

TOWER HAMLETS COMMUNITY HOUSING

JOINT AREA RESIDENT BOARD MEETING

THURSDAY 30th APRIL 2009

MINUTES

MEMBERS PRESENT

Anne Ambrose	- Bethnal Green (AA) (Chair)
Mike Meir	- Bethnal Green (MM)
John Grierson	- Bethnal Green (JG)
Christina Chesterman	- Shadwell & Wapping (CC)
Thomas Turner	- Shadwell & Wapping (AD)
Herman Vitalis	- Shadwell & Wapping (HV)

OFFICERS PRESENT

David Eatwell	- Director of Housing (DE)
Peter Exton	- Director of Development (PE)
Mike Tyrrell	- Chief Executive (MT)
Shamim Hossain	- Community Development Officer (SH)

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
Shamim Hossain	- Community Development Officer
Rene Poole	- Community Development Officer
Sheila Bradley	- Corporate Admin Manager
Annie Evans	- Acting Senior Project Manager
Arum Sivagnanam	- Interim Financial Controller

1 APOLOGIES FOR ABSENCE

- 1.1 Abraham David, Shadwell & Wapping; Mosabbir Ali & Saad Hussain, Spitalfields; Len Thomas, Bethnal Green; Harneck Chilemba, THCH

2 DECLARATIONS OF INTEREST

2.1 None

3. MINUTES OF THE LAST MEETING 29th JANUARY 2009

3.1 Agreed as an accurate record.

4. MATTERS ARISING

The National Conversation

- b Some confusion was noted between the work of the TSA in establishing standards through the National Conversation and the recent work by the National Housing Federation in producing their Code of Service Delivery and Accountability. DE agreed to take this up with both the NHF and the TSA. **DE confirms that this was raised with the TSA who advised that the work of the NHF would be considered by the TSA during the course of their consideration of new housing standards.**
- d Comment was made about the similarity of the National Conversation exercise with that conducted by Campbell Tickell as part of THCH's Options Appraisal study report to Board in December. DE agreed to ensure that the final Options Appraisal report was provided to JARB and to include the findings in the response to the National Conversation. **DE confirms that copies of the Options Appraisal report will be available for JARB members. The Executive Summary of the report was included in the response to the National Conversation alongside an extract from these minutes.**
- e JARB would like clarity from the TSA on how they will represent the concerns of leaseholders. There appears to be conflicting messages in different documents – one suggesting that the TSA works for all residents of social housing irrespective of tenure and the National Conversation briefing which suggests that it is aimed at assured tenants and shared owners only. DE will raise this with the TSA. **DE advises that the TSA have stated that “the powers at the disposal of the TSA are restricted to tenants of low cost rental and low cost home ownership tenants” but that there is an expectation that landlords will continue to talk with wider resident groupings. JG asked about use of the term tenant. DE advised that this was the term used by the TSA. DE reported that the TSA had received 24,000 questionnaires in response.**
- g The timetable for the National Conversation (January to March) is short if THCH want to hold further residents consultation sessions. There was discussion about holding events which may maximize the numbers of **DE advises that no further national conversation events were subsequently held.**

residents involved. DE agreed to explore the scope for more local events at weekends or during the day rather than simply holding evening meetings.

4. MATTERS ARISING

Shadwell & Wapping ARB Minutes – 03.06.08

4.1 Item 4.2.1

In response to a question DE confirmed that Sirajul will advise CC when the work to Chapman Street trees will be undertaken

SI has advised CC that the works to the trees will take place in May.

Item 7 COMMUNITY DEVELOPMENT UPDATE

4.2 Item 4.3.1

DE apologised but had forgotten to table these findings. They will be sent out to JARB delegates.

DE confirms that a summary of the findings of both mystery shopping exercises will be available for JARB delegates at the meeting. DE circulated the report following which he spoke to it.

ARB ISSUES

Draft Shadwell & Wapping ARB Minutes – 2.12.08

4.4 Item 5c.1

Item 3.16 repair to front porch at John Scurr House. DE will take up this issue with GW

GW confirms that the works have now been completed

COMMUNITY DEVELOPMENT UPDATE

4.5 Item 6.2

DH asked whether some THCH community development activities could take place in the community centre at John Scurr House. DE agreed to raise this with SH and RP.

DE confirms that the Community Development Team are talking to their counterparts in Newlon Housing Trust about joint working from this Centre.

2009/12 CORPORATE PLAN

4.6 Item 10.2

It was noted that the LAP & SNAG processes had changed and therefore the wording of the operational plan objectives in relation to working in partnership would need to be amended

MT confirms that the Corporate Plan has being amended to reflect the current working practices of the LAPs and Ward Panels

accordingly

ASSIGNMENTS AND MUTUAL EXCHANGES POLICY

4.7 **Item 11.2**

It was suggested that the title of the policy state reflects that the right of assignment applies to assured tenants only

DE confirms that the title of the policy was amended accordingly.

DECORATIONS ALLOWANCE POLICY

4.8 **Item 12.2**

DE agreed that housing offices and Update would publicise the Council scheme for decorations for elderly and disabled residents.

