

**Residents' Forum  
Minutes**

**Date:** Monday 6 June 2011  
**Venue:** The Grange, 1 Central Road, Morden  
**Start time:** 7pm

**Present:**

<b>Name</b>	<b>Initial</b>	<b>Address/Residents Association/Post</b>
Kathy Adams	KA	Aberconway Road, Morden
Michael Adams	MA	Aberconway Road, Morden
Ken Barton	KB	Bordesley Road
Ruby Chapman	RC	Trafalgar Court
Vince Grech	VG	High Path RA
Selina Hollands	SH	Carters Estate RA
Bob Hughes	BH	Trafalgar Court
Marion Hyde	MH	Sadler Close RA
Pat Lindup	PL	Blanchland Road, Morden
Geraldine Logan	GL	Hatfeild Mead
Alex Newman	AN	Ramsey House, High Path
J Norry	JN	Trafalgar Court
Moses Salisu	MS	Sheldrick Close RA
Lesley Sorrell (Vice Chair)	LS	Morden Rd
Janet Watkins	JW	All Saints RA
<b>In attendance:</b>		
Pauline Ford	PF	Managing Director
Doreen Jones	DJ	Consultation Officer (minutes)
Theo Scott	TS	Consultation & Communications Manager
Glen Burnell	GB	Estate Services Manager
Joyce Melican	JM	Project Officer

<b>Apologies:</b>	
Lucy Hedden	Glebe TMO
Mr & Mrs Perkins	Portland/Lewis Road RA
Tina King	Marham Gardens

<b>Item</b>	<b>Details</b>	<b>Action</b>
<b>1</b>	<b>Welcome &amp; Introductions</b>	
1.1	LS opened the meeting and introductions were made.	
<b>2</b>	<b>Minutes and matters arising from 9 May 2011</b>	
2.1	<i>P3.3 - We will also start looking at the section 20 notices. JC – What is this? NW – A section 20 notice is a legal document that entitles the</i>	

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	<p><i>leaseholder to be made aware of works that is being carried out to the property/block. It will state that a contract is being placed and the leaseholder is advised of their share of the cost for the works to be carried out.</i></p> <p>MH – the above paragraph only defines one of the stages of a S20 Notice. For information I have detailed the full process below.</p> <p>Section 20 of the Landlord Tenant Act 1985 requires the Landlord to notify the Leaseholder of any proposed works or services to their block or estate. Depending on the type of works, services or contract proposed determines the relevant Section 20 notices served.</p> <p>A <b>Notice of Intention</b> (1<sup>st</sup> stage notice) is served on the Leaseholder in any case, advising of the description of works/services, reason for works/services, confirmation of the affected block / estate and provides the leaseholder the opportunity to raise any formal observations to the notice and / or nominate a contractor.</p> <p>In accordance with the legislation, it may be the case where the value of the contract / works requires the tender to be advertised in the EU (known as OJEU). If this is the case, the Leaseholder cannot nominate a contractor.</p> <p>A <b>Notice of Proposal</b> (2nd stage notice) will then be served, clarifying that the description and reason for works/services remain unchanged from the 1st stage notice, confirmation of the nominated contractor, estimated scheme costs, block costs &amp; costs to the leaseholder.</p> <p>A 3rd notice may be served if the nominated contractor is not the lowest tender.</p> <p><b>Qualifying Long Term Agreements:</b> Similar to the above except the 1<sup>st</sup> stage notice (Notice of Intention) advises of the intention of entering into a long term contract (typical example – our Decent Homes major works contract, or a cyclical repairs contract).</p> <p>A schedule 3 Notice would then be served on the leaseholders within the block when the works are scheduled within the long term contract. Leaseholders can raise observations but cannot nominate a contractor.</p>	
2.2	<p><i>P4.6- LS - What improvements are planned for Ravensbury? MB – new concrete slab style fencing is planned to be erected, which will protect the trees in its design. There is still work to be done with bollards being erected. We will use this as a prototype going forward at other estates. It will certainly make a difference.</i></p> <p>Amendment - The improvements that this relates to is the bin sheds</p>	
2.3	<p>P4.8 - 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</p>	<b>DJ/MB</b>

