

**HOUSING REPRESENTATIVES FORUM
AGENDA
16 MAY 2017, 19:00 – 21:00**

Please can we also ask that all papers are read in advance of the meeting and that you have any points or comments that you wish to raise ready prior to the meeting.

Courtyard Room, Hammersmith Town Hall			
Agenda Number	Agenda Item	Times	Description
1	Welcome, Introductions, Apologies & Declarations of Interest	19.00	
2	Accuracy of previous meeting minutes	19.05	<i>For agreement: Minutes from pm meeting on 28 March 2017</i>
3	Actions from last meeting & matters arising	19.10	<i>For discussion and agreement</i>
4	Defend Council Homes Unit <ul style="list-style-type: none"> • Work plan and communications plan 	19.20	<i>For information</i>
5	Protocol for works on or close to council housing land	19.35	<i>For discussion and agreement</i>
6	Summer Roadshow Events Outline	19.50	<i>For discussion</i>
7	Dawdle Dash Event	20.00	<i>For discussion</i>
8	CCTV Update <ul style="list-style-type: none"> • Current and planned works • Consultation for proposed CCTV works 	20.05	<i>For discussion and agreement</i>
9	Housing Web Pages update	20.15	<i>For information</i>
10	Rant and Rave update	20.25	<i>For information</i>
11	Agenda Items for next meeting <ul style="list-style-type: none"> • Tuesday 20 June 2017 	20.50	<i>For discussion & agreement</i>
12	AOB	20.55	<i>For feedback</i>
13	Close	21.00	Next Meeting <i>20 June 2017, 10.30am Courtyard Room</i>

Agenda Item 2 – Please let Daniel Miller know of any amendments to the minutes prior to the meeting
Agenda Items 5 & 8 – Please come prepared with any comments on these items for agreement today
Agenda Item 11 – Please review the forward plan for 2017 and feel free to propose any additional agenda items

Reports for information

a	Housing Performance Scorecard
b	Housing Performance Covering Report
c	Starters, movers and leavers
d	Housing Representatives Forum Forward Plan May – December 2017
e	Parking project update
f	Governance Review of TRAs and service improvement groups

DECLARATION OF INTEREST GUIDANCE DOCUMENT

- A conflict of interest means any interest that could impair or be perceived as impairing objectiveness and independence.
- A declaration of interest is when an individual highlights a potential conflict of interest that may affect or be relevant to the meeting discussion or activity that is being undertaken.
- Listed below are some of the potential conflict of interest areas that meeting attendees are required to declare at the start of each meeting.

Employment, office trade, profession or vocation – any employment office trade profession or vocation that is relevant to the delivery of services to council housing residents. If a meeting attendee has a number of different capacities that they represent, they should also declare which one they are representing at the meeting (ie, a council housing resident, who works for the council and could either be attending as a resident representative, or as a council officer)	Sponsorship - any payment or provision of financial benefit (other than from Hammersmith & Fulham council) made or provided within the last twelve months in respect of any expenses incurred.
Contracts - any contract which is made between you or the relevant person (or a body) which you or the relevant person has a beneficial interest under which goods or services are to be provided which has not been fully discharged	Land – any beneficial interest that you or the relevant person has in land in the borough of Hammersmith and Fulham.
Licences – any licences you or the relevant person has to occupy an area of land in the borough of Hammersmith and Fulham (this excludes TRA hall and room licences)	Securities – any relevant interests that you or the relevant person has in the securities, or shares, of a body.
Complaints or ombudsman enquiries – any open or ongoing complaint or ombudsman enquiry that relates to items that have been included for discussion on the agenda	Case history – any relevant case history in terms of a specific service area (eg, ASB) that may prejudice your views during the discussion

Who does this list apply to?

All meeting attendees (officers of the council, residents, and contractors)

Why is this important?

To protect the integrity and independence of the meeting discussion or activity

What will be the result of a declaration of interest?

All declarations will be recorded in the meeting minutes and recorded on a conflict of interest register for the group or forum.

A meeting attendee who has made a relevant declaration of interest (dependent on the significance of this declaration) may be asked to:

Be a non-participatory observer for a specific agenda item	Leave the meeting for its duration
Be a non-participatory observer for the entire meeting.	Leave the meeting for a specific agenda item
Not make comments on specific areas of a discussion that relate to the declaration of interest	

It will be the Chair of the meeting's role to decide on the most appropriate course of action following a declaration of interest. The individual who has made the declaration will be asked to confirm that they understand the course of action they need to take and to confirm that they agree to this.

Right of appeal

Any decision that is taken following a declaration can be appealed at the time by the discloser, or after the meeting to the Resident Involvement Manager.