DE confirms that the Policy and Communications Manager has asked the Council to provide some Houseproud leaflets and that an article would be included in Update.

DOOR GATES AND SECURITY GRILLES POLICY

4.9 **Item 13.2**

It was suggested that para 2.4 be amended so that THCH “may” take legal action rather than “will”.

DE confirms that the policy was amended accordingly before approval at SDC

RESIDENT CONSULTATION POLICY

4.10 **Item 14.2**

It was suggested that the policy clarifies exactly to what schemes and projects the policy applies to.

DE confirms that the policy was amended accordingly before approval at SDC

4.11 **Item 14.3**

It was suggested that the policy incorporate a requirement that residents should be able to offer informed views.

DE confirms that the policy was amended accordingly before approval at SDC

4.12 **Item 14.4**

It was suggested that the policy made the feedback process more prominent

DE confirms that the policy was amended accordingly before approval at SDC

4.13 **Item 14.5**

It was suggested that “the provision of drawings, plans and or models” be included in the media used during consultations.

DE confirms that the policy was amended accordingly before approval at SDC

4.14 **Item 14.6**

DE advises that both Handbooks

ITEM 3

(at the printers) includes reference to how residents can influence policy and comment on compliance.

It was suggested that the Tenants and Leaseholders Handbooks both offer guidance on how residents can test compliance with policy decisions.

MINOR WORKS PROGRESS REPORT

4.15 **Item 15.2**

David agreed to investigate the delay in making Lysander House CCTV fully operational

DE advises that the delay has been caused by a combination of difficulties in obtaining key components, configuration changes as a result of the opening of the Community Centre and a delay with BT in fixing the telephone line. We have now instructed an alternative contractor. AA asked about further progress on this and DE reported that this will be operational by mid May.

4.16 **Item 15.3**

It was agreed that para 6.3.2 in the guidelines for ARBs should remove "and quorate" as the ARBs did not have quora.

DE confirms that the guidelines were amended as requested.

4.17 JG raised that there was no mention of the no smoking signs for the blocks that he raised at the previous meeting. DE agreed that they will be replaced and DE is identifying funding for permanent solutions. **DE**

4.18 TT asked why JARB members can not get copies of the minutes earlier than the next meeting. MT explained that they were circulated in the Board papers that all JARB members received. TT asked for just the minutes and not the Board Papers for himself. **MT**

5 ARB ISSUES

5a. **Bethnal Green ARB Minutes – 18.02.09**

5a.1 JG asked about all the items marked as outstanding to GW. DE reported that he is taking these issues up with GW and that those issues that are not to be responded by GW will be reallocated to someone else.

5a.2 AA raised the long standing issue of the communal lights on the stairwells of the Minerva Estate. DE reported this was an issue that he was discussing with GW. **DE**

5b Draft Bethnal Green ARB Minutes – 18.03.09

5b.1 Noted

5c Draft Shadwell & Wapping ARB Minutes – 03.03.09

5c.1 Item 7.3 was raised as a concern by TT. The issue had gone and on and on without resolution. DE reported that he had already taken this up with GW and that the works have now been completed.

5d Draft Spitalfields ARB Minutes – 11.02.09

5d.1 Noted

6 COMMUNITY DEVELOPMENT UPDATE

61 SH introduced the report SH reported on the annual figures for the key performance indicators as follows:

- Increase participation in consultative structures – Achieved only 228 attendances at JARB out of a target of 310 attendances
- Average attendance at JARB was 12 against a target of 16.3
- Community Groups operating at THCH facilities – Achieved 33 groups as opposed to the target of 18
- Individual attendance at THCH Community Facilities – Achieved 9,697 as opposed to the target of 8,580
- Resident Training – Achieved 92 as opposed to the target of 39

6.2 AA asked about Community Development Events and a discussion took place on the future of European Neighbours Day, following on from the small event planned in Wapping on 26th May 2009.

6.3 AA asked why there was no Zander Court Christmas Party this year. SH reported that there would still be two parties, one for adults in Shadwell and one for children in Bethnal Green, probably at Minerva. DE agreed to AA's request that transport would be laid on from Zander Court

DE

7 GRANT APPLICATIONS

7.1 None.

8 UPDATE – IDEAS FOR ARTICLES

8.1 AA reported on the article in Update requesting that residents volunteer for the Service Delivery Committee. TT stated that he was interested in the Service Delivery Committee. DE agreed to invite TT to the next SDC to observe.

DE

ITEM 3

- 8.2 MM asked whether Audit Committee Members are able to vote yet on other Committees. MT agreed to write to Audit Committee Members. **MT**
- 8.3 AA suggested an article on the Peer Mentoring scheme at Zander Court. **AC**
- 8.4 JG suggested that an article in Update every month on one of the Community Activities with a signpost to the website which lists all the activities. **AC**

9. AGENDA IDEAS

- 9.1 None.

