

STADIUM HOUSING ASSOCIATION LIMITED

**MINUTES OF THE MEETING OF THE RESIDENT FORUM
HELD ON 24 NOVEMBER 09**

HELD: BOARD ROOM, LEB

PRESENT:	Jacqui Coleman	Chair
	Rizwana Ali	Vice Chair
	Eddie Leigh	Chair of Lychgate Court RA
	Mrs Brady	Independent member
	Lorraine McKale	Independent member
	Mustafa Fhail	Chair of Quayside RA
	Henna Al-Rashid	Chair of Street Properties
	Gamal El Gamal	Independent member
	Pat Mulcahy	Independent member
	Robyn Malloy	Chair of Orleans Court RA
	Jane Andrews	Chair of Goodmans Court RA
	Denise Zankor	Independent member
	Maria Da Silva	Chair of Tollbridge Court RA
	Mike Kelly	Independent member
	Robin Mills	Independent member
	Brian Teggart	Independent member
	Janet Edwards	Stadium HA
	Sarah Tickner	Stadium HA
IN ATTENDANCE:	Stuart Penman	Bathrooms & Kitchens Group
	Cynthia Brown	Bathrooms & Kitchens Group
	Nacer Ksibi	Resident Rep JCC & 419a HR
	Michael Hayes	Older Persons Forum
	Sinead Gilhooly	Stadium HA
	John Everett	Stadium HA

	ACTION
1. Apologies	
1.1. Lurline Wynters, Stadium HA	
1.2. David Belic, Stadium HA	
1.3. Jasna Badzak, Chair of Russell Wharf	
1.4. Deborah Swift, Chair of Westfield Close RA	
1.5. Sean Greenan, Chair of Airco Close RA	
2. Minutes of the meeting held on 22 September 09	
2.1 Agreed	
3. Matters Arising	
3.1. None	

4. **DECANT STRATEGY** by Sinead Gilhooly, Head of Regeneration Projects, Stadium HA.
 - 4.1. SG explained that there were two main options under this strategy; to demolish or to do a significant refurbishment.
 - 4.2. Copy of the strategy discussed is attached.
 - 4.3. SG asked the Forum for their views, input and influence.
 - 4.4. The Forum posed the following questions;
 - Q:** What about people with disabilities?
A: A needs assessment will be performed and any needs for aids and adaptations established from early on. Risk assessments are also conducted which help to pick up additional support required, e.g. those with disabilities to be nearer to fire exits. Essentially it is all about early planning to ensure individual needs are realised and addressed, a key part of this process is the role of a Residents Liaison Officer.
 - Q:** How old does the property have to be?
A: There is a five step criteria to be met, which concludes with all decisions going to be Board for final approval. It is a scheme by scheme approach. Age of a building is not an overriding factor as some older buildings perform very well. Important factors are poor design and layouts of homes.
 - Q:** Some contractors are coming very early in the morning and would like to suggest that works happen between 9-6, and 8am by agreement.
A: SG does not see this as a problem as it is allowing flexibility. In the same token work could begin in the homes at 8am by agreement.
 - Q:** Contractors need to take care when in peoples properties, eg by not smoking inside.
A: SG said this was totally unacceptable. SHA and our contractors work by the Considerable Contractors agreement, as well as by employee legislation.
 - Q:** How can families, who are decanted, maintain their child's schooling?
A: This issue would be identified as part of the initial needs assessment. Families choose the home they will be decanted to and can take factors such as schooling into account when making their decision.
- SG was commended on a great piece of work.
- 4.5 The RF thinks SHA should look at overcrowded families and allocate new developments. SG explained that the funding means all nominations must go to the Borough. An overcrowding strategy is a better idea to tackle that problem, and this decant strategy is simply one strand of that potential strategy.

The RF requested that overcrowding be a future agenda item.

JC

5. **KITCHEN & BATHROOMS TENANTS' GROUP UPDATE** by Cynthia Brown and Stuart Penman.

5.1. John Everett, Head of Asset Management, introduced this group and the two residents representatives present.

5.2. CB & SP updated the RF on how they were getting on with implementing recommendations from the report.

5.3. Group has five members, with another just coming on board and the group is about creating a resident and contractor guide. Each resident who participates in this group has had some experience in this area. Stadium has not been great with feedback to date and feels everything stops and starts with John Everett. The group is working to create specifications on what contractors do when they are going into someone's home. The recommendations are good but the progress seems slow. Group feels that SHA need to work together more. The Group is being run by consultant Ian Hembrow.

5.4. RF asked if they shall get a copy of the report produced. B&K Group explained that sure its no problem but shall ask Ian.

ST

5.5. **Q:** Can this group address other issues?

A: JE explained that by personal preference then yes they would be able to, but need to remember that these people are volunteers. There are many interfaces which need to be addressed and would like to see a group development to achieve this.

Q: Are the recommendations across all of SHA or area there certain priority area's?

A: Will bring them back to the RF for consultation then they will go to the Board.

6 **OLDER PERSONS FORUM** by Pat Mulcahy, Michael Hayes and Sarah Tickner

6.1 ST explained the project the Older Persons' Forum is currently working on; altering the arrears procedure to offer more support to the elderly and more vulnerable.