Department	Housing Department
Responsible person	Daniel Miller
Resident sign off	Chairs Forum 07/12/16 & to be presented to HRF 13/12/16
Approval date	13/12/16
Next review date	December 2017
Version number	1

AGENDA ITEM 2 - HOUSING REPRESENTATIVES FORUM MINUTES

28 MARCH 2017 (10:30AM -1PM)

PRESENT

HR Forum Members

Marilyn Mackie (Chair) (MM)	Sheltered Forum (Chair)
Adriaan van Zyl (AvZ)	Inclusion Group (Acting Chair)
Ray Champion (RC)	Ash Lodge
Kim Shearer (KS)	Investment Group (Chair)
Anthony Wood (AW)	Communications Group (Chair)
Chris Took (CT)	Charecroft
Tom Flynn (TF)	Jepson House
Peter Chutter (PC)	Meadow Bank
Julien Young (JY)	Charecroft
Ros O'Connell (ROC)	Repairs Working Group (Chair)
Karen Miller (KM)	Ashcroft Square
Maxine Baylis(MB)	Queen Caroline
Lady West (LW)	Browning Court
John Hampshire (JH)	St Peters Terrace
Michael Webster (MW)	Rowberry Court

COUNCIL OFFICERS AND CONTRACTORS

Nilavra Mukerji - (NM) Director of Housing Services; Daniel Miller (DM) – Service Improvement & Resident Involvement Manager; Colette Prior (CP) – Resident Involvement & Governance Officer; Stan Grant (SG) - Principal Manager – Operational and Engineering, Ernie Gray (EG) - Interim Principal Manager for Planned & Capital Works; David Burns (DB)- Head of Housing Strategy; Charlotte Beeson (CB) -Interim Principal Manager Business Intelligence; Evonne Hudson (EH) Interim Head of Housing Client Management, Engagement & Transformation; Jane Martin (JM) – Head of Neighbourhood Services; Simon Davis (SD) – Head of Commercial Management; Keith Lindrup – Contract Manager
Anna Benbow – Senior Partnering Manager Mitie; Paul Herbert (PHe) Contract Manager, Pinnacle PSG; Colin Thomas (CTh) Housing Contract Manager, Pinnacle PSG, Laura Mitcham (LMi) – Service Improvement Manager, Mitie; Andrew West (AW)- Operations Repairs & Voids Manager, Mitie, Mercy Otubu (MO) - Resident Engagement Officer, Mitie

APOLOGIES

Pauline Hutchison (PH) – Maystar
Sue Iwai – White City
George Robbie – Lytton Estate
Shirley Cupit – Queen Caroline Estate
Cllr Lisa Homan – Cabinet Member for Housing
Sharon Schaaf (SS) – Head of Estate Services
Jo Rowlands (JR) - Director of Regeneration, Planning & Housing

Item	Description
<p>1.0</p> <p>1.1</p> <p>1.2</p>	<p>WELCOME, INTRODUCTIONS, APOLOGIES & DECLARATIONS OF INTEREST</p> <p>MM opened the meeting, introductions were made and apologies were given.</p> <p>MM asked for declarations of interest. KS declared that she was both an officer of the council and a tenant representative of Aspen Gardens TRA. KS stated she was attending in her role as a resident.</p>
<p>2.0</p> <p>2.1</p>	<p>ACCURACY OF PREVIOUS MEETING MINUTES</p> <p>Minutes were agreed.</p>
<p>3.0</p> <p>3.1</p> <p>3.1.1</p> <p>3.1.2</p> <p>3.1.3</p> <p>3.1.4</p> <p>3.1.5</p> <p>3.2.</p> <p>3.2.1</p> <p>3.3</p> <p>3.3.1</p> <p>3.3.2</p> <p>3.3.3</p>	<p>ACTIONS FROM LAST MEETING & MATTERS ARISING</p> <p>Action 2 – Starters Movers and Leavers.</p> <p>ROC advised John D’Souza(JDS) had done a fantastic job working with the Repairs Working Group and wanted to pass on their thanks to him.</p> <p>MM stated Sharon Schaff (SS) had worked extremely hard on the caretaking review and wished her well on behalf of HRF.</p> <p>AW commented SS had over a number of years always showing great professionalism.</p> <p>NM wanted to echo the thanks for both JDS and SS.</p> <p>NM advised SS had lately been working on the parking schemes and the Sustainable Urban Drainage (SUDS) projects and wished them both well for the future.</p> <p>Action 3 – Starters Movers and Leavers.</p> <p>AW raised JR was again not in attendance. DB introduced himself and advised that he was attending on behalf of JR. KS advised that she had seen JR and she had had to go to an emergency meeting and had asked for her apologies to be given.</p> <p>Action 11 - Any Other Business-Stock Transfer.</p> <p>DB advised the Defend Council Homes Unit had now been set up. The group was an independent group set up at the invitation of the Leader of the Council. The group consists of Shirley Cupit, Anthony Mason and Peter Bevington.</p> <p>They were working independently on a work plan and communications plan. They are keen to involve more residents but at present the unit is still being established.</p> <p>JH advised he had recently attended the PAC meeting where the full report on stock transfer was discussed. The alternative options had previously been looked at by the Residents’ Commission and asked what else this new unit could be looking at.</p>

