

STADIUM HOUSING ASSOCIATION LIMITED

MINUTES OF THE RESIDENTS' FORUM ANNUAL GENERAL MEETING (AGM) HELD ON THURSDAY 21 JANUARY 2010 AT ELECTRIC HOUSE

MEMBERS	Jacqui Coleman	Chair
PRESENT:	Rizwana Ali	Vice Chair
	Henna Al Rashid	
	Brian M Teggart	
	Patrick Mulcahy	
	Gamal el Gamal	
	Eddie Leigh	
	Doris Brady	
IN	Nacer Ksibi	Resident Rep – JCC & 419a Harrow Rd
ATTENDANCE:	Rita Pascall	Director–Customer Relations & Business Development
	Lurline Wynter	Head of Quality & Business Development
	David Belic	Community Engagement Officer
	Sarah Tickner	Community Engagement Manager

1. Apologies

- 1.1. Robyn Malloy; Marjorie Francis; Robin Mills; Mike Kelly; Maria Da Silva; Deborah Swift; Jasna Badzak; Val Rushton; Sean Greenan; Jane Andrews; Mustafa Fhail; Denise Zankor; Janet Edwards (SHA)

2. Minutes of last AGM meeting dated 27 Jan 2009

- 2.1. Agreed

3. Matters Arising

- 3.1. Minutes 27/01/09, 8.1: *“EL stated that he will have to resign as RF chair with immediate effect due to pending litigation...”* EL confirmed that it wasn't pending litigation; rather possibility of litigation.

- 3.2. RA requested that all future AGM minutes follow same pattern re: initials indicating who carries out specific action points.

3.3. Chair's Report

- 3.4. JC asked members if they had any questions concerning the Chair's Report; there were none.

3.5. Constitutional Changes

- 3.6. Constitution, 6.1: *“The Executive will be elected, by a show of hands, at the first meeting after the AGM...”*: it was suggested to change sentence to read: *“When current Executive Committee resigns, new Executive will be elected at the same AGM to ensure there is no period of time where the Forum is leaderless”*.

ACTION

ST/DB

- 3.7. Constitution, 12: *“Changes to the Constitution”*: EL recommended a time limit of a week to 10 days prior to AGM to discuss proposed constitutional changes in future.
- 3.8. Constitution, 3.1.4: *“Elected members will serve a period of three (3) years...”* GG queried if the current member can be elected again. RP confirmed ‘yes’ – 3 terms of 3 years.
- 3.9. Constitution, 9.5: *“Post should be sent to...”*: ST requested change of current postal address of Resident Forum from 421 Harrow Road to Electric House, 296 Willesden Lane. ST/DB
- 3.10. Constitution, 7.1.: *“All Sub-Committees...will report to the Resident Forum on a quarterly basis.”*: ST suggested changing constitution to emphasize that any resident who represents the RF at sub-committees must attend them and regularly feed back to the Forum with information. If there is more than one Forum member on the sub-committee, they should agree amongst themselves about who reports back. JC concurred, stating that there are a number of sub-groups which the RF do not get regular feedback from; this proposed change to the constitution would ensure that this happens from now on.
- 3.11. RP recommended that all meeting minutes of sub-groups should be included in the RF meeting minutes.
- 3.12. PM queried if the Community Improvement Programme (CIP) was now defunct; ST confirmed that the budget was frozen until the new financial year.
- 3.13. GG queried the allocation of CIP funding; RP confirmed that money comes from Stadium, and resident panel delegates funding. GG asked if constitution could be made clearer, re: allocation of funding. ST/DB
- 3.14. Constitution, 7.: *“Delegated Powers”*: GG recommended changing the wording of ‘delegated powers’; wanting more emphasis that the RF is still ultimately responsible for allocating of funding for CIP. Members discussed proposal for amendment; however, it was deemed that wording was already quite clear and so no change was necessary at this time.
- 3.15. Parking Control sub-committee: currently, there is no Stadium staff representative on this group; needs to be looked into. ST/DB
- 3.16. Constitution, 10.10: *“A pre-meeting of the Executive should be held before each Forum meeting”*: Question was asked if this was still running; according to JC, this has not happened. EL explained that this was initially created by Executive Committee in order to deal with matters not relevant to RF members. ST/DB
- 3.17. BT requested that new constitution be ID’ed accordingly in terms of new changes (date, etc) to make it separate from previous versions. ST/DB
- 3.18. JC asked if RF members were all in favour of new constitutional changes; RF unanimously agreed.

