

**Residents' Forum  
Minutes**

**Date:** Monday 1 August 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
Ron Holt	RH	Melsa Road
Marion Hyde	MH	Sadler Close RA
Patricia Jennings	PJ	Malmesbury Rd, Morden
Tina King	TK	Marham Gardens
Yvonne Leigh	YL	Swains Road
Pat Lindup	PL	Blanchland Road, Morden
Alex Newman	AN	Ramsey House, High Path
Christine Pember	CP	Ramsey House, High Path
Tony Perkins	AP	Portland/Lewis RA
Sheila Perkins	SP	Portland/Lewis RA
Moses Salisu	MS	Sheldrick Close RA
Lesley Sorrell (Acting Chair)	LS	Morden Rd
<b>In attendance:</b>		
Pauline Ford	PF	Managing Director
Doreen Jones	DJ	Consultation Officer (minutes)
Theo Scott	TS	Consultation & Communications Manager
Gargi Samanta	GS	Human Resources Manager
Nick Walker	NW	Circle

<b>Apologies:</b>	
Selina Hollands	Carters Estate RA
Bob Hughes	Trafalgar Court
Ruby Chapman	Trafalgar Court
Janet Watkins	All Saints RA

<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 4 July 2011</b>	



Item	Details	Action
	100 pre qualification questionnaires and expect to receive about 70% response from this with possible bids from about 30. The contract is worth £15m so the contractor needs to be turning over £60m - £120m per year, we will be looking at their other commitments, their finances and examining the company inside and out.	
<b>4.</b>	<b>Residents' Review</b>	
4.1	PF explained that the first draft for this years Residents' Review has been completed. Our first review was sent out last October, detailing what we planned to do in the first year of the organisation. The feedback we received from residents was that copies should not be sent to everyone, but placed on the internet with copies sent on request, with a summary in Home Matters.	
4.2	This years residents' review will highlight what has been done in the last 12 months and what we will do in the coming 12 months, following the themes of the last review. This year as part of the review a tenant (LS) and a leaseholder Nigel Skayman gave their views on the last 12 months in an interview with PF. Residents of the Forum were given a draft copy of the review together with a questionnaire for their feedback on the layout for this years review. A copy of the draft review and questionnaire is attached with the minutes, please complete the questionnaire and bring to the next meeting or return in the post before 5 September 2011.	
<b>5.</b>	<b>Neighbourhood Approach</b>	
5.1	MPH is looking at a neighbourhood approach, in the way it delivers local services to residents, to do this we will invest in homes, neighbourhood and people. The cabinet member for housing at Merton Council is very pleased with the progress that we have made in delivering our promises since transfer, not just about how quickly some have been completed, but the quality that has been achieved has met residents expectations.	
5.2	A resident summed it up that residents want us to be a champion organisation – by placing residents at the heart of everything we do. Residents have said that solutions do not necessarily need to be quicker, but that there is a resolution, and if this takes time then explain why.	
5.3	The senior management team are reviewing the staffing resources for the organisation. We want to ensure the resources within the neighbourhood team is adequate to, provide tenancy management day to day support functions, supporting our existing resident associations and working with residents to provide resident involvement opportunities to all our residents empowering them to have their say and make decisions about the services they receive. We are introducing new IT technology so that residents will be able to book repair jobs and view their rent account. The Neighbourhood Warden service will be reviewed later in the year. MS - Do you have the capacity to deal with any request that come via the website? PF – Yes, we have the required staffing, but will review it once the service goes live.	
5.4	All matter concerning the environment will be led by the Property Services Team; there will be more staff management in the Responsive Repairs Team. Staff are choosing jobs within the organisation and these changes will take place around September.	

Item	Details	Action
5.5	<p>TS will be taking a bigger role in driving resident involvement across the organisation and leading on the Scrutiny Panel in the next year, members of his team will be joining the neighbourhood team. There are currently 41 vacant jobs, these are available to internal staff first and where these are not filled will be advertised externally. MS – Will the Consultation &amp; Communications team (C&amp;CT) be moving into other roles? PF – We are making it that all staff have a responsibility to deliver resident involvement, this will be in all job descriptions, staff will be supported in delivering this effectively - the organisation is changing from a council department to a housing association and making these staff changes will be better placed to deliver this. MS – what is the C&amp;CT going to evolve into? The team will no longer exist, it is about roles and not people, the teams will evolve into the neighbourhood approach delivering neighbourhood management functions and also supporting resident involvement work. KB – Will you fill all vacant post? There are more jobs than staff available to fill them</p>	
5.6	<p>LS – How are empty properties filled, could this process be put on the website? PF – applications come from Merton Councils waiting list, to be placed on the list applicants have to have a need for social housing it does not necessarily work on a 'first come, first served' basis but is dependent on the needs of the applicants and their local connection to the borough. MS – Does the council still use a points system? PF – Yes for circumstances, but to allocate properties they use Choice Based Lettings, where those on the waiting list can bid each week for vacant properties. There are about 245 vacancies a year with 12K people on the waiting list.</p>	
5.7	<p>PJ - Recently I was visited by someone who said they were from MPH who came round to ask if I was OK and said they would come back the following month. I did not check for identification but they were wearing a MPH jacket. PF – We do carry out visits to residents but this is usually for a reason which we would explain at the visit. MS - if someone visits your property from MPH that you are not sure about, you should ring MPH to clarify.</p>	
<b>6.</b>	<b>Any other business</b>	
6.1	<p>MH – received a letter that Thames water is taking over more drains, what does this mean for residents? PF – there is no change for residents, it shows that there is a worry about the utility infrastructure, which is due to a lack of investment.</p>	
6.2	<p>TS – In June we started reviewing the resident involvement structure this was approved by the Board on 19 July. We will shortly be sending out recruitment information for members to the Residents' Scrutiny Panel with a briefing session for interested resident on Monday 12 September. PL- has the criteria for residents only to be in one group now changed? TS – We did say initially that residents would be limited to the number of groups they could be involved in. It has been decided that residents can stay in their current groups for 12 months, at which time residents will need to choose which one group they want to remain in, if this is a formal group led by MPH.</p>	
	<p><b>Date of next meeting: Monday 5 September 2011</b>  <b>Time: 6.30pm for 7pm start</b>  <b>Venue: The Grange, 1 Central Road, Morden</b></p>	