<p>3.3.4</p> <p>3.3.5</p> <p>3.3.6</p> <p>3.3.7</p> <p>3.4</p> <p>3.4.1</p> <p>3.4.2</p>	<p>NM informed HRF that the unit would not be reopening everything from the Residents' Commission, but looking at some of the recommendations in more detail. He also advised that AW would be contacted regarding his request for more information about the previous shadow board and the new unit at the previous Forum. ACTION</p> <p>AW stated it was not an individual request but made on behalf of Forum members.</p> <p>MB asked why Stock Transfer had been taken off the Agenda.</p> <p>It was agreed that the Defend Council Homes would be a standing agenda item. ACTION.</p> <p>Action 13- Any Other Business – Resident calls not being returned.</p> <p>TF advised that KH was still experiencing this problem.</p> <p>CB apologised and replied that Property Services are currently looking at this issue and training is being arranged so officers are aware of the different options when they are not in the office.</p>
<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.2.1</p> <p>4.2.2</p> <p>4.2.3</p>	<p>REPAIRS SERVICE REVIEW- Presentation</p> <p>NM advised the review should deliver continuous improvements to residents. A strategy had been developed and had two phases:</p> <ul style="list-style-type: none"> • Phase one – Quick wins • Phase two – being introduced from May 2017 – April 2018. <p>NM also advised the KPI for customer care had been suspended and was being reviewed.</p> <p>KL and AB introduced themselves to HRF and started to summarise the presentation.</p> <p>Feedback:</p> <ul style="list-style-type: none"> • Repairs demand – increasing year-on-year. • Drainage and plumbing – more complex issues. • Communal electrics working with RWG on lighting sub group. <p>Phase one</p> <p>The following has been discussed and agreed:</p> <ul style="list-style-type: none"> • More appointment slots – at present two half day slots. • Dedicated lead response unit made up of Mitie and H & F staff. • Debriefing teams with regular updates • Working on scripts with resident input from RWG. • Mitie newsletter sent by email • Looking at process for follow on works • Using the data from Rant & Rave customer satisfaction • Looking at why works are needed for leaseholders. <p>Key policies have been reviewed as part of phase one.</p>

4.2.4	Phase two will include looking at a local service model.
4.3	JH advised that previously residents had been advised not to report urgent repairs by email.
4.3.1	AB replied that from 1 April 2017 the inbox would be checked twice a day.
4.4	JH gave positive feedback a flooding issue ongoing for 5 years at St Peters Terrace had been resolved.
4.5	MB asked if the KPI for customer care would now be separated and reported on?
4.5.1	NM responded it would be and advised that as part of Phase 2 a report to each TRA on communal repairs would be piloted.
4.6	MW advised he had been contacted by Mitie and asked if he had any outstanding repairs. They did a very thorough job and took away 6 items he had been told that either LBHF or Mitie would get back to him and nobody has.
4.6.1	PC advised the same had happened to him.
4.6.2	LMI responded that this was part of the annual property inspections and a record of the outstanding repairs was compiled. A letter should be sent to notify residents. This will be raised on the continuous training. ACTION
4.6.3	AB stated that all Mitie operatives have ID which should be shown to residents.
4.7	PC advised when he had a new boiler installed there were 3 operatives involved and he had to call up to arrange the appointments after the initial installation.
4.7.1	AB responded that all 3 appointments should be linked and residents should not be expected to ring in.
4.7.2	ROC advised this had been addressed at RWG in the new boiler installation policy.
4.8	RC advised he had found the presentation very informative but would like to see more involvement with caretaking services.
5.0	ESTATE SERVICES REVIEW
5.1	SD informed the Caretaking Review group undertook a review with recommendations and a contract review had been ongoing since November 2016 to bring to service up to contract standards.
5.1.1	SD advised this involved the Pinnacle contract team and LBHF Estate Services Client Team
5.2	SD advised there were 8 improvement objectives. 1. Training & Development of Pinnacle staff This began on 16 January 2017. Training is being carried out on site, including an internal review of chemicals.

	<p>2. Tailored caretaking service. At present there is a one size fits all arrangement for estates. Looking at better ways to keep to service standards in ways that meet local needs. This is not yet rolled out.</p> <p>3. 100 days of cleaning Deep cleans on track to deliver. This covers some of the tasks that were previously failing – wall cleaning, ceiling lights. Mitie assisting with the cleaning of the ceiling lights, taking down the ceiling lights so insides can be cleaned. Some clashes with Major works programme. Feedback cards issued to all properties after deep clean completed. 50 feedback cards received – mixed feedback. Asked for the service to be carried out more regularly.</p> <p>4. KPI performance rectification – not just pass or fail – this has not yet started.</p> <p>5. Shared data systems between LBHF and Pinnacle - not yet in place</p> <p>6. Bulk Waste System Process Started to look at this</p> <p>7. Estate Services Complaints Review</p> <p>8. KPIs within the contract.</p>
5.3	<p>AB asked PH to send her the provisional 100 day programme to make sure there are no clashes in terms of where major works are taking place. ACTION</p>
5.4	<p>MB stated certain estates are greener and this needs to be considered.</p>
5.5	<p>SD advised that ongoing the intention is to enforce the contract and the Quadron contract will also be looked at. Ongoing, he proposed that a new group would monitor the caretaking, grounds maintenance and waste management contracts.</p>
5.5.1	<p>DM advised the Caretaking Review Group had been set up ad a task and finish group to look at the Pinnacle contract and make recommendations and as the report had been presented the work had been completed, therefore ,the group should now be closed.</p>
5.5.2	<p>DM proposed that within the current structure a new Estate Services service improvement group could be set up.</p>
5.5.3	<p>HRF members agreed by consensus that the task and finish Caretaking Review Group should now be closed and agreed to the creation of an Estate Services Working Group as part of the resident involvement structure.</p>
5.5.4	<p>TF asked why the existing group had to be closed down.</p>

