

# STADIUM HOUSING ASSOCIATION LIMITED

## MINUTES OF THE RESIDENTS' FORUM MEETING HELD ON THURSDAY 16 JULY 2009 HELD AT ELECTRIC HOUSE

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### PRESENT:

- Jacqui Coleman
- Rizwana Ali
- Henna Al Rashid
- Brian M Teggart
- Patrick Mulcahy
- Eddie Leigh
- Robin Malloy
- Jean Lock
- Lorraine McKale

- Chair
- Vice Chair

### IN ATTENDANCE:

- Nacer Ksibi
- Sola Odunsi
- Lurline Wynter
- John Everett
- David Belic
- Janet Edwards
- Project Manager
- Head of Quality & Business Development
- Head of Asset Management
- Community Engagement Officer
- Head of Community Engagement & Customer Service

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### 1. Apologies

1.1. Mike Kelly (Resident); Sarah Tickner (SHA)

### 1.2. Welcome

1.3. Nacer Ksibi – In attendance as observer and as RA Chair for 419a Harrow Road.

**ACTION**

### 2. Minutes of last meeting dated 14 May 2009

2.1. Agreed

### 3. Matters Arising

3.1. Minutes 14/05, 5.4: *'Recruitment campaign would be useful'*: EL mentioned fellow resident who has expressed an interest in becoming member of RF, but has yet to hear anything back from SHA; EL told there has been a slight delay due to departure of M Holden, but was assured that recruitment for RF members would be brought up in the meeting.

3.2. Minutes 14/05, 5.6: *'Forum Members happy with Roz's suggestion; go ahead at next meeting on 21 May 09'*: Referred to Board meeting, 21/05 – Selection Procedure for Tenant Representatives.

#### 4. **Customer Service Excellence (CSE) Feedback**

- 4.1. SO reported to members on Stadium accreditation pre-assessment held on 01 April 09.
- 4.2. CSE acts as a framework for SHA's customer service provision.
- 4.3. Out of 57 elements, SHA had 32 fully compliant, 16 non-compliant and 9 partially compliant.
- 4.4. Assessment date will be 01 October 2009.
- 4.5. Assessor will come in for 2.75 days and conduct assessment, undertake interviews, validate documents based on quality and quantity.
- 4.6. An instant grade will be supplied by assessor once assessment has been completed, based on a pass/fail system.
- 4.7. Results will be advertised publically (website, *Stadium Voice* magazine).

#### 5. **Complaints Questionnaire**

- 5.1. LW reported to members on draft complaints questionnaire.
- 5.2. The purpose of the questionnaire is to evaluate SHA's overall service.
- 5.3. The questionnaire combines two aspects: how the complaint is processed, and what the outcome of the complaint is. The questionnaire acts as feedback – has the complaint, and subsequent handling of, been an improvement to SHA's services.
- 5.4. The questionnaire will be utilised for *any* complaints from both tenants *and* leaseholders; it is sent out after the complaint has been responded to.
- 5.5. LW asked RF members what their view is on the questionnaire; are the questions on the draft the type of questions the RF would like to have on the form?
- 5.6. RA asked if the previous procedure of registering a complaint would be dispensed of in place of the questionnaire; LW assured that the changes to the questionnaire will not impact on the complaints procedure. Complaints will continue to be managed within the existing framework.
- 5.7. LW explained the logging procedure for formal and other complaints (enquiries, 10-day timeframe, etc); all complaints go through to a central officer.
- 5.8. Does SHA have a verbal complaint procedure? Yes.

- 5.9. Currently responses to the questionnaire primarily focus on the final outcome, whilst there is little feedback about the process.
- 5.10. The questionnaire will be implemented as soon as possible.
- 5.11. Some RF members requested to speak to LW about their matters privately; LW provided them with contact details.
- 6. Resident Involvement Action Plan**
- 6.1. Janet Edwards reported to members on resident involvement impact assessment 2009/10.
- 6.2. The plan lists everything: aims, objectives, outcomes – the information attained will be used to make changes to SHA services.
- 6.3. It is a flexible document which will can be updated monthly; quarterly. The blank columns will be filled in over the weeks.
- 6.4. There are some questions which cannot be answered without the assistance of the Residents' Forum; JE has asked if SHA can get some comments / feedback from the RF – perhaps something that RF feel SHA missed out on?
- 6.5. Senior Management Team will update and bring back to the RF for approval, then to the Board for final sign-out.
- 6.6. H-AR queried plan's aim of creating a gateway into employment & training and what that consists of. DB to elaborate on worklessness initiatives in agenda 9.
- 6.7. EL queried who at SHA would provide definitive evidence that plan's aims and objectives have been achieved. JE reiterated that evidence would be collected from feedback.
- 6.8. Question was put to RF: has RF, as a body, achieved what they wanted from the start of the year at the end of the year? The Action Plan would assist in addressing this.
- 6.9. Query on Action Plan, pg 7, aim to engage underrepresented residents in a more structured and productive manner; JE explained that residents of street properties often feel different from those who live on estates in terms of engagement from SHA. Action Plan hopes to address this and engage them more; SHA is very serious about making a working action plan for adequately engaging street property residents.
- 6.10. Use of unknown acronyms in reports has again been raised; BT requested SHA produce a glossary of housing terminology; JE agreed.
- 6.11. An updated version of the Action Plan will come back to the RF in approx 3 months time.
- 7. G8 Recruitment**