4. **Elections: Chair, Vice-Chair, Secretary, Treasurer**

- 4.1. Current Chair Jacqui Coleman resigned her position.
- 4.2. Current Vice-Chair Rizwana Ali resigned her position.
- 4.3. ST confirmed that there were four (4) vacant positions: Chair, Vice-Chair, Secretary and Treasurer. Due to the small number of attendees at the meeting, elections would be held for the positions of Chair and Vice-Chair only.
- 4.4. Three (3) members stood for position of Chair: Rizwana Ali, Henna al-Rashid, and Eddie Leigh.
- 4.5. RF members agreed to closed ballot.
- 4.6. RP and LW agreed to count votes; confirmed that there was a tie between Rizwana Ali and Eddie Leigh.
- 4.7. Vote was conducted again for position of Chair; after votes counted, LW confirmed that there were 3 votes for Rizwana and 5 for Eddie, making Eddie Leigh new Chair of Residents' Forum.
- 4.8. Eddie asked Rizwana if she would like to stand for the position of Vice-Chair; Rizwana agreed. Rizwana Ali reinstated as Vice-Chair of Residents' Forum. No-one else stood for Vice-Chair.
- 4.9. Due to low attendance at meeting, EL suggested rolling over the elections of the Secretary and Treasurer positions to the next RF meeting (16th March '10). All agreed.
- 4.10. EL requested former Chair Jacqui Coleman to continue chairing current meeting; JC agreed.

ST

5. **Resident's Handbook**

- 5.1. ST provided RF members with a sample copy of the resident's handbook; asked members if there were any additions or changes to be made, or any information missing.
- 5.2. ST confirmed that the handbook would go to RF members only.
- 5.3. ST confirmed that the updated constitution would be included in the handbook.
- 5.4. HA-R reported a problem with the size of the text on the AGM agenda-reports issued to her.

DB

6. **Away Day**

- 6.1. ST confirmed details for the Away Day, Tues, 26 Jan 2010: 10-3pm; Board Room at Paddington Station; full morning's work; Directors will be attending. There will be a meeting point in the Station itself where ST and DB will meet members at 9:30am and 9:45am (top of the stairs

to the London Underground). Formal invitations and maps were provided to RF members.

- 6.2. Re: Round-up of events at Away Day – RP asked EL if he would be able to do this as new RF Chair; EL unavailable to attend Away Day.

7. **Short Notice Inspection Debrief**

- 7.1. RP reported back to members on the Short Notice Inspection, held on 8 – 10th December '09, by the Audit Commission.
- 7.2. Stadium received 5 days' notice that an inspection was to take place; inspectors from the Audit Commission spent 3 days on site looking at Stadium's services.
- 7.3. The main focus of the inspection was on Current Rent Arrears, Responsive Repairs and Gas Servicing; they also looked at the cross-cutting sections of Access to Customer Care, Value for Money and Equality & Diversity.
- 7.4. There was a different grading system used by the Audit Commission for the Short Notice Inspection – instead of the star rating, results were measured in strengths and weaknesses.
- 7.5. For five of the areas, the inspectors found that "strengths and weaknesses were in balance"; however, re: Equality & Diversity, the result was more weaknesses than strengths. This is because we have not carried out an impact assessment against the Commission for Racial Equality (CRE) Code of Practice; RP stated that SHA staff have had the training, but it has not been embedded yet.
- 7.6. RP emphasized that the result received was not a fail; in the last inspection, Diversity was one of our strengths; however, this time it has proved an issue. The inspectors did not request self-assessment compliance the last time; RP admitted that the Group should have been leading on this, and will now put machinations in place to ensure we improve.
- 7.7. Stadium to research good practice and what it consists of.
- 7.8. Positive practice: Property MOTs; out-of-hours rent arrears service; . Supporting people to Work – Stadium4Work under Community Engagement also acknowledged as positive practice although it was not an area selected for inspection.
- 7.9. What will happen now is Stadium to consult with residents and produce an action plan, which needs to be submitted on the 8th of March 2010; RP produced a list of key dates for consultation. Emphasized that the Short Notice Inspection Report in the agenda is important for residents to understand. RP also reminded members that the information in the Report is still currently embargoed and not to discuss content with anyone else outside of the Residents' Forum.

