

# Housing Repairs Panel Notes

Lambeth Town Hall, Council Chamber  
 Wednesday, 12 October 2005  
 7:00 – 9:00PM

1.	<b>Attendance</b> <b>Nominated Delegates</b> Julia Amanshia Hazel Barlow Cathy Butler Rita Fitzgerald Laura Gibbon Jean Haley Jean Kerrigan Irena Kowalewska Ros Munday Graham Nicholls Nina Roberts Diane Skidmore Matthias Toussaint Chris Vaughan Marva Wilson-Harrison	Leaseholder Patch Rep (LN3: Vauxhall Gardens) Streatham Area Housing Forum Chair Norwood delegate North Lambeth delegate Leaseholder Patch Rep (CS5: Orchard) Norwood delegate Brixton delegate Leaseholder Patch Rep (BR4: Effra) Clapham & Stockwell AHF Deputy Chair Streatham Area Housing Forum Deputy Chair Streatham delegate Brixton delegate Brixton delegate Clapham & Stockwell Area Forum Deputy Chair Leaseholder Patch Rep (NO3: Norwood Park)
	<b>Guest</b> Professor Richard Tomlins	
	<b>Elected Members</b> Cllr Jeremy Clyne	Leaseholders Champion
	<b>Officers</b> Jacqui Alexander Candace Bloomfield Gary Chu Kevin Creed Keith Hardy Sandra Lewis Ian McIntosh Will Manning	Planned Maintenance Manager Contracts Compliance Manager Project Manager, Lambeth Service Centre Resident Involvement Officer Major Works Group Manager Repairs Planning & Performance Manager Responsive Repairs Manager Head of Housing Property Services
	<b>Apologies</b> Pat Scahill Patricia Scott	Clapham & Stockwell North Lambeth
2.	<b>Presentation on the forthcoming audit inspection</b> <ol style="list-style-type: none"> <li>Gary Chu gave his presentation on the Audit Commission's forthcoming inspection, encouraging residents to get involved in the mystery shopping exercise. He can be contacted on 020 7926 3840 or on gchu@lambeth.gov.uk</li> <li>An enquiry was made about what would happen if Lambeth doesn't achieve the necessary two-star rating for its proposed TMO ALMO required for Government to release £30m for Decent Homes. It was explained that</li> </ol>	<b>Action</b>

	<p>Lambeth is going for every pot of money it can, if this doesn't come through then other sources of money would be sought. If Lambeth doesn't get this money, it probably wouldn't affect reaching Decent Homes.</p> <ol style="list-style-type: none"> <li>3. A question was raised about the self-assessment. Gary explained that there were guideline (the KLOE: key lines of enquiry) and that when the auditors arrive they would be comparing what Lambeth has claimed and what they find evidence of on the ground and via interviews.</li> <li>4. It is important that Lambeth shows that it is improving and that these improvements will continue in the future.</li> <li>5. It was asked if the missing £3m would affect our rating, Will said it shouldn't</li> <li>6. Mystery shopping training will be provided for all those who want to participate. This exercise will not end with the inspection, it is hoped that it would continue on an ongoing basis. This is not training on what to say, it is training on building self-confidence and how to create scenarios when doing a mystery shopping exercise. The Audit Commission will be doing their own mystery shopping as well.</li> </ol>	
<p><b>3.</b></p>	<p><b>Encouraging best possible results from the Decent Homes Initiative</b></p> <ol style="list-style-type: none"> <li>1. Professor Richard Tomlins delivered his presentation on the Equality Impact Assessment. He can be reached on 07941 129 409 or on richard@tomlins97.fsnet.co.uk</li> <li>2. This report is to help Lambeth ensure there is no discrimination and to promote good relations during the repairs works for Decent Homes.</li> <li>3. A question on the cost of all these good things considering there is also a major housing shortage in Lambeth and on the point of local labour, it was mentioned that direct labour organisations had fallen out of fashion a few years back. The idea would be to put the onus on the contractor to provide many of the things like interpreters, wearing booties over their work boots, etc.</li> <li>4. Are there other councils with good practice? Yes, there are a few, Hammersmith &amp; Fulham, Birmingham City Council. The issue is that data on the residents of Lambeth is not very accurate, partially because Lambeth hasn't been asking the right questions.</li> <li>5. There were concerns raised about how the allocations are done especially to homes where they have been modified for a variety of disabilities, then going to residents who don't need those modifications. The Housing Department is improving the co-ordination and endeavours to reallocate adapted properties appropriately.</li> <li>6. Lifetime Homes are being looked at as well.</li> <li>7. <b>ACTION: Equalities and Diversity would like to have this information provided to them.</b></li> </ol>	
<p><b>4.</b></p>	<p><b>Updates on: Repairs partnering project, the Road Map and Major Works</b></p> <ol style="list-style-type: none"> <li>1. <b>Repairs Partnering:</b> Candace Bloomfield gave a presentation on partnering.</li> <li>2. Concerns were raised about a partnership Lambeth had with refuse collection and the fact that even though the contractor was doing a poor job Lambeth couldn't get rid of them without being taken to court. This type of</li> </ol>	

	<p>contract should not be allowed in the future.</p> <p>3. Leaseholders will be included at the tendering stage of the contracts; this is on sound legal advice obtained by the council. Leaseholders have concerns about both the quality and the cost of the works. Consultation will be with leaseholders on the entire partnership contracts that could be ten or more year contracts.</p> <p>4. There will be a reduced need for consultants; however the need will never disappear. A long-term contract with consultants will be looked into as well. They will not be part of the other partnering contracts.</p> <p>5. If a leaseholder moves after the agreement for the works has been taken, the new leaseholder will inherit the decisions already taken.</p> <p>6. Partnering contracts will become more important after new laws come into effect next year when our current way of contracting will be limited to four-year contracts (down from seven-year contracts currently) and will be more expensive.</p> <p>7. Involvement by tenants and leaseholders is vital in this process</p> <p>8. Concerns about managing and monitoring these contracts need to be improved and strengthened according to residents. There were concerns of fraud opportunities.</p> <p>9. <b>Road Map:</b> was handed out for information</p> <p>10. <b>Major Works:</b> condensing boilers and water pressure were discussed.</p> <p>11. The water board in London is lowering the water pressure across London and there are negotiations going on currently to have them introduce booster systems; this is mainly a concern to those living in high-rise blocks</p> <p><b>12. ACTION: A report back on: Why Lambeth are installing condensing boilers; Legal requirements; and Low pressure / boosters / storage</b></p> <p><b>13. ACTION: Cllr Clyne wants a report on: The cost of increasing pressure and the long-term cost implications of the lower water pressure</b></p> <p><b>14. ACTION: Will this impact the investment strategy and Lambeth's ability to meet Decent Homes?</b></p>	
5.	<p><b>Notes from the 27 July meeting</b></p> <p>These were not taken due to lack of time.</p>	
6.	<p><b>Draft Repairs Panel Terms of Reference</b></p> <p>These were not taken due to lack of time.</p>	