

**STADIUM HOUSING ASSOCIATION LIMITED**

**MINUTES OF THE RESIDENTS' FORUM MEETING  
HELD ON TUESDAY 22 SEPTEMBER 2009  
AT ELECTRIC HOUSE**

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<b>MEMBERS PRESENT:</b>	Jacqui Coleman Rizwana Ali Henna Al Rashid Brian M Teggart Patrick Mulcahy Jean Lock Maria Da Silva Joe Muir Gamal el Gamal Mike Kelly Denise Zankor Jane Andrews	Chair Vice Chair
<b>IN ATTENDANCE:</b>	Sophia Lawrence Nacer Ksibi Kimmi Jasper Lurline Wynter John Everett David Belic Sarah Tickner Janet Edwards	Observer Observer Chair – Mitali Resident's Association Head of Quality & Business Development Head of Asset Management Community Engagement Officer Community Engagement Manager Head of Community Engagement & Customer Service

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1. **Apologies**

1.1. Lorraine McKale; Doris Brady; Eddie Leigh; Robyn Mallory; Ronke Kotun-Ajidadgba; Marjorie Francis; Robin Mills

**ACTION**

1.2. **Welcome**

1.3. Kimmi Jasper – was our guest this evening. It was viewed as an opportunity for closer working to see how others work across the Group.

2. **Minutes of last meeting dated 16 July 2009**

2.1. Agreed

3. **Matters Arising**

3.1. MK cited problems with receiving agenda and reports late; this was also the case with several other RF members; recent postal strikes were the reason. MK requested if agenda/reports could be sent via e-mail to those with e-mail addresses in future. RF members to share their e-Mail addresses with DB if this is their preferred method of communication. DB

- 3.2. Damon Venning and Nehal Shah from Income Management were to attend to discuss G8 recruitment; however, due to Damon being ill, this was deferred to next meeting.
- 3.3. RA asked about Property MOT from 16/07 meeting; JEv confirmed MOT now operational. Visits to resident's homes will occur by the end of the calendar year.
- 3.4. KJ requested copy of Property MOT info from JEv.
- 3.5. Minutes 16/07, 11.3: *'Incentivising the Forum – decision yet to be agreed; issue on hold until such time as information provided by Contractors':* not waiting information from contractors; rather, the issue is now on hold until internal governance issues at Stadium have been resolved.
- 3.6. **Stadium Update**
- 3.7. ST reported to members on recent staff changes at Stadium.
- 3.8. ST read out former CEO Roz Spencer's departure notice as featured in Stadium Voice #14.
- 3.9. Steve Henning has taken over as Chief Executive Officer of Stadium Housing Association in the interim; Steve is CEO of Riversmead; however, whilst at SHA, his Deputy there will be acting up. Steve is fully familiar with the Network Housing Group structure.
- 3.10. **Residents' Forum Recruitment Update**
- 3.11. ST updated RF members of the Recruitment Evening. Pleased to involve the following four new members on recruitment of new Residents' Forum members: Doris Brady; Majorie Francis; Joe Muir Denise Zankor.
- 3.12. RF members voted for these new recruits to be co-opted on.
4. **Kitchens & Bathrooms Tenants' Group Update**
- 4.1. JEv handed out a report to members on the Kitchens & Bathrooms Tenants' Group.
- 4.2. Ian Hembrow from The Bridge Group is the author of 'Better Kitchens & Bathrooms Resident Engagement Report'. The purpose of the report is to achieve better kitchens and bathrooms for Stadium residents through greater consultation. Ian previously presented report to the Residents' Forum meeting in February. Copy made available for current RF members.
- 4.3. JEv introduced an action plan which is still being worked on.
- 4.4. K&B Group recently undertook a fact finding trip to Watford Community Housing to compare services with Stadium. K & B Group felt that the residents at Watford have a lot more say in the decision-making process, but the quality of service was better at Stadium.