6.2 The RF gave the following feedback / comments;

- Establish entitlement
- What sort of help would you offer
- Needs assessments

- Feel SHA has a lack of pertinent data and could use RA's, Neighbourhood Managers and care agencies to help fill in the gaps.
- Brian Teggart offered to volunteer
- Need people to be aware of people's vulnerability
- Can this extend to Willow?
- Why only old people – could this be rolled out across whole family?
- Advertise in the Voice

7 **RESIDENTS' FORUM HANDBOOK – FEEDBACK** by Sarah Tickner

- 7.1 ST circulated the new draft Residents Forum Handbook which has been amended to incorporate any changes suggested at previous meetings. Forum Members were asked to read and note any final comments /amendments on a blank sheet of paper attached to the draft Handbook. The Handbook was circulated during the meeting. ST will incorporate any suggested amendments/comments into the final version of the Handbook. The final version will be circulated to Forum Members at the next Forum Meeting.

It was pointed out that an old version of the Handbook existed somewhere. However as the Forum has changed over the past years (new Constitution, new Members, new Sub-Group members etc) it was recognised that a new updated version was required.

The type of cover/holder required was discussed and ST asked if any of the Forum Members would like to volunteer to draw/design the coversheet. No volunteers were forthcoming. It was agreed that the Handbook will be housed in a ring binder. This will allow Members to easily insert updates as and when received from ST (i.e. change of Members, change of Forum Chair, Vice Chair etc),

8 **ASSET MANAGEMENT UPDATE: INFLUENCING INVESTMENT, 50/50 PROPOSALS & AMD VIDEOS** by John Everett

- 8.1 Please read the influencing investment paper and feedback comments to ST. This same exercise can be done with your RA's and we need to think about how we get information/comments from those resident not involved. This is related to both tenant and leaseholder alike.
- 8.2 JE set out the options in the 50/50 paper, also explaining that 60% of our residents are on benefits so this option may not apply to all and leaseholders will need it to be applied equitably. RF wondered if this could be used for everything, that the idea has good merit.
- 8.3 Presently just raising the idea with the RF but, if interested in perusing this, it would have to go to Board.

- 8.4 RF recommendation: more time to discuss this and for it to be raised at the RA Away Day in January
- 8.5 AMD Videos: we acknowledge that some people to date may have had bad experience in the works they have received by SHA, but these videos are about moving forward and setting a standard and expectation level of what residents should be receiving. This is about continuous improvement. Yes there has naturally been a cost implication making these dvd's but SHA will see value for money if improving a level of service.
- Q:** If things go wrong who is the contact for residents?
- Q:** What assistance can be given? ie with packing
- A:** This is where the Resident Liaison Role (RLO) comes in and it may be an idea to make a dvd specifically covering this role.
- Q:** Will residents be able to buy parts if any get damaged
- A:** Yes, this shouldn't be a problem as we use a national range.
- 9 CUSTOMER SERVICES EXCELLENCE ASSESSMENT FEEDBACK**
by Janet Edwards, Head of Community Engagement & Customer Services
- 9.1 80% compliant. The assessor has given us until the end of this financial year to try and get the other 20%. This is a good achievement.
- 10 COMMUNITY ENGAGEMENT & CUSTOMER SERVICES REPORT**
by Janet Edwards.
- 10.1 JE delivered the report which went out to residents in the RF papers
- 10.2 It was raised that the font used in the RF papers was too small.
- 11 SERVICES COMMITTEE UPDATE** by Mike Kelly
- 11.1 There was a virtual meeting held and the committee is still in the process of compiling the minutes. Areas covered were; voids, arrears, customer services, key performance indicators
- 12 BOARD UPDATE** by Mike Kelly
- 12.1 It was a very full board meeting. Areas discussed were; Group re-structure, Service Level Agreements, relationships to Network Housing Group, budget re-forecast, customer service training & strategy, key performance indicators, complaints, status survey, Board away day evaluation, future investment, governance and future nominations.
- 12.2 MK advised the Forum that JC will be taking up a seat on the Board from March 2010. JC will therefore be resigning as Chair of the Resident's Forum at the January 2010 AGM.

ST/JC

JE

ST

Some Forum Members expressed dissatisfaction at the fact that the appointment to the Board had not come through the Forum. MK clarified that the new procedure (i.e. nominations coming from the Forum) does not come into play until next year.

As the meeting had run out of time some Forum Members had to leave. JC did not have the opportunity to comment on her Board appointment other than to confirm that she will be resigning as Chair of the Residents Forum at the AGM in January 2010.

13 AOB

13.1 Dates for 2010 Forum Meetings

Dear RF members. We unfortunately ran out of time to discuss dates for next years meetings. Therefore below are the dates we shall meet, which are in line with Board and Services Committee meeting dates;

Thursday 21st January 2010 AGM

Tuesday 16th March 2010

Thursday 13th May 2010

Tuesday 20th July 2010

Tuesday 2nd September 2010

Tuesday 26th October 2010

Thursday 16th December 2010

I hope you all have a lovely break. See you in 2010.