



LONDON BOROUGH OF  
**HARROW**

## **RESIDENTS' BOARD**

Date: 16<sup>th</sup> May 2024

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

### **Attendees:**


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

**Apologies:** Zeba Arif; Sharlene O'Leary; Frankie Francine Reid

**Staff:** David McNulty (Director of Housing), Nesan Thevanesan (Head of Housing Residents Services): Meghan Zinkewich - Peotti (Housing Strategy Project Manager), Anthea Watkins (Project Manager, Smarter Housing); Sabrina Sang (Residents Services Project Manager) Funmi Nwagagbo (Resident Engagement Officer)

**Apologies:** Charlene Samms (Customer Service and Engagement Manager)

**Notetaker:** Funmi Nwagagbo

ITEM	NOTES	ACTIONS
<b>Welcome and intro</b>	Members are happy with location of venue, room is warm with necessary amenities, good transport links and car park. Happy with refreshments provided. The members welcome new member Vishal.	
<b>Matters arising</b>	Members have opted for a Sash. Colour – Lilac Inscription – Residents’ Board and Harrow Council logo.	<b>Still in progress</b>
<b>Director’s briefing and updates</b>	<p>Explained that the new system Civica CX is now live. About 463 Residents have now signed up to the new “My Harrow” account and link to the Housing account. Phase 2 is now in progress which will include leaseholder sign up and link to service charges account.</p> <p>New repairs contractor will start work 1<sup>st</sup> July- they are called United Living.</p>  <p>Harrow could be inspected at any time, we will be given 6 weeks’ notice.</p>	
<b>Complaints Policy &amp; procedure and self-Assessment</b>	<p>Nesan gave a summary update on the new Complaints Policy &amp; Procedure and explained about Housing Self-assessment. More detail available in the slides. This was appreciated. Nesan explained that a lot of the information in the Policy is mandatory, from the Housing Ombudsman, and we have to evidence this in the Self-Assessment form.</p> <ul style="list-style-type: none"> <li>- The definition was appreciated.</li> <li>- How do tenants of leaseholders complain and to whom?</li> <li>- Does it cover leaseholders?</li> </ul> <p>One change requested: please put the flow chart at the start to help neurodiverse residents, its really useful.</p>	<b>Nesan/Charlene</b>
<b>Setting up of Complaints Panel &amp; Scrutiny Panel</b>	<p>Nesan discussed the possibility of the Board taking on the role of Scrutiny and Complaints panel as part of their role.</p> <p>The Chair responded that the members feel that this will be too much to take on now, but this will be revisited and reconsidered if more members come on the Board. AQ explained that the previous Scrutiny Panel had 10 members and each member took on a role in the same investigation.</p> <p>Action: put an advert in Homing In for people with analytical skills and report writing skills</p>	<b>Anthea</b>

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<b>Week of Action - Door knocking proposal</b>	<p>The Board was presented with details of the planned Week of Action which includes a Door Knocking exercise and two drop-ins at the request of the Residents Board.</p> <p>The Board liked the concept very much and are happy to take part with the hope of making themselves known to residents, explaining what their role is and to maybe recruit new members. Members will be provided with sashes.</p> <ul style="list-style-type: none"> <li>- Good to publicise in advance ie posters</li> <li>- Liked the fact staff will be visible with sashes.</li> <li>- Liked the script/survey.</li> <li>- QN hope you will pick up if residents are using a CPAC device as this is critical if there is a power cut.</li> </ul> <p>Date: Monday 17 June to Fri 21 June Drop-in sessions on Wed 19<sup>th</sup> June and Sat 22<sup>nd</sup> June.</p> <p>Residents on the relevant estates will be provided with detailed information about the Week of Action in advance.</p>	
<b>Customer Access Strategy</b>	Sabrina went through the new Customer Access Strategy. This was appreciated. Members asked if the two appendices (contact details etc) could be moved nearer to the front of the Strategy, as its format was very accessible.	<b>Sabrina</b>
	Request to offer repairs slots both am and pm rather than have to wait in all day.	<b>Rukshan Kariy</b>
	Suggested there should be a public place to put a compliment on the new Housing Online Account	<b>Anthea/Nesan</b>
	How can we capture Leaseholders complaints – please put on the Forward plan. And can we put roles and responsibilities of landlord on the website?	<b>Nesan</b>
	Request for a Residents Board central contact method that other residents can pose their issues/ concerns.	<b>Nesan</b>
	The Board would still like an update on the findings from the Housing Learning and Improvement Network (LIN)	<b>Nesan</b>
	The board asked for an update on “Fix My Street” which people find easier to use to report things which was brought up at the last meeting by Angela.	<b>Meghan</b>
	The chair would like to meet with the Ombudsman as soon as possible.	<b>Nesan/Charlene</b>

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	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.	<b>Rukshan</b>
	Suggestion – rules for leaseholders as Landlords who are renting out their property. Also rules for tenants renting from leaseholders.	<b>Nesan/ Leasehold team</b>
<b>Date of next meeting</b>	Thursday 20 <sup>th</sup> June 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  
18<sup>th</sup> July  
19<sup>th</sup> September  
17<sup>th</sup> October  
21<sup>st</sup> November