

RESIDENT SCRUTINY PANEL 26th SEPTEMBER 2012 – 6PM
1st FLOOR TAYSIDE HOUSE

Present:

Resident Members

Margaret Hughes
John Courtney

EEH Officers and Independent

John Henderson
Peter Griffiths

Apologies

Margaret Donovan, Rubiya Begum, Usha Begum,

1. Introductions and Welcome

1.1 John Henderson introduced himself to the group.

2. Minutes of the last meeting - accuracy

2.1 Minutes of the last meeting were agreed by John Courtney.

3. Matters Arising

3.1 The group agreed that John Henderson (John H) review the action points in the minutes.

3.2 (4.1 previous minutes Fire Safety Strategy) John Courtney stated that the message in regard to Fire Safety was getting through to residents and he had noticed an improvement whilst carrying out his Estate Inspections.

3.3 John H then went through the action points and the covering letter from Debbie Davies which answered Rubiya's question in regard to void rates (6.3 previous minutes how EastendHomes void rates compare to other Landlords in the area). The Panel agreed to use pictures to show the standard that each void property should be in before it is let to anyone and confirmed that they were happy with the draft Lettable Standard Leaflet.

3.4 **Outstanding action point Keiron** to arrange future void properties for the Scrutiny Panel to view. **Action Keiron**

4. Minutes of Service Review Committee 4th September 2012

4.1 John H went through the previous minutes and in regard to item 3.4 explained EastendHomes position in regard to metal security gates and their removal.

4.2 KPIs – (item 5 previous minutes) John H asked the group to review the top ten KPIs in the near future with a view to obtaining new residents priorities (current priorities set in 2008).

4.3 Leaseholder audits – (item 8 previous minutes) John H explained the obligations of leaseholders in regard to sub letting. Front entrance doors need to be compliant with BS EN 1154 thirty minute fire proof and gas/boiler checks. This was introduced on a trial basis.

4.4 Annual Reports 2011/12 – (item 11 previous minutes) draft leaflet/booklet reviewed by the SRC.

4.5 Draft value for money strategy – (item 12 previous minutes) agreed for the group to have a presentation on this item. John H said that part of the savings could benefit the estates. **Action Debbie**

5. Welfare Reform Presentation

5.1 John H said that in Newham, Family Mosaic had been given a commission to explain the Act to residents in receipt of benefits and that EastendHomes in partnership with the Bromley by Bow Centre would be trying to do the same.

5.2 John H went through the presentation page by page with the group setting out the main changes relevant to EastendHomes residents. John H emphasised that non dependant deductions will be increased from 2011 to 2013 in order to catch up.

5.3 The group said that they would like further reports from EastendHomes on the consultation and measures being taken to prepare residents for the implications of the Act. **Action Debbie**

6. A. O. B

6.1 John H stated that the group had received a copy of the Service Review Committee minutes of 4th September and that in the covering letter members of the group had been invited to attend the next meeting of the Service Review Committee on 11th December 2012 at Tayside House Pepper Street. **Action All**

7. NEXT MEETING DATE, TIME AND VENUE

Thursday 22nd November 2012 at 6pm Island Gardens Neighbourhood Office, 137 Manchester Road, London E14 3DN

ACTION - ALL