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	to update you on this.	
<b>3.</b>	<b>Local Offers</b>	
3.1	<p>The Tenant Services Authority (TSA) has set out a new regulatory framework that social housing providers have to meet. The six standards cover:</p> <ol style="list-style-type: none"> <li>1. Tenant involvement and empowerment</li> <li>2. Home</li> <li>3. Tenancy</li> <li>4. Neighbourhood and community</li> <li>5. Value for money</li> <li>6. Governance and financial viability</li> </ol> <p>We will use our transfer promises to set local offers for residents, we have advised the TSA of this. We are now revising the offers and what they should look like. There are different ways that these can be decided on, either by looking at each service area or to set up a task and finish group.</p> <p>JM gave residents a list of offers and asked that they review them. At the next meeting this will be discussed.</p>	
<b>4.</b>	<b>Update Service Improvement Group - Estate Services</b>	
4.1	<p>GB explained that the Service Improvement Group (SIG) for estate services has been looking at the areas and the improvements that can be made. The group looked at the service areas and rated the different services from one to five, with one being the highest and five the lowest. The outcome of this was as follows:</p> <ol style="list-style-type: none"> <li>1. Fly tipping and litter (joint first)</li> <li>2. Grounds maintenance</li> <li>3. Dog fouling</li> <li>4. Cleaning external areas inc bin stores</li> <li>5. Cleaning internal</li> <li>6. AV's</li> <li>7. Graffiti</li> </ol> <p>A full breakdown of the exercise is included with the minutes.</p>	
4.2	<p>The SIG will look at the following:</p> <ul style="list-style-type: none"> <li>• Agree service priorities</li> <li>• Review performance</li> <li>• Involve residents to agree changes to cleaning services</li> <li>• Agree a new set of service standards, and review and evaluate them</li> <li>• Regularly review the service scope</li> <li>• Agree on targeted campaigns</li> <li>• Discuss new initiatives and ideas for service improvement.</li> </ul> <p>It is a relatively new group and GB would welcome volunteers to join the group.</p>	
4.3	<p>VG – Was dog fouling one of the service that residents rated a priority? GB – Yes it was, there was a real consensus amongst residents on what the priorities should be.</p>	
4.4	<p>GL - Will there be an increase to window cleaning? GB – Some of the communal blocks are now included in the cleaning schedule.</p>	
4.5	<p>RC – There is a big problem with cleaning at Trafalgar Court, the windows were done about 4 months ago, the floor is wet, but not</p>	

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	cleaned. GB – The cleaners do not use hot water to clean. One of the SIG members suggested that a water tank is used by cleaners to provide hot water, we will be implementing this. The SIG is also looking at the cleaning materials used as certain types of cleaning products are prohibited.	
4.6	KB – Is the services your team provide for single properties? GB – The majority of services are for communal blocks.	
4.7	RH – Does the bulk collection service take fridges and freezers? No, however Merton Council provides a similar service and they will take them. KB – How often can you use the service? GB - Four times per year.	
4.8	BH – In Trafalgar Court the cleaning would be made easier if there was a decent floor, I have been looking into the different types of flooring available. GB – My team will shortly pilot new rubberised paint finished flooring at High Path. We will need to review the wear and tear of this, but if it proves successful it will be used on other estates.	
<b>5.</b>	<b>Performance Data</b>	
5.1	Residents were provided with performance data as at the end of March 2011. One of the priorities is the Repairs KPI 8 – First time fix, this is below tolerance at 71.4% against a target of 85%. There are two issues which are affecting performance firstly; the quality of the repair diagnosis is not very good and scheduling. Training is being provided for the Contact Centre staff to enable the quality of information being passed to Osborne for work orders to be improved. Secondly, there have been vacancies in two key management posts, which have impacted on the effectiveness of their scheduling facilities.	
5.2	The figures for rent arrears is due to housing benefit now being paid monthly, whereas with Merton Council we received weekly housing benefit payments, this has an impact on the rent figures.	
5.3	LS – Why is the figure 29.80% of vacant dwellings? PF – This is for our supported housing stock.	
<b>6.</b>	<b>Update - Transfer Promises Delivery</b>	
6.1	LS – The caretakers all have smart phones can we have their email address? PF - It is preferable for residents to go through the call centre, this enables us to track communication	
6.2	LS – The Wates development at Ravensbury, will it be sheltered use? PF – Not that we are aware of, we will make good of the area at the front and hand it back to Merton Council.	
<b>7.</b>	<b>Life Chances Plan 2011/12</b>	
7.1	The Life Chances Plan is another name for our business plan, it sets out the following: What will we do, who will do it, by when and what are the risks. This is all linked to our budgets for which a cash sum is set against each item, from this we have team plans and staff objectives that links to four corporate goals – these are shared with Circle Group and other partners.	
7.2	The four goals are: <ol style="list-style-type: none"> <li>1. No.1 in the sector for customer loyalty</li> <li>2. Best in sector at creating value through our assets</li> <li>3. Reaching more customers</li> <li>4. Brilliant places, fantastic people who care</li> </ol>	
7.3	<b>No.1 in the sector for customer loyalty</b> – We are improving ways for customer to contact us. Procuring new repairs contracts, we will speak to residents about the outcome of this in the coming months.	