- 7.10. At the Residents' Forum Away Day, a feedback session will be conducted by the Policy & Performance Team, who will ask how the RF feels about the findings, make decisions, etc.
- 7.11. The Consumer Panel will be asked the same questions as the RF; letters will be sent to all residents on the 28th and 29th of January 2010.
- 7.12. RP stated that leasehold was outside of the scope during this inspection as it wasn't looked at this time.
- 7.13. EL requested specific acronyms be clarified: ELT: Executive Leadership Team; CS: Corporate Services; KWest: the agency carrying out the Questionnaire; Anke Marrs: KWest; LW: Lurline Wynter; GEMT: Group Executive Management Team.
- 7.14. GG asked what will happen with the positive outcomes of the Report; RP assured that these positives will be included and won't be discarded. LW stated that Stadium have been approached by other RSLs about how we handled the inspection.
- 7.15. GG enquired what support Stadium received from the Network Group for the inspection; RP stated that Network needed to demonstrate Value for Money for Stadium.
- 7.16. Re; action plan – Network staff will be involved as well, not just Stadium. Stadium will help Network with what to expect should Network have an inspection, so it was considered a valuable exercise all round.
- 7.17. RP said the next step is to identify 5 key policies and start carrying out Impact Assessments in order to continuously improve the service.
- 7.18. Re: Diversity – LW confirmed that a questionnaire was sent out to residents in 2007, which queried ethnicity, religion, sexuality, etc; regrettably, a lot of residents ignored these questions; Stadium now encourage them to answer by emphasizing how these questions will help them. Staff have been trained in diversity in order to adequately ask these questions. Stadium is expected to prove that it is not discriminating against certain groups, which is why these questions are asked. RP added that these questions demonstrate that Stadium is trying to engage hard-to-reach groups.
- 7.19. Consultation: Stadium is putting together a Black Minority & Ethnic (BME) group, as our status results show that BME have a much lower rate of satisfaction with service than other groups. On the 9th of Feb 2010, there will be a meeting at Willesden Library focusing on opinions and feedback from a BME group.
- 7.20. Consumer Panel: RP stated that the questions asked of the Panel will be replicated from those asked of the Residents' Forum.
- 7.21. EL asked when the next inspection will be held; RP said that this could not be accurately predicted, and it could be anytime. SHA was not the

ST

LW

only RSL that was inspected at this time. Some other RSLs have had their reports published.

- 7.22. RP confirmed an action plan will be submitted by March 2010 and settled by August 2010. Medium and long-term objectives will be included to demonstrate where Stadium is, and where it is going, in order to show planning.
- 7.23. Gas servicing recommendations: BT asked if the Scheme Managers for leasehold properties would be responsible as well; RP offered to feed this back to them.
- 7.24. GG asked for further clarification on the positives of Value for Money; RP affirmed that the inspectors were happy with the support services provided by Network; also how residents have a say in how money is reinvested.
- 8. Any Other Business**
- 8.1. EL queried where the minutes of Residents' Forum meetings are posted; it was confirmed that these go on the Internet, to the Chairs of Residents' Associations and to the Board.
- 8.2. EL recommended a change in the job description for Scheme Managers, stating that there was too much clerical work involved. In relation to this, the management charge has gone up. EL considered this to be 'iniquitous', and wanted the Board to be made aware of this through distribution of minutes. RP
- 8.3. Contractors approving their own invoices: EL made mention of some instances where contractors' work has not been validated as per contract and still paid for it. EL believed this to be tantamount to fraud and wanted Board to know about it. RP
- 8.4. EL brought up issue of monetary Christmas gifts to Scheme Managers from residents. For past 20 years, residents have put together an amount and given to various Scheme Managers who have occupied the post as a thank-you gift at Christmas time. This year, Stadium has brought in a rule stating that money must go through the organisation first. EL emphasized that the residents wanted to give the money as a gift and was their right to give away their own money. LW confirmed that the rule was not recent, and has been a Stadium Housing regulation for over 20 years. RP/LW
- 8.5. Residents brought up question of whether cleaning contractors are allowed to be paid to do extra work; was confirmed that – so long as it is within their own time – this is acceptable.
- 8.6. HA-R brought up recruitment of RF members; queries why the RF are of a specific age range. ST stated that she would like a new action plan for RF to incorporate representative.
- 8.7. GG suggested a 'youth RF' for residents under the age of 18; they can conduct their own meetings and make their own decisions, feeding back to the current RF. ST requested the RF make this an action. ALL

8.8. Haiti Earthquake Appeal: HA-R brought this matter up, recommending that Stadium/RF do something in terms of charity; RP suggested advertising a Haiti appeal in Stadium's reception area.

RP

8.9. JC brought up Christmas dinner on behalf of RA; was confirmed that the upcoming Away Day on 26 Jan will be in place of the Christmas dinner. This was agreed by the Forum during initial discussions of having an Away Day.

9. **Date of next Residents' Forum meeting**

9.1. Tuesday, 16 March 2009 from 6pm to 8pm.