

Haringey Leaseholders' Association Committee Meeting

Meeting held on Monday 09 August 2021 online by Zoom (hosted by LG)

In attendance

Margaret Clapson, Committee Member (MC)	Nick Martin-Clark, Committee Member (NMC)
Melanie Scagliarini, Chair (MS)	Barbara Tierney, Committee Member (BT)
Lloyd Grandson, Secretary (LG)	Arthur Taylor-Nottingham, Observer (ATN)
Barbara Fenning, Observer (BF)	

Meeting started at 19:05

APOLOGIES

Kevin Mann

MINUTES OF 19 JULY 2021

Briefly went through. To look again and agree on in our next meeting.

MATTERS NOT ARISING ON THE AGENDA

Sue voted back on as a committee member. All present voting in favour.

TREASURER'S REPORT

MC – only one statement and our balance is £9261.62

BT – agreed to volunteer for treasurer role.

SB – discussed the need to sort out the matter of the signatories. It was agreed that MS, SB and MC would have a separate Zoom call to sort out and fill in the relevant form for this.

LG – Suggested a change from a regular bank account to a CIC account.

It was agreed to leave the account as is as the CIC account set up etc would be too complicated.

DISCUSSION ON PREVIOUS MEETING (19 JULY) WITH REDA OF HfH AND NEXT STEPS

SB – acknowledges Reda has heart in the right place.

LG – agrees with what Reda was saying but his underlying thoughts is that this has to come from the top.

SB – mentions Reda's previous boss, Chinyere. She was pushy and arrogant and was forced out.

NMC - had conversation with Reda post our 19 July meeting. It appears that colleagues at HfH have already been ignoring Reda.

SB – says Tracy Downie is onboard and has heart in the right place.

LG – acknowledges that Reda’s list of restructures will take time but that a positive first step is that Chinyere has been kicked out.

SB – Talks about having been here before, in 2004, even before HfH and that it went nowhere. Also talks about her experience with the unfair and biased RSP report, lies made up about her. SB was able to satisfactorily answer all accusations made about her and the report on all of this was never shared. Sue was unfairly kicked off the RSP. Sue and Nick have even been to court to get access to the secret report written on them.

NMC – says that Reda has asked for a copy of the full RSP report in to the HLA, the one they’d been trying to get access through via the information Tribunal (FOI). HLA was derecognised in 2014.

BF – asks if Haringey is bringing back services in-house and that all ALMOs removed.

NMC – replies that almo is probably going but that was the previous council leader.

NMC – points out how HfF used one group of residents (RSP) against another (HLA). Nasty and they broke their own rules. All resident engagement is controlled by RSP mentor with no independence.

The report in question was written seven years ago. We need closure on that.

What do we want from the RSP?

- Rolling chairperson
- New mentor
- Transparency
- Members who are capable of writing up reports or at least get necessary training/help to do so. That way, it is not the same person writing up the report all the time.

ATN – asks if we have a copy of the RSP’s existing rules. For instance if the chair has been there too long, we can have them on that. We need to have their rules to know what rules they didn’t follow.

It was suggested that we put in an FOI but agreed that it would be better to ask for it first, then FOI if they refuse.

NMC – says that there is no current chair, that the mentor now chairs. We need a new mentor. Mentor has no contract. Previous contract was with HfH but it should be with RSP themselves.

Sue should be reinstated as chair and there should be no more limitation on Leaseholder members.

MS – asks what else we want to pick up / know from Reda.

We want to know about the restructure, the Leaseholder panel, bringing the almo back in.

SB – We used to have a Leaseholders panel that had a resident’s chair but that was killed. Tracy Downie asked at the last working group meeting if we wanted the forum to carry on. Sue replied “yes”.

ATN – asks if it would help if HLA were invited / officially recognised / could attend as HLA representative.

SB – tried this previously but Tracy made it very clear she didn't want this. It is not Tracy's vision for what the group is.

MS – Might be better to leave that for now. Happy to gently push for this at some point.

