

**Residents' Forum
Minutes**

Date: Monday 4 July 2011

Venue: The Grange, 1 Central Road, Morden

Start time: 7pm

Present:

Name	Initial	Address/Residents Association/Post
Kathy Adams	KA	Aberconway Road, Morden
Michael Adams	MA	Aberconway Road, Morden
Ken Barton	KB	Bordesley Road
Selina Hollands	SH	Carters Estate RA
Ron Holt	RH	Melsa Road
Patricia Jennings	PJ	Malmesbury Rd, Morden
Pat Lindup	PL	Blanchland Road, Morden
Geraldine Logan	GL	Hatfeild Mead
Alex Newman	AN	Ramsey House, High Path
Tony Perkins	TP	Portland/Lewis RA
Sheila Perkins	SP	Portland/Lewis RA
Lesley Sorrell (Vice Chair)	LS	Morden Rd
Janet Watkins	JW	All Saints RA
In attendance:		
Pauline Ford	PF	Managing Director
Doreen Jones	DJ	Consultation Officer (minutes)
Theo Scott	TS	Consultation & Communications Manager
Steve Woods	SW	Housing Quality Network (HQN)
Beth Wagstaff	BW	Circle
Mary Bennell	MB	Assistant Director Property Services (Interim)

Apologies:	
Mr Carter	Sheldrick Close
Bob Hughes	Trafalgar Court
Ruby Chapman	Trafalgar Court
Tina King	Marham Gardens
Moses Salisu	Sheldrick Close RA

Item	Details	Action
1	Welcome & Introductions	
1.1	LS opened the meeting and introductions were made.	
2	Minutes and matters arising from 6 June 2011	
2.1	<i>P2.3- DJ – what is happening with the drain work at High Path? MB – we are aware of this and are taking steps to address this. I will ask MB</i>	DJ/MB

Item	Details	Action
	<p><i>to update you on this.</i></p> <p>Update - MB – We are looking at the play area, and are getting quotes from alternative contractors, this will be done as part of the environmental works.</p>	
2.2	<p><i>P4.7 RH – Does the bulk collection service take fridges and freezers? GB - No, however Merton Council provides a similar service and they will take them</i></p> <p>Update - KB advised that his fridge was collected. Estate Services Team has confirmed that TVs and Fridge Freezers are collected as part of the bulk collection service.</p>	
3.	Tenants Handbook	
3.1	<p>BW explained that she had attended a previous forum meeting and thanked the residents who gave comments for inclusion in the new tenants hand book. A copy of the handbook will be sent to all tenants.</p>	
3.2	<p>SP – Is there anything in the hand book about the upkeep of gardens? BW - The handbook refers to respect for your neighbours. If there are any specific tenancy issues then these should be referred to the neighbourhood team. PF - we can ask tenants to keep their gardens tidy; however we have no other powers than eviction, which the courts would not give consent to. We would try and assist those less able residents in this type of situation. LS – This type of issue should be raised at estate inspections for recording and monitoring purposes.</p>	
4.	Decant Policy	
4.1	<p>BW explained that the Decant Policy is being reviewed. The policy will cover the procedure and process where a resident has to leave their property in an emergency, due to a repair or planned maintenance works. Enclosed with the minutes is a survey asking for residents views on the decant policy. We would be grateful if you could take the time to complete it and return it to us by 1 August 2011.</p>	
5.	Service Improvement Group Update – Affordable Warmth	
5.1	<p>MB explained that the group first met on 19 July, there is an affordable warmth action plan which the group are monitoring and have discussed the different types of energy efficiencies available.</p>	
5.2	<p>The Green Doctors pilot programme was one of the areas looked at – this is managed by Groundwork Trust. They will be carrying out 50 visits to properties in the borough to discuss lagging and boiler control they will discuss what efficiency changes can be carried out and will review over time what difference the changes have made. A lot of great initiatives have been discussed to include solar panels, low carbon zone project and the insulation programme.</p>	
5.3	<p>The group have recently reviewed the purpose of the group, whether it should have a more monitoring and scrutiny remit. Residents have said that currently they do not feel that they have enough experience to take on a more scrutiny/monitoring role.</p>	
5.4	<p>Going forward the group will look at the work of the Green Doctors and review the progress on their energy efficiency programme. LS – How do residents arrange for a green doctors visit? MB – If you provide your details I will forward them on.</p> <p><u>Post Meeting Update</u> LS confirmed that the Green Doctors have been in contact with her.</p>	MB

