



LONDON BOROUGH OF
HARROW

RESIDENTS' BOARD

Date: 18th April 2024

Location: Alma Court, Hornbuckle Close, South Harrow, HA face to face


Attendees:

Residents' Board members: Chair E Fontaine, T Mote, S O'Leary, A Quilley and Z Arif

Apologies: Charlene Samms (Customer service and Engagement Manager; Lisa Griffin (Operations Manager, Estates Services)

Staff: David McNulty (Director of Housing), Nesan Thevanesan (Head of Housing Residents Services); Emma Field (Senior Analyst Housing), Megan Zinkewich - Peotti (Housing Strategy Project Manager), Anthea Watkins (Project Manager, Smarter Housing); Rukshan Kariy (Planned Investment Manager), Simba Manjonjori, JC (Customer services and Engagement Officer), Funmi Nwagagbo (Resident Engagement Officer)

Notes: Funmi

ITEM	NOTES	ACTIONS
Welcome and intro	Members are happy with location of venue, room is warm with necessary amenities, good transport links and car park. Happy with refreshments provided.	
Matters arising	Members have opted for a Sash. Colour – Lilac Inscription – Residents’ Board and Harrow Council logo.	Funmi to source and send design ASAP, bring sashes to next meeting
Director’s briefing and updates	<p>Explained that the new system Civica CX is now live. Z confirmed that she received an email about her repairs - which confirms that it is working ok. The New Housing online account launches at the end April and tenants will be able to report and track repairs, view rent acct etc. New repairs contractor will start work 1st July- they are called United Living.</p>  <p>New Regulator from 1st April 2024. Harrow could be inspected at any time, we will be given 6 weeks notice.</p> <p>Z wanted to know how Housing would know if they are doing well, working to the acceptable standard re compliance? David explained that Contractors monitor all areas of compliance.</p>	
Annual Report-consultation by Anthea	<p>A ran a 20 minute workshop with the members asking what elements are important to include in the next 23/24 Annual Report.</p> <ul style="list-style-type: none"> - Yes, keep intros from Portfolio Holder and Chair of Res Board - Yes, keep case studies, they add a human story element - Res Engagement formal groups should we keep all on one page or spread out , ie embed in service areas: ANS: Spread out in service areas - Asked how detailed you want the report? And how to lay out the information – ANS: keep all sections per topic area eg a) tenant perceptions stats b) facts what we have done c) Benchmark vs others d) looking forward and achievements “like it to have a layout” - Request for more photos eg completed repairs 	

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	<ul style="list-style-type: none"> - Request for Harrow Community Transport case study – Z to write 150 words - Brought 7 examples along of other AR's so residents could see other styles - Parts that are compulsory to include are: all 22 TSM's and nice to show comparative data - Also compulsory is section on Complaints and how we are learning from complaints (and to explain how income is spent). - Explained the design has to be simpler in order that it meets 'accessibility criteria' for our website – this means meeting needs of 1% of readers with poor vision. - Feedback by Chair "It's very positive" 	
Housing Online Account launch plans	<p>A explained as Civica Cx has gone live, we are planning to go live on 25 April with the new Housing Online Account – long awaited.</p> <p>Comms to residents:</p> <ol style="list-style-type: none"> 1) A personal letter sent out 19 April with everyone's activation code. Nb: the activation code is in fact your Tenancy No. 2) On 25 April plan to send out the quarterly rent statements with the activation code in a box at the bottom. 3) Showed the new poster and contractor card designs for approval. These were approved. Will use on block noticeboards and Sheltered have asked for 4 language translations. Income team and surveyors and contractors can leave the cards on visits. 4) Organised 2 extra drop-in sessions on 30 April and 8 April to help connect residents. 5) Then we will start a 'push' campaign – emails / texts. 6) Nb leaseholders part will be developed in stage 2 along with ASB section. 	
Procurement update and Capital programme 20/25	<p>S gave an update on procurement of new contractors and capital programme for next year.</p> <ul style="list-style-type: none"> • Slides with full details available in the packs and presented at the meeting and will be on the website. We are planning to put the 3 year capital programme on the website shortly. • How long is the life of a kitchen before replacement? <p>A. 35yrs but depending on stock conditions survey report and voids report, this can change to earlier replacement.</p> <p>23-26 Capital programme Both contracts mobilized with consultations held on 21 & 22 March 2024</p> <ul style="list-style-type: none"> • Completed 	