QUICK LOOK AT OUR DRAFT STRATEGY

MS goes through this. First action – **Organising ourselves and the Team.**

Bringing in new members

MS – has spoken to Reda about sending out email to leaseholders re joining the HLA.

ATN – Also suggested sending to peoples' addresses.

BF – all well and good Haringey doing this but if they don't follow up. It would be good for us to have the list of names.

MS – what should we include in our invitation letter?

ATN – we can ask 'what issues to you have or that we can help you with'

MS – suggests having a welcome meeting. Good to demonstrate that we are proactive.

SB – we are constitutionally supposed to have two GMs (general meetings) per year.

MC – next GM is due around October.

BT – asks about the website. Issue when somebody tries to join.

SB – says she and Nick would need some help with that. All comms to emails on this site are directed to Sue.

MS – we should combine our skills, get the website fixed up, manage the email list.

Twitter account was discussed. BT says we have an account already but she (BT) doesn't post really.

ATN – suggests tweeting little updates, show we are active. We want to build our social media presence. This will help bring in members.

MC – has postcards which would have been given out at meetings. She will post some of these to MS.

MS – suggests that these could be left in areas such as Downhills café.

MS – will come back to us on our leaseholder list with HfH.

20:14 – Meeting concludes.

Minutes HLA Meeting with Reda Klelladi, Homes for Haringey

19 July 2021

Present:

Melanie Scagliarini, Chair (MS)	Margaret Clapson, Treasurer(MC)	Lloyd Grandson, Secretary (LG)
Nick Martin Clarke, Committee Member (NMC)	Sue Brown, [Observer] (SB)	Barbara Tierney, Committee Member (BT)
Reda Klelladi, HfH, (RK)		

Meeting started at 19:10

RK delivers Community Engagement Strategy presentation.

19:31 – Presentation finishes.

Questions

MS asks how they're going to engage and points out the need for desegregated engagement / data. Suggests implementing KPIs to hold themselves to account.

RK agrees that this is essential. He has developed a 'draft statement'. He wants to have the residents around the table first, present and get agreement on KPIs / have the residents involved.

RK – says that they're not going to have true representation on day one but will work towards it. The biggest challenge is the issue of trust, be that with residents or leaseholders.

LG -acknowledges the past and asks how do we make it so that those at board level don't just give lip service.

RK says that the new leader has made it very clear- "I want to do what the residents want us to do".

He says that this has resonated amongst all the leaders giving the following example:

One of the first things Sean McLaughlin did was to book a meeting with Reda. This is a good indication and Reda wants to use that opportunity for better engagement across the different teams / divisions of HfH and the Council.

LG - asks how they propose to engage to progress going forward given that there are still a lot of very angry residents, in particular leaseholders.

RK answers – We need to enable people to air their frustrations. We need to move away from justifying our actions but instead to listen and have a conversation. He wants to ensure that that is the culture of the organisation with new people coming in. If it means that leaseholders have a separate group dealing with leaseholder issues then so be it.

BT – acknowledges it has been a very difficult time for leaseholders, this initial engagement is positive and asks how he would feel about attending more regular meetings (*eg every 4 or 6 weeks*) in the interest of keeping up the momentum up.

RK agrees and suggested bringing other officers along too.

MS – asks about the Resident Scrutiny Panel, what is happening with it, who's in it and how independent it is.

RK – says that they are independent, that their contractual relationship is with Corporate Services and that they report directly to Paneet (*didn't get the surname*). RK wants Resident Scrutiny Pane/ Corporate Engagement and Tenancy Engagement to work together.

RK acknowledges that although they are very professional and produce very good reports, they are not truly representative at this moment in time and that there are things we need

to fix. Reda is seeking to create more of an influence around that they do. The challenge is that they feel uncomfortable that they are being 'looked at'. It's a difficult road ahead.

SB - Relays what the RSP they did to her and how badly they treated her by producing a dishonest report and throwing her out. They are not a good group.