Item	Details	Action
5.5	<p>JW - A neighbour had a company attend their property, they drilled a hole in their wall but said that they could not carry out any cavity wall insulation. However, another neighbour has been told by a different company that their property had been done. MB – There is a pilot on Cherry Trees Estate, being done by the Wandle Low Carbon zone – CESP (Community Energy Saving Programme), these properties are similar to those on All Saints which are ‘Wimpey no fines’ a non traditional construction that does not have a lot of insulation. The pilot is looking at either internal or external insulation using a form of cladding that has insulation, We can insulate homes for tenanted properties however we have no rights to do this for freehold properties.</p>	
6.	Understanding value for money	
6.1	<p>SW is the Director (Finance Services) for HQN. Value for money should not just be decided by the price. The price must be right for the quality or outcome wanted and it must be for a price that we will be accountable for, which should be tested. There needs to be a balance between desire by the organisation to improve services and keep promises and also managing their resources. It is about doing the right thing, for the right price, in the right way and it is what residents want.</p>	
6.2	<p>The Tenant Services Authority (TSA) have six standards by which they regulate registered housing providers, value for money is one of those standards.</p> <p>Value for money standard - The required outcomes In meeting all TSA standards, including their local offers, registered providers shall have a comprehensive approach to managing their resources to provide cost-effective, efficient, quality services and homes to meet tenants’ and potential tenants’ needs.</p> <p>Registered providers shall set out in an annual report for residents how they are meeting these obligations and how they intend to meet them in the future. The provider shall then meet the commitments it has made to its residents.</p> <p>Value for money standard - Specific expectations Registered providers shall demonstrate to their residents:</p> <ul style="list-style-type: none"> • how expenditure has been prioritised in relation to each of the standards and in the delivery of local offers, and in meeting other needs such as investment in new social housing provision • how they have ensured value for money has been secured and tested • plans and priorities for delivery of further value for money improvements <p>Registered providers shall have arrangements for residents to influence the services delivered and the cost of those services that result in service charges to residents</p>	
6.3	<p>The value for money programme will include a new local delivery plan, board involvement, input from the senior management team, embedding a staff culture and resident involvement.</p>	
6.4	<p>LS – Who are HQN? SW - HQN is the largest stand-alone housing</p>	

Item	Details	Action
	training and consultancy company in the UK.	
6.5	<p>TP – How are contracts monitored, who monitors how the work is being serviced? SP – We have spoken at length about the ground maintenance contract; residents have told you that it does not work? PF – The contract is very cheap, which in part explains the service provided. When it is re-tendered the cost to residents will be higher, which may be difficult for some residents. We have been told that the current contract does not work and what improvements are needed. We will need to build management into the cost of the contract. SW – this is exactly the type of involvement required by residents to address the balance between price and quality. PF – we will look at this methodology to evaluate existing services e.g. Handy Person Scheme, a transfer promise we will look at the cost to residents for this service the impact to residents and whether it is still important to residents.,</p>	
6.6	TS – We would like volunteers to attend a focus group on value for money, feedback from this will be reported back to this Forum. If anyone is interested please contact Doreen Jones with their details.	
6.7	PF – The budget process starts in September, we would like to have a session with residents on how the budget is set, and why we decide to spend in the way we do. This will be presented in December.	
7.	Local Offers	
7.1	We produced the Residents Review last year this included local offers. At the last meeting local offers for this year was discussed. These were provided to residents to review and included the following areas; Tenant involvement & empowerment, home, tenancy and neighbourhood & communities. We need to be able to measure them and report back to residents on how we performed. We will ask residents at this forum and at other forums, meetings and residents' association for their views.	
7.2	PF – As part of this year's resident's review I was interviewed by a tenant and a leaseholder, speaking about all the issues we have discussed here over the last 12 months. TS – Would this be available as a pod cast? PF – This would be down to the residents involved consenting to this.	
8.	Any other business	
8.1	SP - What is the procedure for fly tipping, as freeholders we pay for services what is the possibility of installing CCTV as fly tipping is becoming a problem. PF – you will need to speak to Glen Burnell and Pratik Popat regarding this.	GB/PP
8.2	SP – the plastic storage containers in the communal play area where the nursery is on the estate is taking up more and more of housing lands space – what can be done about this? We will make enquiries and report back to you.	DH/PP
	Date of next meeting: Monday 1 August 2011 Time: 6.30pm for 7pm start Venue: The Grange, 1 Central Road, Morden	