

RESIDENTS BOARD

Date: 20th June 2024

In person meeting – Alma Court

Attendees:

Residents' Board members: Chair Erica Fontaine, Vishal Daudia and Tony Mote

Housing Staff: Nesan Thevanesan, Meghan Zinkewich-Peotti, Charlene Samms and Sabrina Sang

Apologies: David McNulty, Sharleen O'Leary, Angela Quilley, Zeba Arif, Francine Reid

ITEM	NOTES	ACTIONS
Welcome	Refreshments provided	
Actions from last meeting	RB members sash Sash has been produced and delivered to RB members.	Complete
	Complaints Policy and Procedure One change requested: please put the flow chart at the start to help neurodiverse residents. RB Queried How do tenants of leaseholders complain and to whom? Does it cover leaseholders?	Completed
	Scrutiny and Complaints Panel Action: put an advert in Homing In for people with analytical skills and report writing skills to be part of the panel.	AW completed
	LIN The Board would still like an update on the findings from the Housing Learning and Improvement Network (LIN)	MZP outstanding
	Fix My Street The board asked for an update	AW/NT outstanding
	Access strategy changes have been incorporated to bring appendix and directory to the front of document.	complete
	Maintenance Would like appointments to be specific AM and PM. Repairs charter still under review.	RK outstanding
	Compliments Would like public place for compliments to be filed on new online account.	AW/NT Outstanding
	Leasehold Complaints How can we capture leasehold complaints? They are being captured and we still have stats even though it's not ombud requirement.	NT outstanding
	Resident Board Email	NT/CS Outstanding

ITEM	NOTES	ACTIONS
	Can RB have an email address that members can access (main point of contact). We are currently unable to set them up as harrow staff due to data protection. Nesan to explore.	
	Ombudsman RB chair would like to meet ombudsman.	NT
	CPAP Suggestion that there should be bedroom plug socket placements for people that must use CPAP equipment or oxygen generators and they should be specially registered with their electricity suppliers as vulnerable persons.	NT/RM
	Landlords RB would like landlord guidance to clarify roles and responsibilities.	
Matters arising	Sheltered Asset Review RB would like an update on outcome when its available.	NT Outstanding
Briefing on behalf of David McNulty given by Nesan	Week of action A week of door knocking took place 17 June 2024 to 21 June 2024. Most housing staff took part, a lot of effort was put in to make it happen. Thank you to Erica and Tony who attended on 2 separate days. We hope to learn a lot going forward. Please provide any comments and feedback.	
	New Maintenance Contractors United Living have been appointed as new contractors and will go live 1 st July 2024. Forward plan to introduce contractors to the board.	
	Complaints Report 30 th June annual complaints report to go to Residents board, cabinet overview and scrutiny committee.	

ITEM	NOTES	ACTIONS
	<p>TSM 30th June TSM to be submitted to regulator.</p>	
<p>Vulnerable Persons Policy by Sabrina.</p>	<p>TM asked if we can we make it part of United Living's contract to recognise vulnerabilities not limited to but including, safeguarding and hoarding.</p>	<p>RK</p>
	<p>VD asked if we could look at spacing to reduce number of pages.</p>	<p>SS</p>
<p>Reasonable Adjustments Policy</p>	<p>Reasonable Adjustments Policy Presented by Sabrina. VD asked if we could remove the word "impairment" from page 4 to prevent confusion.</p>	<p>SS</p>
<p>Complaints Report</p>	<p>Complaints report presented by Charlene. VD The following feedback was given: Figures need to be recalculated as they don't correspond. What is root cause and reasoning and what are we doing about it? Acronyms should not be used; it needs to be used. Would like further explanation around what responded to on time means statistically e.g., is the number good etc? What does unknown upheld mean? CS Report to be reviewed and bought back to RB and overview and scrutiny panel for comments and feedback.</p>	<p>CS</p>
	<p>TM Queried categorization of repairs. NT Repairs charter will be reviewed so that we can look at recategorization.</p>	
	<p>EF Queried how we will deal with complaints about maintenance during the transition period when they will not be able to get certain repairs done. Suggested a letter go out to tenants in advance explaining the transition.</p>	
	<p>NT We have covered this as part of week of action. Suggested that we include something in Homing in and may be add something to the back of rent statements.</p>	

ITEM	NOTES	ACTIONS
	EF Queried how performance of new contractor gets monitored? RB would like to see how Harrow are monitoring the contractor. Existing performance monitoring plan to be bought to RB.	RK
	TM Queried what happened to the bollard wrap which he had seen had been removed. NT Explained that it didn't comply with corporate design brief.	
Agenda items for next meeting	July 2024 meeting Service level agreement for Access Harrow Service level agreement for Grounds Maintenance New Contractor – Introduction to the Board	SS
Date of next meeting	Thursday 18 th July @ Alma Court, Hornbuckle Lane	