5.5.5	NM replied the group was a task and finish group. A new service improvement group would now look at performance and standards against KPIs. The current members of CRG could express an interest to be on the new group.
5.5.6	EH advised RI team would write to existing members of CRG to advise that the task and finish group had ended and then also to recruit to new service improvement group. ACTION.
5.5.7	RC advised the CRG had been a positive experience with all those involved looking at the estates. The CRG were still waiting for their training on 100 day cleaning.
5.5.8	PH advised he would email a date to witness a 100 day clean visit in progress to members of CRG. ACTION
5.5.9	MB asked how the differences between caretakers on a split estate is highlighted on current estate inspection process.
5.5.10	PH replied at present where there is currently a one size fits all and with just a pass or fail this would be difficult. The introduction of a tailored service would make this easier to pick up.
5.5.11	ROC asked if temporary workers are trained to same standard as permanent staff.
5.6	PH responded all temporary workers come from Pinnacle Recruitment, have a minimum of 2 years' experience in estate services and undergo an induction process.
5.7	NM concluded there was a broader piece of work to look at a more integrated service through cross cutting work. This could be looked at by the Estate Services Working Group. ACTION
6.0	TRA HALL AND ROOM LICENCE
6.1	DM advised HRF that documents in relation to the licence agreement, fair usage agreements for other resident groups and officers of the council and its contractors and the useful guide were on pages 17 - 39 of the papers pack. All the changes made as a result of consultation with HRF were in yellow and those changes in red related to the comments from the focus group and Legal in order to look to provide more stability and assurance for TRAs who manage a hall or a room.
6.2	DM advised the consultation on the licence had started in March/April 2016 and there had been fifteen significant amendments as a result of consultation that went beyond typos and minor word changes.
6.3	There was discussion around a point of clarification of the licencing section being the Resident Involvement Team in the Housing Department of Hammersmith Town Hall. DM agreed to amend this section. ACTION
6.4	There was also a request to change 4.7 to show permission for consumption of alcohol needed to be given by either the Resident Involvement Team or Area Housing Team. DM agreed to amend this section. ACTION

6.5	Subject to the amendments above, the TRA hall & licence was agreed by consensus by HRF members.
7.0	DRAFT RECHARGE POLICY
7.1	CB asked if there were any questions regarding the policy which had been sent to HRF members on pages 40-48 of the papers.
7.2	AW commented there sometimes seems to be confusion regarding the policy when someone dies and whether the deceased tenant's family is recharged. AW asked for this to be looked at in the policy. ACTION
7.3	MB asked if the policy covers damage to one property by a third party visitor to the property.
7.4	CB responded she would check the policy and make sure that is clear within it.
7.5	CB advised alongside the policy they were looking at the cost of recovering rechargeable repairs and the process to do it. This would be subject to an internal review to assess monitoring time. CB confirmed that the processes will be reviewed periodically.
7.6	There was a request to move section 4 (Policy) to nearer the start of the document before the Purpose section.
7.7	CB agreed to consider this. ACTION
7.8	There was a request to change any jargon in the document such as "radio ham" to simpler language such as "amateur radio".
7.9	CB agreed to review and amend jargon. ACTION
7.10	There was a request for further information in the document on what the compliance team do. A process on who does what and how could help. ACTION
7.11	TF asked if comments could be sent by email.
7.12	CB replied that members could send further comments to her by 21 April 2017. She would then recirculate the policy for agreement. ACTION
8.0	REACHING OUT TO RESIDENTS IN 2017.
8.1	DM advised that as the previous consensus from HRF was that they did not want a conference this year the proposal was to have a series of local roadshows throughout the summer. These would link into established events where possible and the RI Team would also speak to Sheltered Housing to find out how they want to be involved.
8.2	TF advised that in the past the residents from street properties had not been as involved and asked if they could be included. ACTION