JEv

- 4.5. Representative Kitchens & Bathrooms Group resident members would like to attend a future Residents' Forum meeting to share their thoughts on the process and answer questions. Agreed.
- 4.6. Will this information be accessible on internet; JEv confirmed yes.
- 4.7. Resident Liaison Officers will be employed to help residents through the property works process. At present, Shereen Robinson is the only Resident Liaison Officer for all works-related properties; role is to ensure everything goes well for the resident, first and foremost.
- 4.8. HA-R offered her assistance if required.
- 4.9. JEv to provide contact details to Jane Andrews. JEv
- 4.10. MDS enquired if anyone from Stadium supervise the bathroom works; JEv confirmed that Frankham's look into works done by the contractors; Alla from Frankham's ensures that the contractors are doing a good job and reports back to Stadium.
- 4.11. Roy, Supervisor from Meads, also has responsibility of ensuring works are done to standard. If Roy's decisions are not agreed with, then Errol Brown (Contracts Manager) deals with this.
- 4.12. JEv acknowledged that there will be times that Meads gets it wrong, but will fix it quickly.
- 4.13. JEv to look into poor bath panel issue on behalf of Maria De Silva.
- 4.14. Post-inspections: Frankham's should do 100% of them; Alla signs them off.
- 4.15. One of the roles of the Resident Liaison Officer is to contact resident a few weeks after works completed to ensure everything is still ok.
- 4.16. Stadium is pushing contractors to have Resident Liaison Officers of their own, in addition to Stadium.
- 4.17. MK brought up Stadium branding; many residents believe that Meads, Digivision, etc were more involved than Stadium. As such, letters will be re-branded to include Stadium more. JEv confirmed that Ian Hembrow from The Bridge Group has been provided with various correspondence and to produce documents of a standard type. Additionally, signage on scaffolding, etc, is also inappropriate in terms of branding and this will be amended also.
5. **CBS: Day-to-Day Repairs Update**
- 5.1. JEv updated to members on repairs.
6. There has been resident dissatisfaction with repairs over past six months; service provision has been reviewed and an alternative arrangement agreed.

7. CBS are not going to be responsible for day-to-day repairs anymore; yet they will still be an external cyclical maintenance Partner. All day-to-day repairs will now be Meads responsibility only from November 09.
- 7.1. There will be a separate contract for all electrical work and held by Digivision.
- 7.2. Drainage issues will be handled by DrainFlow.
- 7.3. The current day-to-day repairs contract for CBS will end on Sunday, 01 November 09; Meads, Digivision and DrainFlow to take over the contract that following Monday, 02 November 09.
- 7.4. GG stated that transferring from CBS to Meads can be confusing; JEv said that Stadium Contract Managers Greg Caulfield and Paul Navarro can be contacted for clarification.
- 7.5. Repairs free phone numbers: JEv acknowledged that this needs to be sorted out, and that there will be an overlap between old and new free phone numbers.
- 7.6. JEv confirmed that Contract Manager Greg Caulfield will be looking after the Meads day-to-day contract, and Contract Manager Paul Navarro is overseeing the exit process with CBS.
- 7.7. New information on contractors, phone numbers, etc will be passed to residents.
8. **Stadium Rider**
- 8.1. Janet Edwards read a report to members on the proposal for Customer Services Department Rider, the aim of which is to promote the work of the Community Engagement Team and ensure that the organisation and its residents are kept up to date. This will take the form of a "rider", which will automatically appear on the bottom of all e-mails generated by the Customer Services Department.
- 8.2. JE requested that the members read and provide feedback; should members agree with content, then the Rider will go into effect as of September 09.
- 8.3. Request made that lettering should be of a reasonable size and therefore more readable.
9. **Handbook – including Acronyms action feedback**
- 9.1. ST reported back to members on Residents' Forum Handbook; requesting feedback.
- 9.2. As per Brian Teggart's recommendation, a Glossary of Acronyms has been included in the Handbook.
- 9.3. Glossary of Acronyms too condensed; needs to be made more readable.

ST

9.4. Requesting Chair Jacqui Coleman's permission, ST asked Residents' Forum to come back to her with comments and feedback.

## 10. Training for Forum Members

10.1. ST requested that members started by choosing their top three training choices from the list provided.

10.2. HA-R suggested that RF members who have already undertaken training could perhaps link up with those who haven't in order to assist them. ST can act as a liaison between members.

