

MINUTES OF CENTRAL HOUSING COMMUNITY NETWORK MEETING

HELD ON WEDNESDAY 8TH SEPTEMBER 2010 AT 11.00 A.M.

IN N.I.H.E. HEADQUARTERS, BELFAST

PRESENT:	B. Holmes	S.C.N.I.
	C. McDauid	S.C.N.I.
	M. Watt	S.C.N.I.
	H. Walker	N.I.H.E.
	L. Sproule	N.I.H.E.
	G. Flynn	N.I.H.E.
	M. Kelly	West
	H. Phillips	South East
	A. Hanlon	South
	G. Blevins	South
	C. Wylie	South
	J. Kelly	Belfast
	J. Morgan	Belfast
	L. Watson	West
	S. McWilliams	West
	J. Hunter	North East
	L. Mahaffy	South East

APOLOGIES:	I. Cox	South East
	P. McQuillan	North East
	A. Miller	North East
	I. McCrickard	N.I.H.E.

MINUTES	ACTION
1.0 MINUTES OF PREVIOUS MEETING	
1.1 Agreed as an accurate record.	
2.0 MATTERS ARISING	
2.1 (2.3) Community Check No further feedback received from Central H.C.N. members. L. Sproule agreed to forward a copy of the paper to L. Watson.	L. Sproule
2.2 (2.4) Local Area Priorities (L.A.P.s) It was agreed that further discussion surrounding L.A.P.s take place at a District H.C.N. level. It was therefore agreed that L.A.P.s be placed on District H.C.N. agendas for their next series of meetings.	D.H.C.N.s



MINUTES	ACTION
<p>2.3 (2.7) I.T. Equipment All 72 P.C.s have been delivered over the summer months and thanks were recorded to N.I.H.E. on behalf of those H.C.N. groups who received them.</p>	
<p>2.4 (2.10) Neighbourhood Management Course It was noted by S. McWilliams and L. Mahaffy that the course is progressing well and that the course content has been altered to be more N. Ireland and Community oriented. S. McWilliams and L. Mahaffy to continue to provide updates.</p>	<p>S. McWilliams and L. Mahaffy</p>
<p>2.5 (2.11) Community and Educational Partnership Awards It was noted that the Awards recipients have been identified and a formal presentation event will be held in N.I.H.E. Boardroom on 18th October 2010. L. Mahaffy will represent C.H.C.N. at the event. L. Watson informed members her group were successful in this project.</p>	<p>L. Mahaffy</p>
<p>2.6 (2.12) Race Relations Charter Implementation Award It was reported that some 18 Districts have completed their Projects to date and that this item was to be an Agenda item for the forthcoming Inter Community Network meeting. It was also brought to the attention of members that an Information Booklet on Good Practice sharing was to be compiled using the various Projects under this initiative.</p>	<p>I.C.N./ L. Hutchinson</p>
<p>2.7 (2.13) Rural Residents Forum H. Phillips provided a report on the most recent meeting of the Rural Residents Forum which was attended by H. Phillips and P. McQuillan. Among the issues discussed at the meeting included: concerns about the funding and future resourcing of rural projects and activities due to the constraints on public finances; Homelessness. Copies of the minutes can be made available through L. Sproule.</p>	<p>H. Phillips and P. McQuillan.</p>
<p>2.8 (2.14) Garage Lets Copies of the lease had been distributed to members as requested. Any issues to be discussed at District level.</p>	
<p>2.9 (2.15) Stock Transfer to Housing Associations Nothing further to report at present.</p>	<p>N.I.H.E.</p>

MINUTES	ACTION
<p>2.10 (2.16) Phoenix Gas Meters L. Sproule highlighted information that is to be included in the next 'Housing News' regarding Gas Meters and relevant charges e.g. £200 for reconnection.</p>	L. Sproule
<p>2.11 (2.17) H.C.N. Research It was noted that the Survey Forms are being distributed to each District for completion at the next series of D.H.C.N. meetings. Returns are to be placed in sealed envelopes provided and returned to N.I.H.E. Research Section for analysis. It is hoped to have all Questionnaires completed by mid October.</p>	D.H.C.N.s
<p>2.12 (2.18) Tenant Led Inspection – A.S.B. It was noted that the Community Safety Team (C.S.T.) will provide a bi-annual update on the Action Plan provided at the last series of Area H.C.N. meetings.</p>	C.S.T.
<p>2.13 (2.20) Long Term Void Properties in Omagh It was noted by G. Flynn that N.I.H.E. are liaising with Clanmil Hsg. Assoc. and that a paper will go to the September N.I.H.E. Board for approval for transfer of relevant properties to Clanmil Hsg. Assoc. and that these, in turn, will be used for re-letting from the common waiting list.</p>	N.I.H.E.
<p>2.14 (3.1) Fire Safety in Community Lettings L. Findlay will provide a paper for consideration at the October C.H.C.N. meeting. She will also be attending all Area H.C.N. meetings.</p>	L. Findlay
<p>2.15 (4.1) Gas Boiler Leaflet It was noted that this leaflet is currently being printed.</p>	N.I.H.E.
<p>3.0 LOCAL OFFICE OF THE FUTURE</p>	
<p>3.1 Members received an update paper from N.I.H.E. in response to the issues raised by C.H.C.N. members at the previous meeting. A number of questions and issues were raised by members and further information and clarification was provided by H. Walker and L. Sproule.</p>	
<p>3.1.1 Members expressed their appreciation at receiving the papers in advance of the meeting to allow for prior preparation.</p>	