8.3	DM advised we would want to include our key partners, Mitie, Pinnacle, Quadron and Groundwork.
8.4	KS raised that the Dawdle Dash in July could be part of the events. ACTION
8.5	The summer events proposal was agreed by HRF and a draft proposal/outline to be brought back to HRF in May 2017. ACTION
9.0	AOB
9.1	AVZ advised the Inclusion Group were carrying out a puzzle project which had ten panels which will be completed by individual puzzle teams. A pilot had been started at the Planetree Centre. The remaining 9 panels were to be assembled at sheltered housing schemes, schools and hopefully TRAs.
9.2	RC raised the issue of the recent changes in legislation regarding smart meters for energy. It was decided that this was more suitable for PAC. ACTION
9.3.	ROC advised that a recent meeting for residents in recruitment had been cancelled and there was a general dissatisfaction regarding this issue.
9.3.1	NM responded that we had now gathered information from Hyde Housing and he needed to speak to LBHF HR director. The HR Director has been very busy with the changes to regulations regarding interims. NM to have a decision by mid-April 2017. ACTION.
9.3.2	ROC advised that training has started but we need to move it on.
9.3.3	EH once we have decision from HR we will arrange. ACTION
9.4	ROC asked if there were plans regarding the Clem Attlee office.
9.4.1	NM responded there were no plans to move the office at this time. There were potential proposals for providing more housing on site. Currently looking at how this could be facilitated and where a South Housing office would then be located.
9.5	Dawdle dash Saturday 1 July, Hammersmith Town Hall to Fulham Football club and return. Any monies raised would be donated to a housing charity(s) yet to be decided.
10.0	MEETING CLOSE

**HOUSING REPRESENTATIVES FORUM
ACTIONS & SUGGESTIONS
(FROM THE MEETING ON 28 MARCH 2017)**

**PRESENTED AT THE
HOUSING REPRESENTATIVES FORUM ON 16 MAY 2017**

Agreed Action	Action Owner	Deadline	Update
Action 1- Stock Transfer AW would be contacted regarding his request for more information about the previous shadow board and the new unit at the previous Forum Point 3.3.4	Kath Corbett	16.5.17	Update to be provided at the meeting
Action 2 – Stock Transfer It was agreed that the Defend Council Homes would be a standing agenda item. Point 3.3.7	Daniel Miller	16.5.17	Now added to Agendas.
Action 3 – Annual Property Inspections LMi responded that this was part of the annual property inspections and a record of the outstanding repairs was compiled. A letter should be sent to notify residents. This will be raised on the continuous training Point 4.6.2	Laura Mitcham	16/05/17	Item raised with the team
Action 4 – Estate Services Review AB asked PH to send her the provisional 100 day programme to make sure there are no clashes in terms of where major works are taking place Point 5.3	Paul Herbert	16/05/17	Update to be provided at the meeting
Action 5 – Estate Services Review EH advised RI team would write to existing members of CRG to advise that the task and finish group had ended and then also to recruit to new service improvement group.	Daniel Miller	16/05/17	Letter to be sent to Caretaking Review Group members following their final recommendations review meeting which is due to take place in June 2017. Existing members of the CRG will be invited to express

Point 5.5.6			their interest for the new group along with recruitment of new members
Action 6 – Estate Services Review – 100 day cleaning training. PH advised he would email a date to witness a 100 day clean visit in progress to members of CRG. Point 5.5.8	Paul Herbert	16/05/17	Update to be provided at the meeting
Action 7 – Estate Services Review NM concluded there was a broader piece of work to look at a more integrated service through cross cutting work. This could be looked at by the Estate Services Working Group. Point 5.7	Daniel Miller	16/05/17	Will be taken on board as part of the emerging work plan for the new service improvement group.
Action 8 – TRA Hall & Room licence. There was discussion around a point of clarification of the licencing section being the Resident Involvement Team in the Housing Department of Hammersmith Town Hall. DM agreed to amend this section. Point 6.4	Daniel Miller	16/05/17	Amendment made. Licences to be issued as part of a phased approach, linked to any other outstanding governance areas.
Action 9 – TRA Hall & Room licence. There was also a request to change 4.7 to show permission for consumption of alcohol needed to be given by either the Resident Involvement Team or Area Housing Team. DM agreed to amend this section. Point 6.5	Daniel Miller	16/05/17	Amendment made
Action 10 – Draft Recharge Policy AW commented there sometimes seems to be confusion regarding the policy when someone dies and whether the deceased tenant's family is recharged. AW asked for this to be looked at in the policy. Point 7.2	Charlotte Beeson	16/05/17	I am looking in to this and will ensure it is made clear in the policy once I have found out what the policy should be.
Action 11- Draft Recharge Policy There was a request to move section 4 (Policy) to nearer the start of the document before the Purpose section.	Charlotte Beeson	16/05/17	The policy is set out in an agreed format for housing. I will add in a sentence that makes it clear what

