

HRA Performance Meeting – 8th June 2016

Attending:

TMO – Sacha Jevans, Teresa Brown

RBKC – Celia Caliskan, Christine Cummings, Sarah Thomas

Apologies: Yvonne Birch, Amanda Johnson

Hash Chamchoun came to the Town Hall but was not met for the meeting.

Apologies were made.

1. Minutes of 15th February 2016 and matters arising

- Lancaster West – CÇ said the FCA had said it couldn't help but is now following up on unpaid invoices from the EMB. TB will check if the position on the outstanding assets. **Action: TB**
- Repairs Direct – Graham Webb is settling in and a 5 year business plan has been agreed.
- Tenant Profiling – TMO will be going out to do more work. The forms include HB and financial questions. It asks for salary ranges and ascertains if tenants are working. ST asked if young carers could be mentioned specifically. TB said there is a section on carers to get details.
- Succession article - CÇ said that the succession article did not appear in the residents' newsletter. TB will check. **Action: TB**
- Trellick – Going forward with Planning. Start on site will be later in the year.

2. Performance indicators

- See Q4 information tabled.
- Responsive repairs – pleased with the levels achieved.
- Void levels – showing red. Breakdown of 50 to be provided. **Action: SJ**
- Collection rates have been good despite Agresso problems.
- ASB Complaints are up but that is because there is better reporting and recording.
- Call centre – The new CRM is in place. The operators get more information about the case. This has resulted in longer calls but is giving a better service.

3. Audits – All of the recent audits were given substantial. The 16-17 audit plan has been circulated. The fixed term tenancy management will be pushed back to Q2.

4. Eviction figures – 6 monthly figures will be reported in July.

5. Chelsea Manor Court – The ball pen has been closed for a number of years and the proposal was to undertake repairs and re-open it. Following objections, the TMO will put together some options and will go out to consultation.

- The telephone masts consultation is in abeyance until the correct approvals for the works are located or in place.

6. **Elm Park Gardens key worker units** – CÇ asked if a review could be undertaken on the EPG units. She will send over an e-mail with the request.

Action: CC

7. **HRP** - report tabled

- 15-16 programme – 3 schemes (Chelsea Manor Court resurfacing, Bramley House – landscaping and Brickbarn Close – landscaping and vehicle gates) have been completed. Worlds End Estate refurbishments is being scoped and the ARB is paying towards the cost.
- 16-17 programme – 3 new schemes agreed (Slaidburn Street, Corbett House and Penzance street – gates and gardens)

8. **Intermediate & Market rents**

Comments are awaited on the heads of terms, lease and AST. SJ said that Barbara is looking at the heads of terms and the lease and will return them to the Council. TB will comment on AST once the Tenancy Policy has been finalised. The processes will be agreed in the meeting that follows the HRA meeting.

Action: TMO

48 & 63 Chesterton Road will be let as market rent.

9. **Disposals**

- 3 Billings Street and 14 St. Luke's Road – the sales will be completed shortly
- 16 St Luke's – on the market and bids will be looked at shortly
- 1A St Helens – a tenant remains and Housing are looking at ways to incentivise the tenant moving.

10. **Health and Safety**

- Adair Tower – all of the residents have returned but there have been complaints about smoke damage.
- Enforcement notices – work ongoing with LFB.

11. **Traveller's site**

A separate meeting will be held on-site. SJ indicated there is now a dedicated welfare reform officer to offer assistance.

12. **AOB**

Mandy Warriar has raise issues around community safety and would like a HHG type meeting on drug issues and gangs.

TB will discuss with Stuart Priestly.

Action: TB

13. Date of the next meeting : 19th September 2016 Room 203, Town Hall

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