reports have been amended to include the south of the North Circular Road.</p> <p>Item 5 V Asahene advised that the training schedule is now available and encouraged all representatives to take part in the training as it is very important to the role. C Parkins stated that he found the training for chairing meetings particularly beneficial and would like to do it again. P O’Riordan reminded the board that all the training is free.</p> <p>C Parkins advised that there is first aid training taking place at Brava in Willesden.</p> <p>Item 11 V Asahene reminded everyone that there will be a contract monitoring meeting on 16th September 10am, Chancel House.</p> <p>Item 8 C Parkins noted a typo; his name should read correctly as Parkins not Parkes as stated in the minutes.</p> <p>Resolved: That the minutes be a true and accurate account of the meeting.</p>	

<p>4. Minutes of the BHP Board Meetings of 26/2/09, 24/3/09, 9/7/09 and 23/7/09</p>	<p>C Byrne advised that there are 4 sets of minutes included on the agenda for discussion.</p> <p>Resolved: No matters arising</p> <p>K Jaeger advised that she has had to stand down from the board to be re-elected and stated that she would appreciate everyone's support in voting for her to be re-elected.</p>	
<p>5. BHP Quarterly Performance Report</p>	<p>C Daley went through the report highlighting areas of good and poor performance.</p> <p>C6b – C Daley advised that BHP's Income Management team are doing a lot of activity including working with the Citizens Advice Bureau (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.</p> <p>B Wilson asked what assistance BHP could provide with regard to Council Tax arrears. C Daley advised that Council Tax is not managed by BHP; however a referral to the CAB would address the issue. Cllr A John also offered her assistance as she has been involved in some cases in the past and understands that it is quite difficult to make payment plans with the Council Tax department.</p>	
<p>6. Compact Update</p>	<p>V Asahene went through the report advising of new issues and updating on existing.</p> <ul style="list-style-type: none"> • 28 defaults have been served against the contractors for grounds maintenance and cleaning, and the teams have been vigorously monitoring the contractors issuing further defaults where necessary. C Byrne advised that there will be improvements in the coming weeks following a summer of poor performance with grounds maintenance which meant that over 100 defaults were served across the borough. • The walkabouts now have a 28 day target for which the reports must be sent to the 	

	<p>representative for the area.</p> <ul style="list-style-type: none"> • Training for the Block Champions will take place on September 30th • There were 7 reported cases of people subletting in the area. C Parkins & K Jaeger advised that there are a lot of issues with individual dwellings and some problems with freeholders in the Brentfield area. • Jane Lambert, the Wardens Manager has been attending resident meetings recently and has asked resident reps to contact the Neighbourhood Services Team if they would like attendance at a future meeting. • C Byrne advised that BHP are now managing the old boiler house on the St Raphael's Estate and that works being carried out at 46 Henderson Close were almost complete. BACES have provided IT equipment and the building will be renamed Henderson House. 	
<p>7. Major Works Update</p>	<p>J McCarthy summarised the report updating on works being carried out in the HABStR area.</p> <p>K Jaeger asked if the work to fit solar panels had been carried out as yet. J McCarthy advised that it had not been as yet, however that he would advise when it is scheduled to take place.</p>	<p>J McCarthy</p>
<p>8. SCCI International Digital TV</p>	<p>J McCarthy introduced Imran and Mark who work for the contractor who is rolling out the DTV in communal blocks. Some works have already been carried out where scaffolding had been erected, or cladding works were in process in order to make savings.</p> <p>Imran advised that the integrated system means that one dish / antenna provides a complete neutral platform for all residents to subscribe to should they wish.</p> <p>There will be no analogue signal available in the UK come 2012, therefore, BHP and SCCI are making sure the buildings are ready to prevent loss of service at the point of switch over.</p> <p>C Parkins asked what was being done for those residents who don't have a communal aerial. J McCarthy advised that there were no plans at present for blocks without a communal aerial.</p>	

	<p>K Jaeger asked that the contractors reiterate to residents that they do not need to go to the expense of a new TV, but that they require a digi-box.</p> <p>J McCarthy advised that there are 2 platforms being provided which will be SKY plus 1 other. Residents will be surveyed and the 2 most popular choices will be the platforms provided to that block. If there are issues that residents have, they will be addressed on an individual basis. It is important that the residents' representatives advise the residents in their areas to complete the surveys should they have a preference.</p> <p>J Pilgrim asked if the dishes which are being removed will be returned to their owners. J McCarthy confirmed that they would be.</p> <p>Mark advised the board that they may see him surveying blocks as SCCI are trying to be as concealed as possible in terms of wiring etc. They are currently designing the system as much as possible, and further advised that they also have a resident liaison officer.</p> <p>Cllr Long asked if the walls are being made good following the removal of the dishes. Mark confirmed that they use mastic where necessary and that all dish furniture will be removed.</p> <p>M Rands asked if leasehold properties were included. J McCarthy confirmed that they were.</p> <p>Cllr Long asked if the leaseholders were being charged. J McCarthy advised that the works would be reflected in the services charges.</p>	
<p>9. Fire Risk Prevention</p>	<p>The report which was handed out at the meeting covers what BHP is doing to prevent the rise of fire in the blocks that they manage. BHP have always prioritised these types of works, however following the recent fire in Camberwell, local authorities are in the spotlight and as a result there had been increased manpower in this area.</p> <p>J McCarthy advised that BHP are looking at the design and the integrity of the buildings with 3</p>	

