

TOWER HAMLETS COMMUNITY HOUSING

JOINT AREA RESIDENT BOARD MEETING

THURSDAY 29th APRIL 2010

MINUTES

MEMBERS PRESENT

Anne Ambrose	- Bethnal Green (AA) (Chair)
Mike Meir	- Bethnal Green (MM)
John Grierson	- Bethnal Green (JG)
Len Thomas	- Bethnal Green (LT)
Fred Hunt	- Bethnal Green (FH)
Janice Bergonzi	- Bethnal Green (JB)
Christina Chesterman	- Shadwell & Wapping (CC)
Herman Vitalis	- Shadwell & Wapping (HV)
Thomas Turner	- Shadwell & Wapping (TT)
Mostafa Kamal	- Shadwell & Wapping (MK)
Dionne Harrison	- Shadwell & Wapping (DH)

OTHERS PRESENT

None

OFFICERS PRESENT

Mike Tyrrell	- Chief Executive (MT)
David Eatwell	- Director of Housing (DE)
Harneck Chilemba	- Director of Finance (HAC)
Muge Dindjer	- Community Development Co-ordinator (MD)

DISTRIBUTION

Mike Tyrrell	- Chief Executive
Harneck Chilemba	- Director of Finance
David Eatwell	- Director of Housing
Peter Exton	- Director of Development
Compton Gustave	- Housing Services Manager
Bridgett Bardwell	- Human Resources Manager
Maryann Lowry	- Lettings Manager
Tracey Bellamy	- Lettings Manager
Andy Coleborn	- Policy & Communications Manager
Glyn Wiltshire	- Repairs & Maintenance Manager
Sirajul Islam	- Community Housing Office Manager – Shadwell & Wapping
Mina Rahman	- Community Housing Office Manager – Spitalfields
Elaine Hamilton	- Community Housing Office Manager – Bethnal Green
Muge Dindjer	- Community Development Co-ordinator
Shamim Hossain	- Community Development Officer
Rene Poole	- Community Development Officer
Sheila Bradley	- Corporate Admin Manager
Annie Evans	- Acting Senior Development Manager
Ajay Gajjar	- Revenue Accountant
Arum Sivagnanam	- Financial Controller

Pav Sehmbly

- PA to Chief Executive & Director of Finance

1 APOLOGIES FOR ABSENCE

- 1.1 Abraham David – Shadwell & Wapping
Louise Vaughan – Spitalfields
Peter Exton – Director of Development

2 DECLARATIONS OF INTEREST

- 2.1 None

3. MINUTES OF THE LAST MEETING HELD ON 21st JANUARY 2010

- 3.1 Agreed as an accurate record with one amendment to the minutes to record the thanks of the JARB for John Benson's services to THCH. **DE**

4. MATTERS ARISING

MINUTES OF THE LAST MEETING 29th OCTOBER 2009

- 4.1 **Item 3.1** - Agreed as an accurate record with one amendment to the attendance as Louise Vaughn was present and the minutes record her apologies. **DE confirms that the minutes of 29th October 2009 have been amended.**

Draft Spitalfields ARB Minutes – 10.06.09

- 4.2 **Item 4.1** - MM queried minute 5.3 and asked whether THCH are actually advising potential board members about what is entailed. MT suggested that a leaflet on this be produced by AC to be sent out with ARB and LSG papers when a Board member is to be elected. **AC reported in October 2009 that he is still preparing a leaflet that will be ready in November 2009. The leaflet is still being drafted.**

- 4.3 **Item 4.2** - MM asked that the leaflet highlight the time commitment that Board Members may be asked to give to the role **AC is still to produce the leaflet**

Draft Leaseholder Steering Group – 21.04.09

- 4.4 **Item 4.3** - TT asked whether the minutes can be emailed out to interested leaseholders who are not members of the LSG. HAC agreed to sort this out **HAC reported in October 2009 that he is progressing this as part of a wider IT project to send documents to leaseholders electronically including statements. The current update is**

ITEM 3

that Merge IT2, the system to enable us to do this, is being evaluated for cost effectiveness.