10.3. MK thought there should be a more advanced Residents' Association course beyond the setting-up phase. ST said that the list of courses are an approved TPAS list. It also includes training on setting objectives and strengthening your committee.

10.4. Query of a Money Management or Financial Inclusion course. ST stated that Income Management could very well be setting something up.

## 11. At Home With Stadium 2009 Discussion

11.1. JE handed out report to members on the At Home With Stadium Event, held on Saturday, 12 Sept 2009.

11.2. Over 200 residents attended, a positive result.

11.3. JE acknowledged that no full analysis report had been produced yet, but will provide a full analysis report for the members at November's RF meeting.

JE

## 12. RF Action Plan Discussion

12.1. ST would like to achieve the setting of an Action Plan through a general 'Away Day' for the RF. This topic has been raised a couple of times now and ST is keen to progress this.

12.2. Suggestion was put forward to perhaps combine Christmas dinner and away day and discuss action plan; could have dinner in the evening but would not wish to wait until January.

12.3. Working party volunteers assisting ST: Jacqui Coleman, Henna Al-Rashid, Mike Kelly.

12.4. Tentatively agreed for get-together on a Saturday in December.

## 13. Any Other Business

13.1. HA-R brought up Stadium4Work and worklessness initiatives; HA-R stated that she is now employed, and a programme to help residents get into work is beneficial as the Job Centre can often be unhelpful.

13.2. DB told members that different methods of getting word out on Stadium4Work have been tried, including Stadium Voice, estate visits, stall at road shows, etc; will also be included on new Stadium Rider.

DB asked for more suggestions from the members. KJ suggested website, similar to what Mitali has.

- 13.3. In terms of residents potentially procuring employment, there is an issue concerning their Housing Benefit– Income Management now do surgeries (as featured in Stadium Voice, Issue #14) which could help address this.
- 13.4. Are SHA contractors a source for vacancies? Yes, the apprenticeship scheme is part of Stadium’s worklessness initiatives. Topic of apprenticeships are brought up in he partnering meeting with contractors; who are actively looking for candidates twice a year, and candidates can also apply throughout the year.
- 13.5. BT brought up an issue with contractors – cleaning of carpets in communal areas an issue; contractors not very helpful when questioned on this. JEv confirmed that any cleaning or ground maintenance problems should be dealt with by the Neighbourhood Manager as the first point-of-call.
- 13.6. Any issues of non-performance with Connaught’s are brought up at the partnering meetings.
- 13.7. JEv suggested that, if nothing else has worked, that the resident use the complaints procedure.
- 13.8. GG cited Section 20: resident has full right to pick their contractor; why does Stadium still pick them? JEv said that this is not exactly correct – it is a two-stage process, where the resident has the right to *recommend* a contractor; then, if the contractor passes basic requirements, then Stadium will add them to the tender invitation list.
- 13.9. There has been an issue with installation of certain shower cubicles, where residents felt they were too small; JEv said that this is being looked at.
- 13.10. Stadium will occasionally tell contractors to remove their staff from Stadium contracts if they are found to be unsuitable.
- 13.11. Eid Festival, 4<sup>th</sup> Oct – RA left some leaflets for this event.
- 13.12. Resident outings – there used to be outings for residents; residents would need to be instrumental in arranging this. Community Engagement can help with this. Suggestion was put forth to perhaps commence this again from next year? ST asked for volunteers to help in organizing this. DZ agreed to help.
- 13.13. Christmas function – ST asked members if they were happy to go out in December.
- 13.14. Food for RF meetings – are members happy with the choice available? Members were asked for suggestions. Fruit is always a good choice; also, something that won’t spoil.

**ACTION**

- 13.15. Confusion over alternating dates between RF meetings; confirmed that dates will alternate between Tuesdays and Thursdays. Suggestions for next forum: bring provisional dates of 2010 RF meetings. JE
- 13.16. Parking – MK stated that exit strategy with contractors Liberty ongoing; due to meet mid-October.
- 13.17. KJ requested parking reports be sent to her. MK
- 13.18. Suggestions for next forum: bring provisional dates of 2010 RF meetings. JE
- 14. **Date of next meeting**
- 14.1. Tuesday, 24 November 2009 from 6pm to 8pm.