RK – acknowledges that there is validity to all Sue says. If he had the power, he'd review the contract with the Mentor. It has been the same mentor since 2012 and it would be good to examine it and that things need to be shaken up every few years. He can't influence that right now but working together and with others, we can make that change.

SB says that she doesn't think the Mentor has a contract any more.

RK – we agree on the fact that it needs to be renewed.

Any other questions.

NMC – It has been a huge topic over the past 10 years with a lot of pain. He acknowledges RK's heart is in the right place but that it would take a lot to convince him that the positive sounding things actually mean anything. NMC says there is a very serious problem with the independence of the RSP and mentions the history and the terrible way leaseholders have been treated.

MS – says that it is important to acknowledge the pain caused in order to build up and develop trust.

MS – says that it would be great to share data / get access to leaseholders' data and who they are to help bridge the gap.

RK says that when he was exploring this, the organisation wasn't listening to him. Now we have new head of service without all the history and baggage. Example given:

There's a Teams/Channel set up for Noel Park and HfH so they can engage regarding the pod issue.

MC asks if we should arrange for a face to face meeting / a physical one.

RK suggests the premises on Commerce Road.

It was agreed by everyone that Mondays are best usually.

RK suggest 6 September for the next meeting as he would have more to share / update.

20:02 – Meeting ends.

HLA Draft Strategy

The aim of this strategy development is to determine what we want to achieve in the long-term as an associations and to create a **consensus** and **shared understanding** of the aims of the HLA, and **activities** we need to undertake to achieve them

HLA Mission Statement:

To be a strong and widely-recognised organisation that meaningfully supports leaseholders across the borough to live without fear of insecure housing and stress.

Aims:

1. To successfully advocate for leaseholder issues and concerns with the council, H4H and other stakeholders.
2. HLA is a widely recognised organisation in the borough that is taken seriously by the council.
3. To be supported by a good network of stakeholders.

Actions and Next Steps:

Actions (what we need to do to achieve our aims):	Next Steps:	Mapping of Next Steps:
1. Organise ourselves and work as a team.	<ul style="list-style-type: none">- Review committee members (including Treasurer).- Identify skills the HLA members can bring into the HLA.- Develop principles of working together (eg. respect etc).- Identify ways to build our use of technology so we can work more efficiently and collaboratively.- Identify ways to build on our ability to mobilise quickly and be responsive.- Bring in and nurture new members of the HLA. <ul style="list-style-type: none">- Learning and building data across the borough	<ul style="list-style-type: none">- Speaking to H4H on gaining access to H4H data on leaseholders, as well as considering other outreach methods.

2. Build social media presence.	- TBD	
3. Build strong and constructive relationships with the Council and H4H.	<ul style="list-style-type: none"> - Identify key people at Council and H4H to relationship-build with. - Develop ways to build relationships with each identified person (including identifying if HLA members have existing relationships with them). 	<ul style="list-style-type: none"> - Reda Khalledi and H4H Leaseholder execs. - Tracey Downie - Damien Independent Tenants advisors at Love Lane (NB: works for H4H)
4. Identify and build strong and constructive relationships with key influencers (eg. councillors) to advocate on leaseholder issues.	<ol style="list-style-type: none"> 5. Identify key influencers to relationship-build with. 6. Develop ways to build relationships with each identified person. 	<ul style="list-style-type: none"> - Local councillors - Green Party and Lib Dems - Paul Burnham - Broadwater Farm activist
7. Coalition-build with other organisations.	- Identity people and organisations to share intel and potential collaborations.	<ul style="list-style-type: none"> - Residents across the borough (Residents Association list - previously connected with them) - Letting agents. - Organisations and activities working on local social issues - housing, development, racial justice, disability etc (eg. St Anns Development Activists)
8. Develop an advocacy plan (short- and long-term).	<ul style="list-style-type: none"> - Identify key moments to influence (eg. the H4H Engagement strategy). - Ascertain key issues we may want to advocate on. 	
9. Consider funding opportunities.	- TBD	