ITEM	NOTES	ACTIONS
	<ul style="list-style-type: none"> • Eaton Close - Complete • Lance Road - Complete • Emergency Lighting 1 - Complete • <u>On site</u> • Kitchens & Bathrooms 22/23 (80 units) - Near Completion • 2 Storey Fire Doors (280 units) - Near Completion • Homesafe 3 - Phase 1 (West/Central) Complete. On Site with Phase 2 • Ground Source Heat Pumps (Mead Field & Alma Court)– On site at Alma Court. Mead Field due to start 25 April 2024 • Alarm detection - Mobilisation • • <u>Pre-Start</u> • Tapley Court Roof Renewal – GW2 Addendum - Mobilisation April/May 2024 • Cornell House Roof Renewal – Pre-start meeting done- Contract with Legal - Mobilisation April 2024 • Pinner Green Roof Renewal - Consultation - On site 16 April 2024 • Door Entry Programme - Out for tender - Potential Start Date - April/May 2024 	
<p>Estates services update</p>	<p>The Head of Housing gave a brief update on Estate Services.</p> <ul style="list-style-type: none"> • 4 additional staff • Purchase of van with water supply to enhance wet clean programme. • Preparing to upload cleaning schedule on website, subject to us meeting the compliance • Regular Communal Window Cleaning programme is in place • NT suggested that it will be good for members to attend an estate walkabout to see what progress is made. • Angela suggested planning a Communal Orchard which might benefit residents. • Review of GM patches and provide a final list. • Programme for restocking of flower beds and shrubs as part of the rolling programme. • Better maintenance of lawn and reseeding grass. • Weed spray and weeds controls should form part of the GM function. • Cutting back of any trees, overgrown shrubs that interfere with the structure . 	

ITEM	NOTES	ACTIONS
	<ul style="list-style-type: none"> • Edging of lawn, around paving and pathways needs improving. • Additional clause to cover services provided by the waste management team. • To work with residents in sheltered schemes and help with them with landscaping, including preparation / creation flower beds. 	
Satisfaction Survey outcome by Emma Field	Satisfaction survey report carried out with council tenants in January 24 is deferred to the next meeting.	E
Housing Improvement Board update	<p>Presentation by Meghan (in the pack) Meghan gave an update on the Improvement Board work to date.</p> <p>How are we preparing for Regulation?</p> <ul style="list-style-type: none"> • New Complaints Handling Code has been reviewed and will be published on the website by 30 June. • Six working groups and the Chairs brief colleagues on the Improvement Board. • We have an external organisation coming in May to look at culture and performance, how we manage building safety etc. <p>After inspection, the report will be published in September 2024.</p>	
AOB	<ul style="list-style-type: none"> • RB meeting will now be published on the Harrow Council website from March 24 onwards. • Z explained that she was no longer planning to invite the new tenant to the Board. • Z explained that LIN group came to JLC for consultation and would like to ask if the Sheltered Asset Report will be shared with residents because of the questions they asked. Zeba commented that in her opinion, only 3 out of the 15 questions asked were relevant. • A to be invited to Grounds Maintenance and Estates Services SLA discussions. • A concerned that the Council website to report missing bins is very restrictive and for those whose first language is not English, they would find it difficult to use. • A suggested “Fix my Street” would be helpful to adopt and use as residents would find it easy to use. 	N will speak with colleagues

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	<p>The Board would like Housing to investigate free labour to help with maintenance gardens. Perhaps Social Value.</p> <p>Pages on the Res Board packs to be numbered for next meeting.</p> <p>The meeting thanks Funmi for arranging the meeting and the refreshments.</p>	<p>and report back</p>
	<p>Draft Agenda for next meeting:-</p> <ul style="list-style-type: none"> • Annual Complaints Report - Charlene • Estates Services Strategy – Lisa Griffin • Week of Action update - Anthea • Performance Report - Emma • Customer Access Strategy- Sabrina 	
Date of next meeting	Thursday 16 th May 2024 at Alma Court at 6.30pm to 8.30pm	

Dates of future, in-person meetings in 2024:

All Thursday's, 6.30-pm to 8.30pm

20th June

18th July

19th September

17th October

21st November