4.5 **Item 4.4** - JG asked how long it would be before this was completed. DE advised that THCH's IT Steering Group had agreed to progress this work that afternoon.

HAC – Merge IT pilot has just been successfully completed. ISSG decide on roll out on 22/04/10.

4.6 **Item 4.7** - AA raised a concern about the advice being given to the ARBs which conflicts with advice being received from Head Office. DE agreed that CG would be asked to attend the ARBs to explain how the relationship between the Community Housing Offices and Head Office staff works, the primary role of the Community Housing offices in resolving housing issues including repairs and his role in ensuring that the resolution of issues at ARBs was managed in a consistent manner.

CG has set up a monthly meeting with CHOMs and relevant HQ staff to ensure all matters arising from ARBs are managed in a consistent manner.

JARB MEMBERSHIP

4.7 **Item 5.1** - JARB NOTED Mr Mostafa Kamal's selection by Shadwell and Wapping ARB as a JARB delegate.

SB – Mr Kamal's details have been added to the mailing list

ARB ISSUES

4.8 **Item 6.1** - It was asked whether JARB could receive the full sets of minutes from the ARBs rather than just the summaries. DE agreed to check the protocol

DE confirms that JARB Members who want to see the full sets of minutes for the ARBs can request them from Sheila Bradley.

Bethnal Green ARB Summary – 21.10.09

4.9 **Item 6a.1** - JG asked about progress with resolving the europolymer floor issue (para 1.1) as the meeting at Poplar HARCA has yet to take place. AA advised that the Complaints Committee wanted the matter taken back to Finance and Development Committee. PE advised that the chair of F&D did not and that the matter would be referred to SDC.

PE reports that the matter was taken to the Finance and Development Committee

Spitalfields ARB Summary – 09.12.09

- 4.10 **Item 6e.1** - MA raised para 1.1 and asked about whether Hobson's Place would be getting balconies. PE advised that planning permission would be required. DE advised that SDC would need to allocate funding in the Major Works programme
- DE confirms that the report to SDC (also on this agenda) will include the proposal from Spitalfields ARB for THCH to install balconies.**

- 4.11 **Item 6e.1** - AA raised para 3.1 and advised that TB had not been to Bethnal Green ARB. DE advised that he would check whether the consultation period was still open.
- DE**

Leaseholder Steering Group Summary – 20.10.09

- 4.12 **Item 6f.2** - AA asked about progress with arranging the outstanding meetings. PE advised that there were 4 meetings to be held: for residents of Southwood Smith about the refurbishment; for residents of John Nettlefold about the roof works; for residents of Charles Dickens about additional works including overcladding; and for leaseholders on the major works billing process.
- PE reports that the Southwood Smith meeting has taken place. The John Nettlefold meeting has taken place. The Charles Dickens meeting will take place in May when funding conditions are satisfied and the Leaseholder meeting should also take place in May when the final accounts are ratified.**

COMMUNITY DEVELOPMENT UPDATE

- 4.13 **Item 7.2** - AA asked for improvements with the St George's Day event
- DE confirms that the St Georges Day event will be held on 23rd April at Zander Court where a fish and chip lunch will be provided.**

UPDATE – IDEAS FOR ARTICLES

- 4.14 **Item 9.2** - FH asked whether AC could attend ARBs
- AC attended BG ARB as per request and will be attending other ARBs**

TENANCY COMMENCEMENT POLICY

- 4.15 **Item 12.1** - AA advised that the covering report had not been submitted to BGARB and consequently the issue of photo ID had not been considered. Other ARBs have yet to consider the
- DE confirmed that the report was distributed to all Community Housing office Managers for consideration at ARBs. Spitalfields considered the matter**

item. It was suggested that the item should be deferred to SDC to May.

