



Minutes of PBHA Forum

12th October 2017 1pm
at Isledon Canteen

Present: Six tenants

Vanessa Morris

Clare Norton (for first part of meeting)

Chair: PC

Minutes: PMB

Minutes of the previous Forum held on 7 September 2017 were available at the table. An Agenda had been drawn up for this meeting.

PC George Tsendis from Islington Safer Neighbourhood Team attended the Forum. He explained that his role is to get to know the residents and to get them involved. He said the police can only help if we report and make them aware of difficulties e.g. ASB in our neighbourhood.

He also commented on the untidy and messy state of the front of some PB properties, which invite crime, and suggested a caretaker of the properties would be useful. Clare indicated that the creation of a part-time job for the tenants of Isledon was a possibility. Vanessa said it was important that all the owners of local properties work together.

Constable George also said pavement of Isledon Road is too narrow and that he'd spoken to the council re widening the pavement. This is difficult because it's a main road, but the council can force landlords to cut down bushes that make walking down the road harder. Some tenants brought up their own security issues; the lack of intercoms on Isledon properties was seen as a problem.

Vanessa told us that PB is in the process of drawing a five years program and considering its priorities; and putting intercoms on all PB properties was not anticipated to be one of them. But it would be considered on specific cases of security issue.

George left reiterating that it was up to us to tell them what is going on so the police can help.

Vanessa had to leave at 2.30, which left us with about 40 mins. So we chose what to deal with in the time available:

1) Xmas party. We have a time, a date and a place: [1.00-5.00pm](#); [Fri 15th December](#) at Isledon Canteen. Planning for the Party will be done at the next Forum [on 16 November](#).

2) Window Cleaning. Tenants who want their own windows done have to pay for it. The cost will be added to the service charge. Tenants need to let Property team know.

A tenant asked if a new Compliance Officer would be appointed. Vanessa responded that no new Compliance Officer would be appointed. Therefore, if tenants are unhappy with the way their complaint is being dealt with, they should then take their concerns to the relevant manager.

3) Service charge details. Vanessa told the Forum that Chris Ashton, our Income Officer, deals with requests for a breakdown of service charges. It is the legal right of tenants to be given a copy of their service charge breakdown. Also by law, if a tenant makes a request in writing, then they must be given a copy within 28 days.

A tenant raised the fact that the current service charge breakdown lists service charges under broad headings e.g. Communal cleaning, Caretaking. The tenant requested that all services under each heading are itemised so that tenants know what services they should be receiving. This would also be beneficial to Peter Bedford because if a service has been contracted out but is not being done then tenants will be able to let Peter Bedford know. At the moment tenants are unclear what services they should be receiving so are not able to know if they are being done or not. Vanessa said she is working on itemising services but did not expect to complete this until January 2018 at the earliest.

A tenant strongly objected to the fact that Vanessa had made an appointment which meant she could not stay for two hours and she had to leave the meeting before tenants were able to deal with all items on the Agenda. This had happened at the previous Forum on 7 September. From the September Forum it was tenants' understanding that this Forum would be two hours long to ensure there was enough time to deal with all agenda items. Some tenants walked out of the meeting in protest.

Conversation followed on what items needed to be carried forward to next meeting.

It was agreed the next Forum [on Thursday 16 November](#) at Clissold Hub would start at the later time of [3 pm](#) and would [finish at 5 pm](#). Priority would be given to **agenda items** that have been **carried forward** from previous Forums due to lack of time: Evictions
EHM Agreement

Weekly fire alarm testing
Christmas Party
Universal Credit

One of them was the recruitment of new Participation Officer, which was in progress.
Vanessa gave MH and PMB copies of the job profile

DATE OF NEXT MEETING: THURSDAY 16 NOVEMBER 2017 3 pm - 5 pm AT CLISSOLD HUB