



Meeting: 20<sup>th</sup> March 2024 @ 6.30pm  
 Venue: Grange Court Sheltered Accommodation

## Agenda

Time	Item	By
6.30pm-6:35pm	Welcome, introductions, apologies.	Chair
6:35pm-6:45pm	Matters arising from last meeting	All
6:45pm-6:55pm	Briefing and updates	David McNulty
6:55pm-7:15pm	Performance Report Qtr3	Emma Field
7.15pm-7.25pm	Procurement update & Capital programme 24/25	Rushan Kariy
7.25pm- 7.45pm	Housing Improvement Board update	Meghan/Anthea
7.45pm-8.05pm	ASB standards	Beljit/Sabrina
8.05pm-8.15pm	<b>AOB</b>	

## **RESIDENTS BOARD**

Date: 24th January 2024

Hybrid meeting– Grange Court & MS Teams

Attendees:

Residents' Board members: Chair Ms Erica Fontaine, Ms Zeba Arif, Mr Tony Mote, Frankie Francine Reid

Apologies: Charlene Samms, Sharleen O'Leary and Angela Quilley

Staff: Nesan Thevanesan (Head of Housing Residents Services): Sabrina Sang (Resident Services Project Manager) Emma Field (Senior Analyst Housing), Megan Zinkewich - Peotti (Housing Strategy Project Manager), Combi Campbell (Finance Business Partner)

ITEM	NOTES	ACTIONS
Welcome and intro	Welcome new chair Erica Fontaine and two new board members Frankie Francine Reid and Tony Mote	
	Members are happy with location of venue, room is warm with necessary amenities, good transport links and car park. Happy with refreshments provided.	
Matters arising	<p>RB would like the following information:</p> <p>Performance data around Ground Maintenance.</p> <p>Information on tendering for new maintenance contractor.</p> <p>Access strategy to be bought to next meeting.</p> <p>What ombudsman does in relation to council's complaint procedure.</p> <p>Social value success stories.</p> <p>How are we future proofing councils aging population? (People plan strategy)</p> <p>PSPOs how are we enforcing them?</p> <p>What happens to homeless people?</p> <p>RB discussed gardens, would like initiatives such as Harrow in bloom, the use of community services to help residents tidy private gardens. What actions are we taking for residents who do not or cannot maintain their garden? Grange Farm phase 1 communal gardens looks nothing like they are supposed to.</p> <p>NT discussed door knocking exercise to take place during summer as part of resident engagement. RB suggested weekends and evenings since residents are out and about during day.</p> <p>Members would like a resident engagement T-Shirt to promote the board.</p> <p>Members questioned when the new CX system would be in place NT explained we should have it by end of April 2024.</p> <p>RB would like to attend TEPAS in person.</p>	<p>SS</p> <p>Resident Involvement and Susan</p> <p>Anthea Watkins</p>
Rent and service charge briefing	<p>Presentation by Comie Campbell</p> <p>RB questioned why there was such a large rent increase at 7.7.%? Would like to know what the increase was previous financial year.</p>	CC

	<p>NT suggested that the discussions about rent increase will be brought much earlier to seek the views of the RB members. Accordingly, it is likely to be scheduled in November before the draft proposals are taken to the Cabinet for approval.</p> <p>Reserve funds of £6.9 million is ring fenced for social housing.</p> <p>RB would like Capital programme budget report.</p>	Simba / Ruk
Housing Regulations and Tenant Satisfaction Measures Standards	<p>Presentation by Meegan</p> <p>RB would like to raise damp and mould awareness maybe we could have You Tube video on SharePoint. Would like some data around damp and mould. Meegan to share slides around this issue.</p>	MP
HouseMark report, bespoke report 22/23	<p>Presentation by Emma Field</p> <p>RB questioned where ASB data is collected from? RB commented that residents may not answer spam number.</p> <p>ASB standards to be presented at next board meeting.</p>	SS
AOB	<p>RB suggested bimonthly meetings, but they have indicated they were willing to offer any feedback to our reports and policies by email.</p> <p>Zeba to introduce a new member (Gen Needs tenant) at the next meeting.</p>	
Staff going above and beyond	<p>Chair Erica would like to thank Nabeela for answering her work phone on her day off to help with a resident who had sadly passed away in his home. Also thank you to Sabrina for liaising with colleagues to get block cleaned same day and ensuring accessibility to fob keys for those who are unable to collect during working hours or due to vulnerabilities.</p>	
Agenda items for next meeting	<ol style="list-style-type: none"> <li>1. Welcome and Intro – RB Chair – 5 Minutes</li> <li>2. Matters arising – 10 Minutes.</li> <li>3. Briefing and updates– David – 5-10 Minutes</li> <li>4. Performance -Qtr3 – Emma – 20 Minutes</li> <li>5. Procurement update &amp; Capital Programme 24/25 - Ruk- 10 Minutes</li> <li>6. Housing Improvement Board Update- Meghan/ Anthea - 20 Minutes</li> <li>7. ASB Standards – Beljit / Sabrina – 20 Minutes</li> <li>8. AOB -10 Minutes</li> </ol>	
Date of next meeting	27 <sup>th</sup> March 2024	