

TOWER HAMLETS COMMUNITY HOUSING

JOINT AREA RESIDENT BOARD MEETING

THURSDAY 30th OCTOBER 2008

MINUTES

MEMBERS PRESENT

Anne Ambrose	- Bethnal Green (AA) (Chair)
Thomas Turner	- Shadwell & Wapping (TT)
Mike Meir	- Bethnal Green (MM)
Len Thomas	- Bethnal Green (LT)
Christina Chesterman	- Shadwell & Wapping (CC)
Abraham David	- Shadwell & Wapping (AD)
Herman Vitalis	- Shadwell & Wapping (HV)
Dionne Harrison	- Shadwell & Wapping (DH)
John Grierson	- Bethnal Green (JG)

OFFICERS PRESENT

David Eatwell	- Director of Housing (DE)
Peter Exton	- Director of Development (PE)
Justice Allotey	- Financial Controller (JA)

DISTRIBUTION

Mike Tyrrell	- Chief Executive
Harneck Chilemba	- Director of Finance
David Eatwell	- Director of Housing
Compton Gustave	- Housing Services Manager
Peter Exton	- Director of Development
Bridgett Bardwell	- Human Resources Manager
Maryann Lowry	- Lettings Manager
Tracey Bellamy	- Lettings Manager
Sirajul Islam	- Community Housing Office Manager – Shadwell & Wapping
Andy Coleborn	- Policy & Communications Manager
Glyn Wiltshire	- Repairs & Maintenance Manager
Masood Hussain	- Community Housing Office Manager – Spitalfields
Elaine Hamilton	- Community Housing Office Manager – Bethnal Green
Sheila Bradley	- Corporate Admin Manager
Annie Evans	- Acting Senior Project Manager
Justice Allotey	- Financial Controller

1 ELECTION OF CHAIR FOR 2008/9

1.1 The meeting elected Anne Ambrose as Chair for the forthcoming year.

2 APOLOGIES FOR ABSENCE

2.1 Harneck Chilemba and Mike Tyrrell

3 DECLARATIONS OF INTEREST

3.1 None

4. MINUTES OF THE LAST MEETING 12TH June 2008

4.1 None

5. MATTERS ARISING

PRESENTATION BY LBTH WASTE RECYCLING

5.1 **Item 2** – AA asked why LBTH did not stick to what was agreed. And did not consult with residents. **DE reports that MT brought up the fact that the Council wasn't doing what it said to the relevant Council Director and took him on to the estate. They agreed that it was unacceptable and have agreed to remove them.**

PARKING CONTROL POLICY

5.2 **Item 5.14** – TT asked what the arrangements were for parking for residents of car free agreements. **DE confirms that the permits should be available through the local offices. Subject to spaces being available. Otherwise the policy had not changed. The contractor will be carrying out 24hr enforcement.**

6 ARB ISSUES

6.1 Bethnal Green ARB Minutes – 18.06.08

6.1.1 **Item 2.2** – New Mill did not turn up and it was clear that their services were not wanted.

6.2 Bethnal Green ARB Minutes – 23.07.08

6.2.1 **Item 5.7** – the standard of horticulture was not improving and residents were not getting answers. Officers concerned were not dealing with issues raised in the minutes. What happens when a CHOM had brought an issue to an officer's attention and nothing happens? **DE**

6.2.2 **Item 5.9** – the standard of Apollo cleaning was also not good enough and appears not to be being checked. DE and PE to liaise with own teams and with Apollo. **PE**

6.3 Bethnal Green ARB Minutes – 20.08.08

6.3.1 No comments

6.4 Draft Bethnal Green ARB Minutes – 24.09.08

6.4.1 No comments.

6.5 Shadwell & Wapping ARB Minutes – 03.06.08

6.5.1 **Item 3.1** – CC had been told that year two tree works will be carried out, she just had not been told when. **SI**

6.6 Draft Shadwell & Wapping ARB Minutes – 02.09.08

6.6.1 No Comments

6.7 Spitalfields ARB Minutes – 09.07.08

6.7.1 No Comments

6.8 Draft Spitalfields ARB Minutes – 08.10.08

6.8.1 No Comments

7 COMMUNITY DEVELOPMENT UPDATE

7.1 DE introduced the report and presented the areas in which grants and types of grants had been paid.

7.2 DE reported that THCH had written out asking residents how they would like to be engaged. THCH had also written to active residents to check that their contact details were up to date.

7.3 AA asked when a report on the results would be presented. DE stated that this would be at the next cycle. DE reported that staff would be door knocking and calling (phone) to improve response. **DE**

7.4 Mystery shopping – DE will collate first round of results and report back. Initial impression was non return of phone messages. **DE**

7.5 DE commented on key items in the report.

7.6 AA questioned the benefits of European Neighbours Day. DE to consider dropping this from THCH's events calendar. **DE**

8 GRANT APPLICATIONS

8.1 DE presented one grant application from Winterton House Gardening Club for £426.93. The grant was approved by Shadwell and Wapping ARB and supported by the JARB. MM asked whether things like this could be funded from the minor works budget.

9 UPDATE – IDEAS FOR ARTICLES

9.1 None

10. AGENDA IDEAS

10.1 None. However the JARB asked that if there were to be presentations in the future, the number of items on the remainder of the agenda should be limited in order to prevent the meeting lasting too long.

11. 2009/12 CORPORATE PLAN

11.1 DE introduced the report and explained that this was a three year plan that was reviewed annually. It will now go through the consultation process, be presented back to JARB in January 2009 and for agreement by Board in March 2009.

11.2 DE explained the layout and contents and explained the purpose of the Operational Plan. DE asked members to consider if these were the correct operational targets and whether others should be included.