<p>CB agreed to consider this. Points 7.6 & 7.7</p>			<p>the policy is at the beginning of the document.</p>
<p>Action 12 – Draft Recharge Policy CB agreed to review and amend jargon Point 7.9</p>	<p>Charlotte Beeson</p>	<p>16/05/17</p>	<p>Reviewed and any jargon amended or made clear</p>
<p>Action 13- Draft Recharge Policy There was a request for further information in the document on what the compliance team do. A process on who does what and how could help Point 7.10</p>	<p>Charlotte Beeson</p>	<p>16/5/17</p>	<p>A sentence has been added about the property compliance team and a current structure chart will be added to an appended document which will be mentioned in the linked documents section.</p>
<p>Draft Recharge Policy TF asked if comments could be sent by email. CB replied that members could send further comments to her by 21 April 2017. She would then recirculate the policy for agreement. Point 7.11 & 7.12</p>	<p>Charlotte Beeson</p>	<p>16/5/17</p>	<p>No comments were received. As soon as I have confirmation around point 7.2 (above) I will recirculate the document.</p>
<p>Reaching out to Residents in 2017 TF advised that in the past the residents from street properties had not been as involved and asked if they could be included. Point 8.2</p>	<p>Daniel Miller</p>	<p>16/05/17</p>	<p>The scoping activities for the summer roadshow events will take into account residents who live in gap sites and street properties when locations are planned for each event.</p>
<p>Reaching out to Residents in 2017 KS raised that the Dawdle Dash in July could be part of the events. Point 8.4</p>	<p>Daniel Miller</p>	<p>16/05/17</p>	<p>Agreed. Included as part of the outline plan for summer events</p>
<p>Reaching out to Residents in 2017 The summer events proposal was agreed by HRF and a draft proposal/outline to be brought back to HRF in May 2017. Point 8.5</p>	<p>Daniel Miller</p>	<p>16/05/17</p>	<p>As part of HRF papers</p>
<p>Any Other Business- Energy Smart Meters RC raised the issue of the recent changes in legislation regarding smart meters for energy. It was decided that this was more suitable for PAC.</p>	<p>Daniel Miller</p>	<p>16/05/17</p>	<p>Raised on behalf of RC with the Committee Coordinator, Ainsley Gilbert</p>

Point 9.2			
<p>Any Other Business- Residents Involved in Recruitment.</p> <p>NM responded that we had now gathered information from Hyde Housing and he needed to speak to LBHF HR director. The HR Director has been very busy with the changes to regulations regarding interims. NM to have a decision by mid-April 2017.</p> <p>Point 9.3.1</p>	Nilavra Mukerji	16/05/17	Meeting now held with HR and awaiting feedback from them. Update to be given at meeting.
<p>Any other business- Residents Involved in Recruitment Training</p> <p>EH once we have decision from HR we will arrange.</p> <p>Point 9.3.3</p>	Evonne Hudson	16/05/17	Meeting now held with HR and awaiting feedback from them. Update to be given at meeting.
SUGGESTIONS			
NONE			

ROLLING ACTIONS

Agreed Action	Action Owner	Deadline	Update
<p>Action 1 – Protocol For Works On Land Close to Council Housing Land</p> <p>Communications protocol required with Housing and different departments and agencies that are undertaking works on or close to council housing land.</p> <p>From June (morning) HRF meeting 2015.</p> <p><i>Above is amended wording following feedback from Jan 16 HRF. Residents asked to see a copy of this protocol and how it would work in practice</i></p> <p>Point 3.9 20/09/16</p>	Cllr Homan/ Nilavra Mukerji	Ongoing	<p>Contractors have been reminded of the need to be sensitive to working in the vicinity of resident's homes. NM has contacted all relevant Directors to remind them of Housing needs where significant works are due to take place either on or close to council housing estates.</p> <p>Next steps will be discussed with different departments and agencies shortly.</p> <p>NM liaised with other directors and requested that they work with Housing when undertaking works on council land. He reminded everyone that the emergency services and utilities companies</p>

		<p>don't need to ask permission to do works on council land. MB/KS asked if a policy could be written up. NM agreed to draft a short agreement. MM mentioned that Cllr Coleman is now lead cabinet member for resident satisfaction. NM stated he would talk to Cllr Homan & Coleman.</p> <p>MM stated that this paper should be ready for Borough Forum. MB stated that the paper should be coming back to Housing Reps Forum as that it where it was raised. It is due to be delivered at the May 17 HRF.</p>
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**working Version 1:
February 2017**



Housing Services

Working on Housing Land Protocol

Scope of DOCUMENT	This Document is a guidance document, for the protocol when third parties or non housing teams work on housing land.	
Version number	1	
Reason for review	Change & Transformation	
Approved by		
Approval date		
Effective from	TBA	
Accountable director	Nilavra Mukarji: Director of Housing Services	
Policy owner	Evonne Hudson	
Policy author	Alethea Dougall	
Date of next review	06/04/2018	
Staff consultation:	Property Services Team. Resident Involvement Team Managers, Local Housing Offices Staff	
Resident consultation:	Housing Representatives Forum	
Equality Impact Assessment (EIA)	Completion date	TBC
	Type of EIA undertaken	

Introduction:

The aim of this protocol is to set out a framework for those who undertake work or activities on housing land/buildings owned and managed by the London Borough of Hammersmith and Fulham (LBHF). So that all parties understand their role, obligations and responsibilities in relation to activities on housing land.

1. Who does the protocol apply to

1.1 This protocol applies to all departments of the London Borough of Hammersmith and Fulham, external contractors, utilities (when not undertaking emergency or statutory works).

1.2 The protocol will apply to residents, where any approved works they undertake, either themselves or via a contractor, are completed in communal areas or other areas of housing land.

1.3 There is an expectation that everyone engages fully in partnership working, to achieve the best outcome for residents, and the council, whilst meeting the requirements and duties of individual council departments.

