

# Tenants Council Minutes

Lambeth Town Hall, room 8

Thursday, 15 June 2006, 7:00 – 9:45PM

## Attendance

### Nominated Delegates, Deputies and Observers

Rashmi Agrawal, Vice Chair	Brixton – Delegate
Bill Allison	Clapham and Stockwell – Deputy
Cathy Butler	Norwood – Delegate
Ray Farrow	Norwood – Delegate
Rita Fitzgerald	North Lambeth – Delegate
Jean Haley	Norwood – Delegate
Robert Hall	Brixton – Delegate
David Hart	Clapham and Stockwell – Deputy
Nicholas Helleur	Brixton – Delegate
Edna Jarvis	North Lambeth – Delegate
Augustine Kabia	Brixton – Delegate
Jean Kerrigan, Former Chair	Brixton – Delegate
Irena Kowalewska	Leaseholders Council – Observer
Pauline Lewis	Streatham – Delegate
Joan Light	TMO Liaison Committee – Delegate
Barry McCalla	Leaseholders Council Chair - Observer
Angela Miller	Streatham – Delegate
Ros Munday, Chair	Clapham and Stockwell – Delegate
Graham Nicholls, Vice Chair	Streatham – Delegate
Ray Puckey	North Lambeth – Delegate
Beryl Saunders	TMO Liaison Committee – Delegate
Pat Scahill	Clapham and Stockwell – Delegate
Matt Toussaint	Brixton – Delegate
Joyce Wilson	Brixton – Delegate

### Elected Members

Cllr Jeremy Clyne	Opposition Housing Spokesperson
Cllr John Kazantzis	Cabinet Member for Housing
Cllr Kristy McHugh	Deputy Cabinet Member for Housing
Cllr Christopher Wellbelove	Clapham Town ward

### Officers

Chris Adamson	Head of Housing Management Support
Tom Bremner	Interim Division Director Housing Management
Barry Crawford	Cottington Close TMC Estate Manager
Kevin Creed	Resident Participation Officer
Stuart Dixon	Resident Participation Team Manager
Bayo Igoh	Acting Area Housing Manager, Norwood
Chris Lee	Interim Executive Director of Housing

### Other observers

Barbara Booth	Mountearl and Adare RA
Pat Watson	Streatham Common RA

## Apologies

Hazel Barlow

Streatham – Delegate

Steve Chinamaya

North Lambeth – Delegate

John Frankland

TMO Liaison Committee – Delegate

Cllr Irene Kimm

Conservative

### 1.0 Welcome and introductions

Action

- 1.1 It being the 10<sup>th</sup> anniversary of Tenants Council a cake was cut. Jean Kerrigan, Jean Haley, Pat Scahill, Chris Lee were present as they were ten years ago

### 2.0 Minutes of the AGM on 26 April 2006

- 2.1 Minutes agreed as accurate.

### 3.0 Matters arising

- 3.1 Sheltered housing commission - Councillor Kazantsis said he was discussing the way forward with Councillor Anyanwu.
- 3.2 Deep cleaning - concerns raised that detergents and weed-killers being used on estates despite requests from residents to the contrary. Raised issue about use of inappropriate chemicals on St Matthews Estate. **ACTION: Officers to investigate and report back.** CA
- 3.3 Parking permits - **ACTION: Report to Service Improvement Forum in July** MA
- 3.4 Service charge refunds - **ACTION: Procedure for claiming to be circulated** GC
- 3.5 Graffiti removal hours of work - This appears to be a local problem in Clapham and Stockwell.
- 3.6 Decent Homes property inspections - **ACTION: Copy of Decent Homes survey report to go to Jean Haley together with letter explaining the basis of the survey. ACTION: Form to be reviewed in terms of the personal information being requested.** SL DT
- 3.7 Defend Council Housing conference - Jean Kerrigan reported that it was a good meeting; it looked at new ways to fund Decent Homes; ALMOs; and a petition is being circulated for reforming the funding of council housing which she asked delegates to sign
- 3.8 Tenants Council action sheet - **ACTION: Cllr Kazantzis to review the Tenants Council Action Sheet responses prior to the meetings.**
- ### 4.0 Referral from Norwood Area Housing Forum
- 4.1 Inspections of communal water tanks: Norwood Area Housing Forum requested that the senior officer responsible for this area of operation provides a response.
- 4.2 Officers informed delegates that tank rooms are visited weekly to check on the security of the rooms; there are monthly checks on the quality of the water; housing property services is investigating what needs to be done to get all health and safety issues in order to maintain this regime.
- 4.3 Delegates are concerned that tank areas can't be inspected due to

health and safety regulations. They also queried access problems to those few tanks that are in the attic space above an individual's property.

**4.4 ACTION: Audit of all water tanks and lift access points to be undertaken urgently.**

CA

**5.0 HRA/Reframing costs and savings – Chris Lee**

5.1 Chris Lee presented his report identifying the underlying problems of overspending within the HRA and the savings identified from Reframing. This showed that savings had been made from Reframing but much less than hoped. It will also be necessary to make significant savings this year and in future years in order to bring the HRA into balance.

5.2 Cllr Kazantzis stressed that overspending in the HRA must be managed with as little effect on the front line service as possible.

5.3 Chris Lee confirmed that officers are working very hard to reduce spending; Premises costs, which include repairs, are the highest spending areas. Overspending therefore has provided an increased service to tenants

5.4 During a lengthy debate the following points were made:

- Where will cuts be made? Front line staff already being affected – posts frozen.
- Was there any monitoring of Repairs? Day to day and planned – why not picked up earlier?
- How long will 'interim' positions last?
- Too many tiers of senior management.
- Need to recover service charge debt - £2 million.
- What is the definition of 'front line' resources / outcomes?
- If new management are brought in – they need to be of much higher quality

5.5 Some delegates wanted officers to know that they have experienced a much better service since Reframing and are generally happy; but are concerned with the overspending and the effects of long-term sickness. They also questioned how long 'interim' officers were going to be in position before permanent officers were recruited.

5.6 Officers stated that the delay in the new software system SX3 delayed expected savings to the Lambeth Service Centre; also there are many levels of management, and Lambeth is the most expensive housing service in inner London; interim positions will be filled ASAP under the new administration. Officers also wanted to be very clear that there have been savings under reframing, about £1.7m.

**6.0 Concierge costs – Chris Adamson**

6.1 This was a follow up report to the one presented by Mike Wacha at the previous meeting with additional costings information which showed the HRA subsidising concierge residents by up to £750,000 per annum

- 6.2 **ACTION: Agreed to tender concierge contract in partnership with residents** CA
- 7.0 Residents conference 2006 – Chris Adamson**
- 7.1 Residents were advised of the preferred venue and date. Details will be discussed with TC Executive in the near future. GC
- 8.0 Affiliation to Community Police Consultative Group (CPCG)**
- 8.1 David Hart proposed affiliation to the Lambeth Police Consultative Group. **Motion was agreed.** GC
- 9.0 Update on London Tenants Federation and Lambeth Strategic Partnership**
- 9.1 Papers were circulated with updates.
- 10.0 Any other important business**
- 10.1 Clapham and Stockwell Delegates queried why a patch session had been cancelled. It was reported that this was a temporary measure due to illness
- 10.2 Norwood delegates asked why their second resolution had not been on the agenda. **ACTION: Agreed to resubmit** BI
- 10.3 Delegates asked about the £2.2m due to St Matthews's estate as part of the redevelopment. Councillor Kazantsis said there was a Council motion on the matter