

Minutes of Central Hill Project Team Housing Management Presentation

Tuesday 7th November 2017, 7pm to 8.30pm

Attendees:

Graham Hishmurgh – Altair
Rev Jonathan Croucher
Cllr Jennifer Braithwaite
Victor Hernadez
Peter Culley
Rosemary Porter
Angela Masters
Fiona Cliffe – LBL
Mutoka Namakambo – LBL
Pam Kovachich – PPCR

Apologies:

Cllr Luke Murphy
Cllr McGlone
Tony Dyer

1.	Introductions Introductions were made around the table	
2.	Altair <ul style="list-style-type: none">▪ Graham from Altair made a presentation to the group. Altair were hired by Lambeth to write the specification for full housing management service including planned and repairs service.▪ Lambeth will procure services from Providers including Council's own team if they do wish to take part when its gets procurement.▪ They specification will include as part of the contract any regulatory requirements, which all Providers have to meet.▪ After the spec has been completed, this will be consulted on again, and they will be further consultation after the development is near to completion.▪ Residents will be involved in the procurement of the Service Providers. At present Homes for Lambeth is small, it may at a later stage have different Service Providers managing different estates and each estate may be able to have their own individual housing officer for instance.▪ They will be future housing management consultations throughout the process.▪ Once a masterplan has been done and service charge elements are clearer a briefing note can be provided for further discussions. The main elements for discussions include; service charge, management fee and schedule of rates which would be specific to each estate.▪ Initially the first contract will be for 4 years with a break clause.	

	<ul style="list-style-type: none"> ▪ Service Charge – Aim is to reduce service charges and each estate will have an estimate once masterplan, detailed designs have been completed. ▪ There will be no local housing office, HfL staff will be visible on the estate. ▪ There will be a 24hrs emergency call out service and other repairs will need to be agreed with residents. ▪ The following questions were raised following discussions: <ul style="list-style-type: none"> ○ Will residents be involved in the selection of sub-contractors? Will there be penalties for contractors under-performing? ○ Will residents be able to sign that jobs are completed? ○ Missed appointment compensation – Will residents get compensated for missed appointments and incomplete jobs? ○ Will there be opportunities for joint inspections with residents? ▪ HfL will continue with resident engagement as there is a regulatory requirement for housing providers to have these in place and include: <ul style="list-style-type: none"> ○ Robust complaints procedure ○ Resident HMO joint inspections ▪ There was a suggestion of a resident scrutiny on the number of complaints received. It was agreed that HMO should be monitoring and provide feedback on performance. This way it can be easily noted where the issues. ▪ Questions were raised if Lambeth staff would be tuped over to HfL? This has not been confirmed. ▪ Questions were raised on how the evaluation matrix will be done to take into account of poor performance of organisations. This followed concerns of organisations being awarded contract knowing that they have not performed in the past. As tenders can only be evaluated on tenders returned. Graham stated that HMO was being procured for Lollard St. 	
3.	<p>Framework contract for the Independent Advisors</p> <ul style="list-style-type: none"> ▪ Lambeth will be looking to interview the independent Advisors early December following the framework for the IA being completed and DMT being appointed. We will come back to the group with dates. 	FC/KMN
4.	<p>Terms of Reference</p> <ul style="list-style-type: none"> • It was agreed that the Terms of Reference needed to be amended and re-issued to the group to sign and return. 	FC
5.	<p>AOB</p>	

	<ul style="list-style-type: none"> ▪ DMT Appointment procedure is being audited following the Fenwick challenge. ▪ Residents wanted to know how the scoring was done to the chosen appointment. Feedback will be provided to all residents who took part in the training session. 	
6.	<p>Next Meeting</p> <ul style="list-style-type: none"> ▪ The Homes for Lambeth meeting will be held in January. ▪ The next Project Group meeting will be held after the appointment of the DMT. 	