- 7.1. Resignation from post by resident has allowed for vacancy on the G8 Panel.
- 7.2. What it involves: approving / disapproving rent arrears reports provided by Income Management on whether to take action on notice to seek possession, evictions, etc. All information is treated confidentially.
- 7.3. It is a post only for RF members.
- 7.4. H-AR originally interested, but, due to lack of broadband access, declined. RA and BT expressed interest, but wanted more information. JC requested DB to send out a more detailed description of the post to all RF members. DB to obtain more information on the post from Mike Kelly and/or Damon Venning (Head of Income Management)
8. **Recruitment for potential Resident Forum Members**
- 8.1. Recruitment open day for those residents interested in becoming RF members to be held at Electric House; NK, BT, RA, LM stated they can help out on the day.
- 8.2. Date to be confirmed; JC to check availability and affirm date of event.
9. **Stadium4Work – Worklessness Initiatives**
- 9.1. DB reported to members on *Stadium4Work* – worklessness initiatives programme.
- 9.2. Any Stadium resident who is wanting assistance in finding paid employment, training or educational courses should contact DB as first point-of-call.
- 9.3. DB getting around to different SHA properties in order to advertise programme.
- 9.4. RA suggested that programme needs to be publicised more; was assured that, due to its fledgling status, the programme's publicity has started off small, but is gradually building through articles in Voice, Safer Neighbourhood magazine, feedback cards, and advertising on-site at SHA properties.
10. **Property MOTs**
- 10.1. John Everett reported to members on Price-Per-Property.
- 10.2. PPP consists of paying SHA contractors a set sum for the year: Approx £496 per annum per property.
- 10.3. Report covered what is included as part of PPP and what is excluded. Covers communal repairs as well.
- 10.4. PPP covers SHA General Needs and Mitali properties only.
- 10.5. Purpose of such is to ensure that contractors do what they're supposed to.

DB

JC

- 10.6. Invoicing has been made simpler as a result.
- 10.7. RA enquired to differences between PPP and Open Book; JEV explained that PPP is better than OB.
- 10.8. RF questioned use of 'MOT' term; JEV open to suggestions of a better term and invited members to submit alternatives.
- 10.9. Meads and CBS have to cover every home at the moment; hope is they carry out all minor repairs that they can find.
- 10.10. JEV explained 50% rule: If repairs/works that need to be done is over 50%, then it should be referred to Stadium; if under 50%, then contractors should fix repairs/works.
- 10.11. Surveyors will now be a lot more involved in post-inspections.
- 10.12. New system has come about via complaint feedback form from residents.
- 10.13. Works still carried out in original contract timeframe.
- 10.14. Many residents will not be aware of the new system yet; significant amount of properties will not have been inspected yet.
- 10.15. Weekly operations meetings with the contractors will still be carried out.

#### 11. **Any Other Business**

- 11.1. HA-R attended Recycling Focus Group Meeting on Tues 23 June, 3pm, Brent Town Hall, conducted by LB Brent. Overall theme was to try and get as many residents involved in recycling as possible (older people, children, etc).
- 11.2. Parking Control; deferred to next meeting. PM
- 11.3. Incentivising the Forum – decision yet to be agreed; issue on hold until such time as information provided by Contractors.
- 11.4. RA; BT have not received minutes from March, May 09; DB to send out. DB
- 11.5. Stadium Repairs & Partnering Event Roadshow – RAF Museum, Hendon, 27<sup>th</sup> June 09: JEV asked RF members what they thought what could have been better; location of event was not convenient; shuttle bus pick-up location not suitable.
- 11.6. Eid Festival – 4 Oct (Advent Centre): RA will provide literature to those interested in attending. RA
- 11.7. TPAS Annual Conference 2009 – 31 July to 02 Aug 09 (Hilton Birmingham Metropole): *" A weekend of workshops, debates and interactive sessions - this is the event you need to be at to keep you informed and up to date in resident involvement"*

- 11.8. Stadium 'At Home' Roadshow – To be held at Electric House on Saturday, 12 Sept 09
- 12. **Date of next meeting**
- 12.1. 22 September 2009 from 6pm to 8pm.