

## **RESIDENTS BOARD**

Date: 19th July 2024

In person meeting – Alma Court

Attendees:

Residents' Board members: Chair Erica Fontaine, Vishal Daudia and Tony Mote; Francine Reid; Angela Quilley

Housing Staff: Nesan Thevanesan, Rukshan Kariy, David McNulty; Funmi Nwagagbo; Sam Pullen

United Living staff: Tom Bullock; Keri Smith

Apologies: Sharleen O'Leary, Zeba Arif

Members agreed for meeting to be recorded for purpose of minutes

Minutes of the last meeting held on 20<sup>th</sup> June signed off by RB members.

ITEM	NOTES	ACTIONS
Welcome	Refreshments provided	
	<p><b>LIN</b> The Board would still like an update on the findings from the Housing Learning and Improvement Network (LIN)</p>	<p><i>MZP Outstanding</i></p>
	<p><b>Compliments on the Housing Portal</b> Would like public place for compliments to be filed on new online account. Done but NT needs to confirm exact location online. Suggestion of a Feedback box instead of a drop-down list</p>	<p>NT Outstanding</p>
	<p><b>Resident Board Email</b> Harrow council will not be able to grant access to RB members on email. NT suggested that an independent website be set up and happy to fund a reasonable amount.</p>	<p>RB Outstanding</p>
	<p><b>Ombudsman</b> Meeting now agreed (online). Date to be confirmed.</p>	<p>Charlene/RB members</p>
	<p><b>Continuous Positive Airway Pressure(CPAP)</b> 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.</p>	<p><i>Ruk will find out more and feedback.</i></p>
	<p><b>Leaseholder Landlords</b> RB would like landlord guidance to clarify roles and responsibilities.</p>	<p><i>NT</i></p>
	<p><b>Reasonable adjustment policy document</b> All suggested changes now incorporated.</p>	<p><i>completed</i></p>
	<p>Feedback about Housing Learning and Improvement Network (LIN) still outstanding</p>	<p><i>MZP Outstanding</i></p>

ITEM	NOTES	ACTIONS
<p>David McNulty Director's Briefing and updates</p>	<p><b>Tenant Satisfaction Measures/ Annual Report (TSM)</b></p> <ul style="list-style-type: none"> <li>• Now submitted to cabinet and the ombudsman end of June. Feedback received from the regulator – noncompliant in area of Lifts and water assessments in blocks. We are implementing immediate action to bring these back to compliance.</li> <li>• No report back from the Housing ombudsman – going to Cabinet in July.</li> <li>• Housing Portal sign up – up to 970 to date. Continue to push for more take up via Homing In and drop-in session.</li> <li>• Week of Action – report and lessons learnt now in progress. Feedback will be brought to the meeting.</li> <li>• <b>David thanked the Board members for their involvement and making the Week of Action a success.</b></li> </ul>	
<p>Contractor Introduction- United Living Tom- Director Keri – Regional Director</p>	<p>Ruk introduced the new Contractors – United Living.</p> <p>They are concentrating on long outstanding repairs in the first few weeks. Giving a welcome pack to residents Looking at Apprenticeships Recruiting locally Local suppliers Sending out feedback surveys to tenants after repair works Random phone calls to tenants after works.</p> <p>They gave a rough process from when a repair is reported: -</p> <ul style="list-style-type: none"> <li>• Repairs reported and vetted.</li> <li>• Make sure it is allocated to the right engineers.</li> <li>• Text message sent to tenant to confirm appointment.</li> <li>• Engineer will attend property when scheduled to making sure they have their ID.</li> <li>• If parts needed, this is feedback to the office and parts ordered.</li> <li>• Another appointment made to return and complete repair.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• When repair complete, the customer experience team will then send out a survey for feedback.</li> <li>• Random phone calls will be carried out for quality assessments.</li> <li>• AM and PM appointment to suit tenant.</li> </ul>	
<p>Sam Pullen Building Safety and Compliance Manager</p>	<p>Water Safety Policy Electrical safety Fire safety Gas safety Lift safety Sam introduced himself and explained his work area as compliance and safety. He briefly summarised the policies which had been sent to RB members before the meeting and asked for comments. Sam indicated that he would be willing to attend the RB meeting quarterly if required.</p>	
<p><b>TPAS conference feedback Angela and Erica</b></p>	<p>Angela and Erica gave feedback on the recent TPAS conference they attended and reported that they found it very useful and worth attending and that they learnt a lot which they hope to be able to implement some of what they learnt.</p> <p>Erica emphasized the need for recruitment of more residents to join the Board.</p>	<p>To be continued at the next meeting EF and AQ</p>
<p>AOB</p>	<p><b>Housing Matters meeting and Temporary Accommodation tenants</b></p> <ul style="list-style-type: none"> <li>• Housing Matters meeting is for Housing tenants and leaseholders.</li> <li>• There will be a separate meeting organised for Temporary Accommodation tenants. There is arrangement in pipeline with Housing Needs team. Proposed date – Sept</li> </ul>	<p><b>Charlene/Shellian</b></p>
<p>Question</p>	<p>Vishal Question how asset management will ensure the right code for communal repairs is provided to works so that leaseholders are charged the right amount.</p>	
<p>Agenda items for next meeting</p>	<ul style="list-style-type: none"> <li>• TPAS update cont'd – Angela and Erica</li> <li>• RB Code of Conduct</li> <li>• Grounds Maintenance SLA</li> <li>• Access Harrow SLA</li> <li>• RB Terms of reference / code of conduct</li> <li>• Sheltered scheme review</li> <li>• Repairs Charter</li> <li>• Performance</li> </ul>	

ITEM	NOTES	ACTIONS
Date of next meeting	Thursday 19 <sup>th</sup> September @ Alma Court, Hornbuckle Lane	