

**HOMES' CONSULTATIVE COMMITTEE
MINUTES OF THE MEETING HELD ON
MONDAY 28 JANUARY 2019
KENSINGTON TOWN HALL AT 6.30PM**

PRESENT

Resident

Mr Elias Bader
Mrs Candice Bovill-Taylor
Miss Patricia Crampsie
Mr Bruno Diantantou
Mr Michael Gazley
Mrs Joanna Hamilton
Miss Barbara Holden
Miss Gaenor Holland-Williams
Ms Nada Kovacs
Ms Lyda Marina Chavez Auliar
Miss Shelagh Murphy
Ms Leearna Oliffe
Ms Rachel Pattinson
Mr Mohamed Ragab
Ms Anessa Salihbegovic
Dr Robert Thornbury
Mrs Mary-Louise Thornbury

Council Officers

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|----------------|--------------------------------|
| Doug Goldring | Director of Housing Management |
| Amanda Johnson | Head of Housing Commissioning |
| Keith Edwards | Consultant |
| Grazyna Wilk | Business Support |
| Saye Charles | Admin Support |

1 INTRODUCTION

1.1 Introductions were given.

2 MINUTES AND AIRISING

- 2.1 Agreed that Joanna Hamilton will be (JOH) for the purpose of the minutes as there are two residents with the same initials.
- 2.2 Doug Goldring (DG) confirmed that an update invite will be sent to all residents living in street properties, small blocks etc.

3 HRA BUSINESS PLAN

- 3.1 DG gave an overview of the Business Plan for 2019, setting out how the Housing Revenue Account (HRA) Works. The HRA is ring fenced. Currently owe £210m similar to home account and illegal to go into debt.
- 3.2 DG explained how the government used to cap borrowing.
- 3.3 The Budget was around £60m p/a (rent and service charges) with a projected surplus next year.
- 3.4 A majority of spend is on running the services (staffing) followed by repairs.
- 3.5 The stock condition survey has been completed and investment of at least £250m will be needed, so there is a short fall in funding. We need to look at gap and how we make this up.
- 3.6 Options to address gap include:
- Lower investment
 - Efficiencies
 - Rent and service charge
 - Sales of vacant properties
 - Non – Housing capital
 - Borrowing
- 3.7 Shelagh Murphy (SM) asked for clarity on sale of properties. DG stated it is an option to sell properties that may require substantial investment. It will be a political decision.
- 3.8 DG confirmed that the programme details are on the website and not the full stock condition survey.
- 3.9 DG advised on the risks. Brexit is a risk and this could impact negatively in the construction industry (skilled workers) and increase costs. A further risk is an increase in interest rates.
- 3.10 An additional risk is discovery of more problems with the stock. DG is reasonably confident that we will be able to address the shortfall. The priority is to catch up on backlog in capital investment.
- 3.11 Dr Thornbury (DR T) asked if the RTB remains and DG confirmed it does but remains unaffordable in this borough for many people. DG does not anticipate major changes in tenure.
- 3.12 JOH asked if the term estate regeneration is no longer used. DG advised this is the position currently.
- 3.13 Anessa Salihbegovic (AS) asked for an update on fire doors. DG confirmed this is due to go out for procurement and the specification has been improved. The programme will start in the summer and there will be a limited choice of doors.

4 ASB

- 4.1 DG gave an update on the work of the Task & Finish Group which is nearing completion.
- 4.2 There is a procedure but no policy. Practice from elsewhere and a review of cases is informing the changes.
- 4.3 DG stated that previously this has been process orientated and not effective in delivering outcomes. There is now a focus on taking action and, for examples, the number of injunctions is increasing.
- 4.4 The new policy will be in place by April 2019. It is important that neighbourhood officers embrace the changes. There is a need for staff training and to professionalise staff ability to deliver. We also need to look at professional witnesses.
- 4.5 DG gets a monthly update on ASB.
- 4.6 DG stated we need to communicate with residents on what we can offer.
- 4.7 Resident survey shows low levels of satisfaction in this area.
- 4.8 Bernadette Fry (BF) new Assistant Director joined the service at the end of last year and has experience as a Lead Audit Commission Inspector.
- 4.9 There will be a proper launch to give the changes focus.
- 4.10 DG advised on the new Neighbourhood Management Service standards and the most important measure is how satisfied residents are with the process.
- 4.11 DR T stated the need for early detection of issues by looking at prompt collection of data. DG advised we are very dependent in hearing from residents.
- 4.12 DG stated where there is an “early warning” we should take prompt action. Evidence suggests early intervention can reduce ASB significantly.
- 4.13 DG stated the need to also identify more vulnerable residents and confirmed that we are meeting locally with the Police. The service is now linked into the Community Safety Partnership. There is currently no out of hours’ enforcement team in the borough and we are exploring options.
- 4.14 BD asked if we have looked at the root causes of ASB. DG stated that in a previous role he had done this and this can be done going forward.
- 4.15 GHW asked about the definition of vulnerability and stated that this relates both to people experiencing ASB and those who may cause it.