10. RESIDENT INVOLVEMENT IMPACT ASSESSMENT

- 10.1 DE introduced the report and explained the report has been produced on a self assessment basis.
- 10.2 JG as asked whether any rent was received for Zander Court. DE replied that rent was only receivable from the users at St Peter's North and the PCT for the sessions that they run at a variety of the Community Facilities.
- 10.3 AA asked about a funder supporting the Senior Citizens Group at Zander Court. DE responded that the role of the CDT team was to enable and empower residents to seek funding rather than do that for them and that we would continue to work with all groups to help them develop fund raising skills.
- 10.4 MM requested a copy of the Aston Consultancy Report. DE agreed to circulate. **DE**
- 10.5 MM asked whether in paragraph 4.1.2 should it have said that the Board is scrutinised by JARB. DE agreed to amend the report as it is THCH that is scrutinised. **DE**
- 10.6 MM asked how do Focus Groups fit into paragraph 4.2.1. DE replied that Focus Groups will be changing to make them more accessible
- 10.7 AA asked why is there not much "impact" in the report. DE acknowledged that and agreed to look at the draft report before it goes to SDC for approval **DE**
- 10.8 CC asked about the disabled persons focus group. DE reported that the list of invitees was based on the returns to the Diversity Questionnaires. CC asked to be added to the mailing list. DE agreed to action. **DE**

11. COMMUNITY DEVELOPMENT STRATEGY & RESIDENT INVOLVEMENT STATEMENT

11.1 DE introduced the report.

11.2 In response to a question from MM, DE agreed to circulate minutes of the Editorial Advisory Board to JARB Members. **DE**

11.3 MM asked about the Consumer Panel. DE responded that AC is collecting THCH residents' email addresses for short consumer surveys. TT asked about the difficulty caused when email addresses get revealed to all and sundry. DE reported that he was aware of that and MM suggested that THCH use a product like "Mailman" to ensure residents email addresses are not revealed.. **DE**

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

12. COMMUNITY GRANTS POLICY

12.1 DE introduced the report. DE explained that the policy has changed to take out the bureaucratic obstacles that were built in to the old policy.

12.2 A discussion then ensued on why the JARB would consider applications are that are rejected by ARBs. Following this there were no changes to this proposal.

12.3 AA asked whether funding reports prepared by Community Development could include a section on how the funding would meet THCH's objectives. DE agreed to amend this. **DE**

12.4 The Joint Area Resident Board **AGREED** to note the report after changing 2.1 so that it goes to JARB.

13. COMMUNITY WARDENS SCHEME

13.1 DE introduced the report discussing the funding for the scheme. DE explained that he is working on seeking income from Pay & Display car parking.

13.2 JG asked DE to ensure that the Wear Place Car Park does not become a "shop" for undesirable activities. DE agreed to undertake this.

13.3 MM asked what powers will the wardens have to move people on. DE responded that the THCH wardens will not have any more powers than any other person however they will work as professional witnesses.

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

14. MINOR WORKS PROGRAMME PROGRESS REPORT

14.1 DE presented the report and progress to date.

14.2 DE agreed to check that the Development Team has let the residents know what is happening with Lysander House. **DE**

14.3 AA asked about the canopies at Minerva and clarified exactly what had been requested. DE to write to amend the Minor Works report accordingly. **DE**

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

15. PARK & PLAYGROUND MANAGEMENT POLICY

15.1 DE presented the report.

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

16. RELATIONSHIP BREAKDOWN POLICY

16.1 DE presented the report.

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

17. CASH INCENTIVES TO MOVE POLICY

17.1 DE presented the report.

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

18. SERVICES FOR OLDER RESIDENTS POLICY

18.1 DE presented the report.

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

19. SERVICES FOR RESIDENTS WITH DISABILITIES POLICY

19.1 DE presented the report.

19.2 DE agreed to add in stairlifts to paragraph 2.2. **DE**

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

20. TENANCY COMMENCEMENT POLICY

20.1 DE presented the report.

20.2 DE agreed to add in Home Etiquette leaflet to paragraph 2.1. **DE**

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

21. PERFORMANCE SUMMARY

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

22. HOUSING CHOICE ESTATES – REFURBISHMENT UPDATE

22.1 PE presented the report.

22.2 JG raised issue of the statement in paragraph 4.1 of the report on making good progress. PE responded that this was being measured as the expected date that Apollo will complete the works of July 2009 against the 'Offer Document' undertaking to complete the works programme by December 2010. PE accepted that the resident's perception of progress was different as Apollo had originally expected to complete by March 2009.

22.3 MM raised concerns on paragraph 4.2 on residents being invited to comment on the works on the completion of their block. PE explained that there will be a walkabout for each block which will concentrate on:

- Have the works been completed correctly?
- Have THCH done what was promised?
- Is there anything else that THCH should have done?

22.4 PE agreed to check on whether THCH had explained to residents about the delays in the groundworks. **PE**

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

23. PROGRESS REPORT - NEW BUILD

23.1 PE presented the report.

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

24. ANY OTHER BUSINESS

24.1 Agreed that the next meeting be moved forward a week to Thursday 2nd July 2009.

Signed.....

Dated.....