	<p>officers carrying out surveys in the 37 high rise blocks in Brent.</p> <p>There are smoke alarms in 95% of the tenanted properties. Justin reminded the meeting that if you don't have a smoke alarm and are a leaseholder, you can contact the Gas Servicing team for advice. The fire brigade are also offering free fire risk assessments of homes at which they can provide smoke alarms.</p> <p>J McCarthy advised that the handout also contained a list of fire safety tips which ALL residents should familiarise themselves with.</p> <p>K Jaeger reminded everyone that a lot of what should be done to prevent fire and fire risk is common sense and that BHP can only do so much, and that residents need to take ownership to prevent hurting themselves and others.</p> <p>C Daley reminded the board that if they notice something that should not be in a communal area, that that should not assume that someone else has reported it. If something is where it shouldn't be; report it. BHP will ask whoever it belongs to to remove it or BHP will remove it.</p> <p>Cllr John reported Pirate Stations in Shackleton and Amundsen House. This also highlights the fact that there are often people in blocks who shouldn't be. This instance has been reported however, it is an ongoing issue in blocks across the borough. C Byrne confirmed that this has been reported the day prior to this meeting and BHP was dealing with the matter.</p> <p>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. J McCarthy was unable to comment on that issue, but will ask that it is looked into.</p>	<p>J McCarthy</p>
<p>10.Environmental Improvement Programme Update</p>	<p>V Asahene advised that the works for 2009/10 are mainly health and safety improvement works such as potholes, paving, and the fencing off of disused areas.</p>	

	<p>C Byrne confirmed that all 29 projects will be completed this year and that the team are carrying out a HAB area blitz for communal repairs. From this, a lot of work has been identified and agreed with the contractors; a lot of which has already been completed. StR will be blitzed again in October.</p>																															
<p>11. LEQ Update 1st April – 30th June 2009</p>	<p>L Samuels presented the updated report advising that there is a 2% increase in gold estates in the HAB area, however there were no gold awards for StR due to health and safety repairs that are required.</p> <p>L Samuels reminded residents that LEQs can be updated on-line, and of the pictorial guide which is available to assist when rating your estate.</p> <p>K Jaeger stated that she has noticed that the residents care a lot more than they used to since the introduction of the LEQs. C Byrne agreed.</p>																															
<p>12. Results of Cleaning & Grounds Maintenance Survey</p>	<p>C Byrne advised that as part of the contract, 600 residents are surveyed each quarter for each service area. These surveys are now carried out by telephone, in order to gauge a higher response rate.</p> <p>March results</p> <p>Cleaning satisfaction;</p> <table border="0" data-bbox="521 1234 1084 1346"> <thead> <tr> <th></th> <th>Responded</th> <th>% Satisfied</th> </tr> </thead> <tbody> <tr> <td>STR</td> <td>12</td> <td>91%</td> </tr> <tr> <td>HAB</td> <td>9</td> <td>88%</td> </tr> </tbody> </table> <p>External Cleaning;</p> <table border="0" data-bbox="521 1419 1024 1488"> <tbody> <tr> <td>STR</td> <td>11</td> <td>100%</td> </tr> <tr> <td>HAB</td> <td>9</td> <td>89%</td> </tr> </tbody> </table> <p>Grass Cutting;</p> <table border="0" data-bbox="521 1562 1032 1631"> <tbody> <tr> <td>STR</td> <td>11</td> <td>100%</td> </tr> <tr> <td>HAB</td> <td>9</td> <td>89%</td> </tr> </tbody> </table> <p>June Results</p> <p>Cleaning satisfaction;</p> <table border="0" data-bbox="521 1747 1084 1858"> <thead> <tr> <th></th> <th>Responded</th> <th>% Satisfied</th> </tr> </thead> <tbody> <tr> <td>STR</td> <td>48</td> <td>91%</td> </tr> <tr> <td>HAB</td> <td>10</td> <td>100%</td> </tr> </tbody> </table> <p>External Cleaning;</p>		Responded	% Satisfied	STR	12	91%	HAB	9	88%	STR	11	100%	HAB	9	89%	STR	11	100%	HAB	9	89%		Responded	% Satisfied	STR	48	91%	HAB	10	100%	
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	<p>STR 44 86%</p> <p>HAB 10 100%</p> <p>Grass Cutting;</p> <p>STR 42 95%</p> <p>HAB 9 88%</p> <p>Cllr John suggested having a minimum response requirement and if this is not met, report that there were no enough respondents to report, as it is very difficult to translate such low numbers into number of residents satisfied. C Byrne advised that BHP are required to contact 600 residents each quarter in line with the contract specification, and that there a lots of other mechanisms for monitoring, therefore, the team are fully aware of all the performance issues with the contractors.</p>	
<p>13.A.O.B</p>	<p>K Jaeger advised that there is to be a fun day in St Raphael's on September 27th to launch to community centre which has been arranged by the community and funded by the Children's and Families department.</p> <p>C Byrne presented a certificate of appreciation to D Champion and thanked her for all her work as resident representative. This should have been presented to Diane in December last year however, she had been unable to attend that particular annual celebration.</p> <p>C Parkins advised that the BSCSB are looking for members to get involved in crime prevention and passed around a handout which contained details of their next meeting.</p>	

The meeting closed at 8:50pm having concluded its business.

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P O'Riordan, Chair

Minutes agreed 03/11/09