2. Who does this protocol not apply to

2.1 This protocol does not apply to repairs contractors, or those undertaking housing major works, or capital or planned works. As they are already subject to contractual working agreements, already approved by housing. Neither will it apply to utility companies or emergencies services, undertaking emergency or statutory programmed works.

2.2 The protocol will not apply to residents, undertaking agreed alterations inside their properties, where work does not impact on communal areas of other areas of housing land, or present a breach of lease/tenancy. If residents are unsure they should obtain guidance from the housing management team/ property compliance team. Residents can also seek guidance, from their tenancy agreement, lease agreement and the repairs and maintenance hand book.

3. The Aims of the Protocol

The aims of this protocol are to ensure:

3.1 That no non-emergency work or activities, are undertaken on housing land without the express permission and consent of housing.

3.2 That there is a joined up approach to working on housing land, that causes the least disruption to residents, housing services and the council.

3.3 That any works, do not place the housing department subject to any financial, physical or reputational risk or liabilities.

3.4 That all departments and contractors remain compliant with all housing, health and safety requirements.

3.5 Co-ordination with other services eg. repairs, maintenance, grounds maintenance, caretaking and estate services, housing management, sheltered housing, CCTV, parking, highways.

3.6 Compliance with all council bye-laws, regulations, legislation, traffic controls and statutory instruments where applicable.

3.7 All those that seek to work on housing land, comply with their industry codes of conduct and service regulations.

3.8 That all contractors obtain the necessary approvals, eg. Wayleaves before undertaking any works.

3.9 That the council does not incur extra expense for works that are completed on housing land.

3.10 On the completion of the works, there remain no remedial works, clearance or actions that housing will have to undertake.

4. The Process – Internal Departments

4.1 If an internal department wishes to undertake work on housing land, they must make a formal request in writing to the relevant Head of Service within Regeneration, Planning and Housing Services.

- Head of Housing Management – Jane Martin
- Head of Operations – Paul Montforte
- Head of Estates – Sharon Schaff
- Head of Client Engagement - Janey Carey

4.2 The request should detail :

- Who the department is, and lead officer
- What the work is, with a full specification
- Why the work needs to be done

- Confirmation that they have all the required consents
- Confirmation that all necessary consultation has taken place
- The timescale of the works
- An assessment on the impact of residents.
- A risk assessment if required
- Provide all appropriate planning and building control consents where applicable

4.3 After receipt of the application, the relevant Head of Service may:

- Refuse the request
- Accept the request with conditions
- Accept the request
- Defer the request subject to reconsideration after further information is required
- Organise a meeting or site visit to discuss/ agree works

4.4 A decision will be given in writing

5. The Process – External Contractors

5.1 The process for external contractors will be the same for internal departments.

5.2 However they will also need to supply proof of:

- Insurance
- Method statements
- Contract documentation
- Wayleaves as appropriate
- Confirmation that all statutory notifications if required have been issued
- Planning consents and building controls were required
- If bringing utilities eg gas/electric all relevant test certifications

6.The Process – Residents

6.1 Residents must get written permissions from their housing officer, before they carry out any alterations to their home or shared area.

6.2 Residents should detail in writing what work these propose to undertake, and the details of all third party contractor being used

6.3 If using a third party contractor, the resident should advise the housing officer of:

- The company name and contact details
- Plans or drawings
- Proof of any planning consents or building control consents if applicable
- All relevant test certificates if works will involve gas and or electrical works

6.4 The council reserves the right to recharge residents for any unauthorised works

7. General Communication

7.1 All contractors will be required to ensure that all residents are notified of non emergency works.

7.2 Where the housing team, feel that there will be a substantial impact to residents, it may agree additional communication to residents. This may take the form of letter, posters or consultation meeting.

7.3 Where there is a TRA or other recognised Tenants Group, the housing team will work to also make the group(s) aware of the works

8. Inclusion / Equality & Diversity special arrangements

8.1 Where it is identified that works, may have an adverse impact on vulnerable residents, separate plans may need to be made to support and notify those individuals.

Department	Housing / Property Services
Responsible person	Head of Client Management
Creation date	
Review period	1 year
Next review date	06/04/2018
Previous review dates	N/A
Version number	Version 1
Amendments and dates	
Has the policy been Equality Impact Assessed? <i>If no, please outline the reasons why. If yes, please outline when and with what results.</i>	Yes
Has tenant/customer consultation been undertaken? <i>If no, please outline the reasons. If yes, please explain how, when and with what results.</i>	Housing Representative Forum – 28 th March 2017

INITIAL OUTLINE FOR SUMMER ROADSHOW EVENTS

PRESENTED AT THE HOUSING REPRESENTATIVES FORUM ON 16 MAY 2017

1. Scope & Vision:

- Deliver between 10-15 localised roadshow events throughout the summer to engage on a local level with our residents.
- Promote partnership working between council departments and contractors.
- Promote the work of the Housing Department and link in to the Council's "Best Council" vision.