5 TRAVERSE UPDATE

- 5.1 The Steering Group is working on the final report with Traverse and an update was given to Tenants Consultative Committee. Potential recommendations could include the completion of a borough wide survey.
- 5.2 DG stated that there was a lot of debate at the TCC and that the position will be considered again at the March TCC.
- 5.3 DG stated that there were a lot of differing opinions. Some felt that the Council had generated the answer and others also confirmed they want the Council to manage.
- 5.4 The TCC is the best forum to take this work forward and we will take a steer from residents on how they want to proceed.
- 5.5 Keith Edwards (KE) asked for feedback. A Resident stated that there was a lot of discussion on the methodology.
- 5.6 A Resident asked if the specific feedback could be looked at. Questions arose about the need to do the survey when it could generate the same feedback. Whilst participation numbers were low the results were acceptable in terms of the sample size.
- 5.7 DG advised that residents will continue to have the option to right to manage. Some residents have expressed the wish not to rush in to a decision.
- 5.8 DR T advised that long term research could be a benefit in monitoring the service.
- 5.9 DR T referred to an academic body that could assist. DR T also advised there should be a record.
- 5.10 GHW confirmed that this was presented in the summary Traverse report and a full report will be produced as well.
- 5.11 GHW stated that the local events also raised issues of concern in relation to staff. GHW also stated residents can continue to seek advice and support from the Council on the right to manage.
- 5.12 KE asked people if they want to show a preference for how to proceed as an indicative vote:
- Proceed with full survey – 8
 - Mini survey through Housing Matters – 2
 - No survey – 5
- 5.13 SM stated she voted for a full survey so people would not be able to say there was no opportunity to have their say

6 TERMS OF REFERENCE FOR WORKSHOP ON RESIDENT ENGAGEMENT

- 6.1 KE stated we need to take stock of how arrangements are working and a workshop is being arranged.

- 6.2 We will be looking to hold two workshops, one will be on Tuesday 19 February in the evening and the other will be Saturday 2 March in the morning.
- 6.3 KE advised on potential issues to address e.g. terms of reference. This will lead to recommendations.
- 6.4 DG advised the need to review the role of TCC in terms of scrutiny, decision making and involvement of residents.
- 6.5 The invite for the workshop will go out by doodle poll.
- 6.6 DG stated that it is excellent that so many residents are coming forward to support the work.
- 6.7 GHW raised the issue of keeping consultants. DG stated that we have a number of consultants that are due to leave and a new management team is in place. DG stated there is a plan to keep some consultants who will have specific remits.
- 6.8 DG stated the priority is to procure a new Framework Agreement and capital programme implementation group. DG stated it is also important that we look at a Resident Safety Group.

7 FORWARD PLAN

- 7.1 Repairs policy will go to every resident subject to TCC agreement in February.
- 7.2 The Residents' Charter is in development.
- 7.3 The task & finish group on Customer Services have made recommendations for the Compensation Policy.
- 7.4 The estate management task and finish group is due to report in March and the ASB group in April.

8 AOB

- 8.1 CIH Conference attendance by residents – DG considering this request.
- 8.2 Staff recruitment – DG fed back on what was discussed at TCC.
- 8.3 Task & Finish Groups – these are likely to continue and there is need to widen the group of volunteers.
- 8.4 Shelter commission – KE stated that a link will be sent out to this well-received report on the future of social housing. The report called for more investment to be made in social housing. A local resident was in the panel and informed this and it was agreed to ask Samia Badani (SB) to speak on this.

- 8.5 DG suggested a Resident Safety Group. This could be a new Task & Finish Group looking at resident safety. Idea supported by TCC but feedback on “how” this takes place needs consideration.
- 8.6 DG is looking at overall approach to compliance and this will report directly to DG going forward.
- 8.7 DG advised we want to develop our own fire safety strategy and we will be expecting there to be changes to fire guidance. We will need to look at the Hackett report recommendations. DG pointed out that some residents have skills in this field.
- 8.8 GHW said we need to look at how we link into contractors who are not under RBKC management. DG pointed out the complexities of addressing issues with external companies responsible for utility infrastructures.
- 8.9 SM advised that she has an annual gas safety check and has never been asked to provide documentation. DG advised there is no legal requirement only when letting the property out. DG also advised there is a current test case that is being looked at.
- 8.10 BD asked if people know who their caretaker is and how to contact them, DG advised we do not have care takers but estate services assistants that do not engage in cleaning or communal repairs. This is under review.
- 8.11 DG stressed the need to have people in place able to fix things. BD stated that this is included in the service charges.
- 8.12 DG advised there should be a monthly inspection and will provide contact details.
- 8.13 KE asked which residents would like to get involved in the Resident Safety Group.
- 8.14 SM stated her concern about the lack of investment in the street properties. DG confirmed we have set a capital programme.
- 8.15 £50m funding will go into the capital programme each year. DG confirmed that street properties are not being left out.
- 8.16 JOH has seen the programme and DG clarified if the schedule is supported by urgency. JOH asked for more information. The contact is Boe Williams Head of Asset Management: boe.williams@rbkc.gov.uk.
- 8.17 A Resident asked how we are identifying properties in dire need if only 15 per cent are surveyed. DG advised people to come forward if they feel urgency is not reflected at their properties.
- 8.18 A Resident raised concern about the TMO not carrying out works that had been charged for. DG advised we are in discussion with some contractors in works they claim to have completed.

- 8.19 A Resident asked how tenants can be involved in the design of works in the future. DG advised it would be good for the capital programme team to meet with residents living in street properties. This can be arranged when the team is in place for overseeing works later in summer.
- 8.20 AS stated her concern about the cleaners and the frequency. DG advised that estate services assistants should monitor this. DG stated around 20 per cent of residents think the service can be improved.

9.0 ACTION TRACKER

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| 2.2 | Doug Goldring (DG) confirmed that an update invite will be sent to all residents living in street properties, small blocks etc. | Completed |
| 8.4 | Shelter commission – KE stated that a link will be sent out to this well-received report on the future of social housing. The report called for more investment to be made in social housing. A local resident was in the panel and informed this and it was agreed to ask Samia Badani (SB) to speak on this. | SB attended the TCC and a copy of the presentation can be provided. |
| 8.12 | DG advised there should be a monthly inspection and will provide contact details. | The contact points are June Roberts for the South 020 8964 6162 and Michelle Levy for the North 020 8206 7547. |