3.1.2 Members expressed their thanks to S.C.N.I. staff for their regular support and assistance in helping to prepare for Central and Area H.C.N. meetings. This support is available to all C.H.C.N./Area H.C.N. Reps.

3.2 Members also noted that the next stage of the Local Office of the future would relate to future discussions surrounding the subject of 'Local Offers'.

4.0 COMMUNITY INVOLVMENT/QUALITY ASSURANCE (LOCAL OFFERS)

4.1 L. Sproule presented a paper for discussion which had been previously circulated to members. Members noted the following key elements;

4.1.1 Tenant Services Authority (for England) 6 standards for the new co-regulatory framework for social housing providers.

4.1.2 'Local Offers' which are standards agreed between landlords and tenants on the issues that matter most at local level e.g. standard of performance and how that performance will be monitored, reported and scrutinised.

4.1.3 Scrutiny and regulation and the proposed role of the Housing Community Network and Community Representatives.

4.1.4 A focus on 'Outcomes' of the service provided on the part of the H.C.N. co-regulation and scrutiny role.

4.1.5 The need for support and training for all participants in the process. It was suggested that there may even be the possibility of providing some 'accredited training' courses on the subject. N.I.H.E. and S.C.N.I. to consider for future reference.

4.2 It was agreed to pilot the 'Local Offer' Initiative in 5 different offices (Area and District) between October and April 2011. C.H.C.N. members identified 5 N.I.H.E. Service areas from a list of options on which these pilots will be based. They include:

- Housing Benefit and Accounts (Area focus)
- Estate Inspections
- Service Charges for Multi Storeys
- Re-lets (Tenancy Termination to post tenancy commencement)

MINUTES

ACTION

- Repairs

A 6th Pilot was also suggested and agreed to examine how the Housing Executive and Housing Associations could possibly work more closely in identifying common standards along with communities in a specific geographic area.

- 4.2.1 It was also agreed that N.I.H.E. would present Paper on this subject at the next Performance Review Group (P.R.G.) and following this 6 District Offices would be identified to roll out the 6 Pilots.

N.I.H.E.

- 4.2.2 It was also agreed that N.I.H.E. would present Central H.C.N. members with all future relevant monthly P.R.G. Papers for information.

N.I.H.E.

- 4.3 It was noted that the 'Local Offers' process would not replace any existing mechanisms i.e. Tenant Led Inspections, Mystery Shopping, Customer Journey Mapping etc. but rather be seen as complimenting and building on these.

5.0 ESTATE INSPECTION TOOLKIT

- 5.1 L. Sproule presented the draft Estate Inspection Toolkit which has been put together to assist N.I.H.E. and communities develop and maintain consistent estate management services. The Toolkit aims to create an objective basis for an estate evaluation. There were positive comments made in regard to the work completed by L. Sproule on the Toolkit.

- 5.2 As Estate Inspections have been identified as one of the 'Local Offer' pilots, it was agreed that the proposed Toolkit will be included as part of the relevant pilot.

N.I.H.E.

6.0 ANY OTHER BUSINESS

6.1 Sustaining Tenancies

It was noted that R. Mahaffy is undertaking work on this topic and it was agreed to invite him to a subsequent C.H.C.N. meeting when there is more to present.

N.I.H.E.

- 6.2 L. Sproule highlighted the ongoing consultation on the proposed cohesion, sharing and integration strategy issued by O.F.M.d.F.M.



MINUTES

ACTION

7.0 DATE AND VENUE OF NEXT MEETING

**7.1 The next meeting will be held on Wednesday
13th October 2010 at 11.00 a.m. in N.I.H.E. Headquarters,
Belfast.**



APPENDIX ATTACHED

- Local Office of the Future
- Community Involvement/Quality Assurance – Local Offers
- Estate Inspection Toolkit