11.3 MM asked that there was a version control V1.1 etc. **MT**

11.4 AA stated that both the BG ARB and JARB had questioned the purpose of the annual best block competition and reiterated their requests that this be removed and replaced with something more meaningful. **MT**

11.5 MM thought that little in the Plan appeared to apply to leaseholders. DE agreed to check the emphasis. Particularly about being a good landlord. **DE**

11.6 DE clarified how THCH helped tenants maximize income.

11.7 MM mentioned that large amounts appear to be lifted from web sites and asked if it could be cut down and that the font was legible. **MT**

11.8 The Joint Area Resident Board **AGREED** to note the report.

12. ASBESTOS MANAGEMENT POLICY

12.1 DE introduced the report. The new Policy had been updated to take into account new legislation.

12.2 The Joint Area Resident Board **AGREED** to note the report.

13. COMMUNITY DEVELOPMENT POLICY

13.1 DE introduced the report. There were no substantial changes.

13.2 DE explained the term 'capacity building'.

13.3 The Joint Area Resident Board **AGREED** to note the report.

14. KEY FOB POLICY

14.1 DE introduced the report. There was one main change that being that THCH sets the charge.

14.2 MM suggested a different name such as a controlled access policy. **DE**

14.3 Do tenants of leaseholders have to prove who they were rather than the absentee landlord? DE explained that it covers people such as management companies and was proof of their residency. **DE**

14.4 The Joint Area Resident Board **AGREED** to note the report.

15 MINOR WORKS PROGRESS REPORT

15.1 DE presented the report and its progress to date.

15.2 AD thought that the bulbs were not growing in Shadwell because they were being cut off too soon.

15.3 LT commented that changing the entrance at Lysander House round to the other side was not popular with residents. DE explained the possible improvements that were being considered. He expected the drawings would be available in the next two weeks. **DE**

15.4 DH and CC questioned the request for CCTV on Tarling as this did was not requested by the Shadwell & Wapping ARB. DE to check the background of this suggestion. **DE**

15.5 JG questioned why Minerva was getting more visitors bays. DE explained that they were the only ones that came forward.

15.6 MM asked when the ARBs would get some guidelines. DE suggested that it was anticipated that this would be flexible. DE suggested that these should be as suggested two meetings ago. LT asked that the answer should include timescales. **DE**

15.7 The Joint Area Resident Board **AGREED** to note the report.

16. RESIDENTS' CHOICE

16.1 DE presented the report which introduced new regulations on the Right to Manage and explained the main changes.

16.2 The Joint Area Resident Board **AGREED** to note the report.

17. SUCCESSION POLICY

- 17.1 DE presented the report. No main changes.
- 17.2 JG asked what one succession meant. DE explained the difference between legislation and the THCH policy.
- 17.3 DE explained that THCH did not have a joint tenancy policy but intended having one. **DE**
- 17.4 The Joint Area Resident Board **AGREED** to note the report.

18. SERVICE GUARANTEE

- 18.1 DE presented the report, outlining the number of Inspections etc that have commented on these and that they will change before SDC to make them more measurable.
- 18.2 DE reported that LSG made a suggestion that THCH inspected **at least** 10% of all repairs. **DE**
- 18.3 Members suggested that there was a conflict between 'guarantee' and 'aspire'. **DE**
- 18.4 DE agreed that emails should be added to correspondence. **DE**
- 18.5 The Joint Area Resident Board **AGREED** to note the report.

19. RENT ARREARS RECOVERY POLICY

- 19.1 DE presented the report, amended slightly to incorporate new Civil Procedures Rules and Status of Tenancy Act.
- 19.2 DE explained why THCH had not introduced Introductory Tenancies.
- 19.3 The Joint Area Resident Board **AGREED** to note the report.

20. COMMUNITY FACILITIES POLICY

- 20.1 DE presented the report. It was basically the same but it now specified that groups that occupy the facilities will have to pay rent and it reaffirmed that private parties were not allowed.
- 20.2 The Joint Area Resident Board **AGREED** to defer the report to the next meeting.

21. PERFORMANCE SUMMARY

- 21.1 DE presented the report and highlighted the two areas of concern which were rent arrears and maintenance costs. He expected these to be amber by the next meeting.
- 21.2 The Joint Area Resident Board **AGREED** to note the report.

22. HOUSING CHOICE ESTATES - REFURBISHMENT UPDATE

22.1 PE presented the report.

22.2 PE agreed to take completed schemes out of reports. **PE**

22.3 The Joint Area Resident Board **AGREED** to note the report.

23. RENT PAYMENT POLICY

23.1 JA presented the report.

23.2 DH wanted assurance that the debit card payment system was secure. JA explained how the system worked.

23.3 The Joint Area Resident Board **AGREED** to note the report.

24. VARIABLE SERVICE CHARGE POLICY

24.1 JA presented the report and explained that the policy was essentially the same other than that it now referred to the fact that THCH had a dedicated service charge officer.

24.2 MM asked if it was the case that service charges were linked to the same increase as rents. DE explained that this was technically the case but THCH could not recover shortfalls from tenants and had to charge leaseholders the actual.

24.3 The Joint Area Resident Board **AGREED** to note the report.

25. LOW COST HOME OWNERSHIP & INTERMEDIATE MARKET RENT POLICY

25.1 DE presented the report that had not significantly changed.

25.2 The Joint Area Resident Board **AGREED** to note the report.

26 PROGRESS REPORT - NEW BUILD

26.1 PE presented the report.

26.2 The Joint Area Resident Board **AGREED** to note the report.

27. ANY OTHER BUSINESS

27.1 DH wanted the contents insurance checked as they appeared not to have all the details. **DE**

Signed.....

Dated.....