PERFORMANCE SUMMARY

- 4.16 **Item 16.1** - Three leaseholder members identified concerns with the accuracy of service charge statements all with different payment methods. DE agreed to pass the concern to the Finance Directorate. **DE passed the concern to the Finance Directorate who will contact the residents directly.**

5. JARB MEMBERSHIP

- 5.1 JARB NOTED the Bethnal Green ARB vacancy created as a result of John Benson's move out of the area.

6. ARB ISSUES

6a.1 **Bethnal Green ARB Summary – 20.01.10**

- 6a.2 The meeting noted the summary

6b **Bethnal Green ARB Summary – 17.02.10**

- 6b.1 The meeting noted the summary

6c **Bethnal Green ARB Summary – 17.03.10**

- 6c.1 The summary circulated had not been updated and it was agreed to consider this again at the next meeting **MT**

6d **Shadwell & Wapping ARB Summary – 02.03.10**

- 6d.1 TT raised concerns over the decision of the ARB to defer the decision on the 10k ARB allocation. HV undertook to ensure that a decision will be made at the next meeting. DE would ensure that the Community Housing Office Manager, Sirajul Islam is also made aware of this. **DE**

- 6d.2 The meeting noted the summary

6e **Spitalfields ARB Summary – 10.02.10**

- 6e.1 MM raised concerns over not actually understanding from the summary what actually happened at the meeting. DE undertook to discuss this with Mina Rahman, the manager of the Spitalfields Community Housing Office. **DE**

- 6e.2 The meeting noted the summary

6f **Leaseholder Steering Group Summary – 19.01.10**

6f.1 The meeting noted the summary

6g **Leaseholder Steering Group – 20.04.10**

6g.1 TT asked for a verbal report on what happened at the leaseholder Steering Group at their meeting last week.

6g.2 HAC reported that the main point of discussion was the Quarter 4 service charge accounts which showed large variances between budget and actual expenditure in many expenditure headings. LSG had also decided to go with Option One on the Board Structure which they were being consulted on. They wanted to retain the existing size of the Board of 18 but, within it, increase the leaseholder representation by one to three in total.

7. COMMUNITY DEVELOPMENT UPDATE

7.1 DE presented the report and drew attention to THCH performance against the key indicators, events and the section on the proposed social enterprise. DE reported that the 2010/11 Community Development Strategy had been delayed because of his absence and because of the need to undertake a resident involvement impact assessment.

7.2 MD presented the appendix to the report on the joint strategy which will focus on tackling worklessness, improving outcomes for young people and improving community cohesion. MD highlighted a menu of projects to select which would become the workplan for the joint community development work to March 2012.

7.3 JARB noted the contents of the report

7.4 JARB noted the summary position of resident participation and community development activities.

8. GRANT APPLICATIONS

8.1 There were no grant applications to consider

9. UPDATE – IDEAS FOR ARTICLES

9.1 TT asked for the summary articles on the ARBs and LSG to be more informative. DE to raise this with AC. **DE**

10. AGENDA IDEAS

10.1 None

11. BOARD STRUCTURE

- 11.1 AA reported that in the slot reserved for JARB Members only this matter had been discussed and that the report did not require to be introduced.
- 11.2 JARB agreed to recommend to the Board that:
- 11.2.1 A new Option Four so that the Board remains at the same size with the a changed make up:
- 9 Residents (6 tenants and 3 Leaseholders)
 - 6 Independents
 - 3 LBTH Nominees
- 11.2.2 In the event that the Board decided that the number of members should be reduced, then the JARB stated that the number of Resident Members should remain as 8 (6 tenants and 2 leaseholders).
- 11.2.3 Each ARB be invited to directly elect one of their number to serve as a Member of the Service Delivery Committee, the Personnel Committee, the Finance & Development Committee and the Audit Committee.