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	Reviewing MPH staffing structure. Setting up a scrutiny panel. Delivering every MPH promise – 62 delivered, we will need to review and monitor theses to ensure they are working properly and complete the remaining promises.	
7.4	MS – What is the procurement for? PF - It is for the whole repairs service, we will start procurement next month.	
7.5	<b>Best in sector at creating value through our assets</b> – this will look at what is important to residents, the services will be defined by residents. We will look at affordable warmth, to save residents money and make a difference to where they live, the aim is to take the worry out of the cost to heat homes. We are delivering a £27m investment programme. Improving safety is important and we will look at gas servicing, water hygiene, asbestos and fire safety.	
7.6	BH – will affordable warmth include wind turbines? PF - There has been lots of information around eco initiatives, some are not viable – the long term maintenance is a cause for concern, they have high cost to maintain but no proven benefit.	
7.7	<b>Reaching more customers</b> – We will provide debt prevention and financial advice. Increase resident's ability to move, in and out of the borough. Maximise job/training opportunities, through our business activities – apprentices, youth training and volunteering.	
7.8	<b>Brilliant places, fantastic people who care</b> – improve our IT systems, new technology, mapping ASB. MPH will be going digital via TV and the Wii, a demonstration will be given at a future meeting. Developing staff, recruiting for the right skills and attitude.	
<b>8.</b>	<b>Resident Involvement Review/Resident Scrutiny Panel</b>	
8.1	The key drivers for reviewing the Resident Involvement Framework is to: <ul style="list-style-type: none"> <li>• Drive service improvements</li> <li>• Meet TSA regulations</li> <li>• Value for money</li> <li>• Reaching a wide range of residents</li> <li>• Locality - service delivery at a local level</li> <li>• Better use of customer insight (innovative ways to receive customer views)</li> </ul>	
8.2	From the consultation carried out, residents have told us: <ul style="list-style-type: none"> <li>• There are too many meetings</li> <li>• Communications could be better</li> <li>• The current RI framework needs to be streamlined</li> <li>• They are not convinced that resident involvement is driving service improvements</li> <li>• They are supportive of the proposals to set up a Residents Scrutiny Panel</li> <li>• More opportunities needed to support resident involvement</li> </ul>	
8.3	There are currently 4 service improvement groups, this will increase to 12. We plan to set up Neighbourhood Panels there seems to be a gap for residents to discuss local issues. Estate Champions will be introduced.	
8.4	Where does the Residents Forum fit in with this new framework? TS – It will no longer be in the framework, it will evolve into the Scrutiny Panel.	
8.5	VG – It seems that we are rehashing stuff, dissolving what we had and	

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	<p>then bringing it back. TS – We are always looking at ways to improve services. The Scrutiny Panel will be able to challenge the board and officers which currently does not happen, which is why we want to make changes to the framework. PF - The service improvement groups change and influence services, the Scrutiny Panel will challenge the services we provide. It is fair to say that at this Forum residents listen to us and nothing changes, we need to make sure that we are making good use of residents' time and that it is making a difference. LS – When will this group come to an end? TS – We are looking to launch our resident scrutiny panel in October. KB – How many people will be on the Scrutiny Panel? TS – We are looking to recruit 12 residents.</p>	
	<p><b>Date of next meeting: Monday 4 July 2011</b>  <b>Time: 6.30pm for 7pm start</b>  <b>Venue: The Grange, 1 Central Road, Morden</b></p>	