2. What:

Initial ideas for 2 main themed ideas:

- **Action days** - spring clean events, planting initiatives, greening themes. wishing tree or graffiti wall to capture ideas for ways to area and services.
- **Healthy days** – healthy eating; – getting kids to make own pizzas and then get them cooked - Pizza monkey mobile pizzas, the smoothie bike, Activities provided by organisations such as Playinnovation, London Sports Trust, and the local football club foundations, wishing tree or graffiti wall to capture ideas for ways to area and services.

Then choice of the following:

- Geek squads for digital inclusion.
- Role play interaction for issues such as antisocial behaviour and neighbours' disputes.
- CV and interviewing (mock interviews and feedback).
- Youth parliament – Dragon Den format for community ideas that are achievable and can be actioned after the event (could include uses for a TRA hall, a community improvement scheme, or new logo for the TRA).
- How to make your money go further games or energy saving advice– one example is to use the Argos to furnish a flat to a set budget.
- Prize draws
- Live music or DJ
- Street party or picnic theme
- Get resident data through interaction and activities rather than surveys - Waitrose/Tesco token idea to find out support for initiatives, Talkaoke (<http://thepeoplespeak.org.uk/>) or the comments camper van and awning (<http://www.commentscampervan.co.uk/>)
- Children's activities could include bouncy castle, face painter, human football, climbing wall, circus skills.

3. Where (initial proposals not yet discussed with individual TRAs):

- Between 10 and 12 estates equal split between North and South
- 2 gap sites, 1 North and 1 south
- 2 sheltered schemes, 1 North and 1 South

The following TRAs are already having events that we could possibly link into, subject to their agreement:

- Lancaster Court (South) – Saturday 17th June
- Philpot Square (South) – Saturday 15th July
- Springvale (North) – Saturday 29th July

The following TRAs have either expressed an interest in having road show, or where other potential projects could link in to the event:

- Clem Attlee Court (South) – Edith Summerskills redevelopment taking place as well as a new TRA in post
- Lytton (North) – new TRA in post and not an area where an event has been recently held
- Charecroft (North) – a summer event would be timely after the period of fire recovery and to celebrate the community coming together to support each other
- Queen Caroline Estate (North) – have expressed an interest in holding an event and already has an active hub for digital inclusion
- Fulham Court & Barclay Close (South) – we need to work to develop a new TRA and a summer event could be a good driver for this.
- Sullivan Court (South) – we have been working to develop a new TRA and a summer event could be a good driver for this.
- Arthur Henderson & William Banfield House (South) – new community hall opening soon to take place. It would be great to celebrate this as part of the programme of roadshows
- Becklow Gardens (North) – we need to work to support the TRA on this estate and a summer event could be a good way to do this.
- Edward Woods Estate (North) – large estate that has previously hosted very successful events

Possible sites for holding events in sheltered housing are:

- Munden Street (North)
- Wentworth Court (South)

Suggestion to target these events to the sheltered residents and those over 55 in the area as a come along and see what sheltered housing can offer

Possible sites for holding gap site and street properties events include:

- The Grange, Goldhawk Road (North) – need to assess use of outside space
- Lugard House (North) - need to assess use of outside space
- Laurelbank Gardens (South) – need to assess use of outside space
- Blocks on Vereker Road (South) - need to assess use of outside space

Gap site from both North & South with enough land to hold event for neighbouring sites.

- White City Big Local: This is not our event so we could have a presence but would not be able to tailor the event.

It is proposed that neighbouring street properties/ gap sites will be invited to events on larger estates.

4. When:

- Over the summer months mixture of both weekday and weekend events.
- Weekend events on a Saturday 12-4pm.
- Weekday events on a Wednesday 3pm -7pm

5. Who:

- Mitie, Pinnacle, Groundwork, Quadron, Amey
- Good Gym
- Playinnovation, London Sports Foundation, local football club foundations
- Groundwork
- Police, Fire Brigade
- Representatives from all housing departments
- Parks
- Dr Bike
- Good Gym

6. Strapline:

- Love where you live – linking in to previous Hammersmith campaign



7. Budget:

TBC

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HOUSING WEBPAGES UPDATE

PRESENTED AT THE HOUSING REPRESENTATIVES FORUM ON 16 MAY 2017

What we want to achieve

We want residents to be able to use the webpages as a useful and reliable source of information for all aspects of their tenancy. We want the website to be a quick and easy alternative to contacting their local housing team.

What we've done

Working with the Communications group, we've updated the current 'Council tenants' pages on the Housing section of the LBHF website with new and revised information, including revised policies. This involved restructuring and rewording the Council tenants page and reorganizing, cutting down and writing new content for the subpages. We have written the pages in the Better letters style and have provided key and relevant information in an easy-to-use format to encourage tenants to visit the page regularly.

Next steps:

- Continue to collect and act on feedback from residents and staff
- Continue work with the Communications group (standing item at meetings)
- Promote the new pages through residents' communications and updates to staff
- Work with Corporate Communications team to identify where we can create e-forms to increase options available to residents for completing forms relating to their tenancy. This includes mobile-friendly options.
- Monitor and add new content to the webpages where needed, making sure we're consistently using Better letters style, keeping the information concise and relevant.
- Measure page visits and satisfaction in long term
- Demonstrate new webpages as part of digital inclusion workshops

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