12. NATIONAL HOUSING STANDARDS

- 12.1 DE presented the report and went through the issues from a THCH perspective.
- 12.2 DE advised that there are 6 national standards included in the TSA's draft regulatory framework currently out for statutory consultation and talked around the issues of local standards and how THCH residents would be involved in setting and monitoring them.
- 12.2 JARB agreed to:
- 12.2.1 Note the report
- 12.2.2 Hold a special JARB in early September in order to recommend to the Board on 16th September a set of local standards known as "the local offer" that has to be published by 1st October 2010. **DE**
- 12.2.3 To use the existing Service Guarantee as a template for "the local Offer" as a starting point with residents? **DE**
- 12.2.4 To discuss further the idea of the JARB becoming the main performance scrutiny body for THCH with a summary report going to SDC. **DE**
- 12.2.4 To set up a sub group to work on the existing Service Guarantee **DE**

as a template for “the local Offer” made up of Anne Ambrose, Mostafa Kamal, Fred Hunt, Janice Bergonzi, Mike Meir and Christina Chesterman.

13. TENANCY COMMENCEMENT POLICY

- 13.1 DE introduced the report, and drew the attention to what some would see as the controversial proposal to retain photographs on the tenancy file of all tenants as one of the ways to combat sub-letting. **DE**
- 13.2 Whilst everyone present agreed wholeheartedly with the proposals, DE answered some questions on the logistics and other methods used by THCH to detect sub-letting.
- 13.3 JARB agreed to note the report.

14. HOUSING CHOICE ESTATES – REFURBISHMENT UPDATE

- 14.1 DE presented the report and addressed the issues raised in respect of:
- Landscaping Works
 - Charles Dickens House Overcladding
 - Snagging
 - Leaseholder billing
 - The new build homes at Florida Street and Pollard Street
- 14.2 DE explained that the offer promises document he was working on would details on whether THCH had met the all the promises and not just the repair ones.
- 14.3 JARB noted the report

15. MINOR AND MAJOR WORKS PROGRESS

- 15.1 DE highlighted the fact that the report also now included major works and cyclical works in the report.
- 15.2 LT asked DD to sort out some remaining issues with Lysander House works that are now finished, and said that so far it has been effective. In particular he wondered whether the fobs of the residents on the ground floor called be altered so that they do not have access to the lift and stairs. **DE**
- 15.3 On the low water pressure issue DE advised that he has written to Thames Water and will be arranging for Peter Exton to raise this at the THHF Development Forum, as this must be an issue all the landlords locally can unite on. **DE**
- 15.4 DE advised that the painting programme tender report will be

considered by the SDC in May 2010.

15.5 MK asked whether there could be a bike store at Sumatra and Java courts if funding becomes available from TFL. DE to check this out. **DE**

15.6 JARB noted the progress as set out in the report.

16. PERFORMANCE SUMMARY

16.1 JARB noted the contents of the report

17. NEW BUILD PROGRESS REPORT

17.1 DE presented the report and answered questions about the infills on the Mansford Estate. DE confirmed that he had visited the area this week with members of the Senior Management Team and had been in the three properties and that they were as follows:

- Zander Court – Three bedroomed wheelchair accessible Flat
- John Fielden House – Five bedroomed maisonette
- William Channing House – One bedroomed wheelchair accessible flat

18. ANY OTHER BUSINESS

18.1 MA advised that he has free tickets for the film festival being held at Rich Mix Centre from 28th May 2010 to 3rd June 2010 is anyone was interested. DE agreed to ask AC to advertise this on the THCH web site. **DE**

18.2 FH said that nothing was being done by THCH on the alleged subletting of a flat at Hector House. MT agreed to raise this with EH. **MT**

18.2 JG asked whether there could be a speed hump and a no through road sign on the road to the rear of John Nettlefold House. DE agreed to raise this with EH. **DE**

18.4 FH wanted MT to note that his comments at a recent ARB in Bethnal Green on the opening of new flats was about people other than politicians opening them, so that he was not only asking for THCH to use residents but also local celebrities.

The meeting ended at 9.30pm.

Signed.....

Dated.....