

LONDON RESIDENTS CONSULTATIVE COMMITTEE MEETING

**Minutes of the meeting held on Thursday 25th January 2018 @ 6:30pm
Bow Cross Community Room**

Present:

Stella Damm (Chair)	Forest Gate
Jean Murphy	Forest Gate
Russell Bamber	Exmouth Estate
Luigi Bianchi	Bow Cross

Officers present: Caroline Richardson	Head of Resident Involvement
Natalie Anderson	Resident & Service User Inv. Officer
Chloe Heaps	Resident Involvement Trainee
Nicholas Kyprianou	Head of Partnership Compliance
Jackie King	Head of Tenancy Management
Kay Martin (Observer)	Housing Officer (Forest Gate PFI)

<u>Min no</u>		<i>Action</i>
1/18	<p><u>Welcome and Introduction</u></p> <p>SD welcomed everyone to the meeting. Introductions were made around the room for KM.</p>	
2/18	<p><u>Apologies for absence</u></p> <p>Apologies were received from Jorgen Dyer, Mashud Ahmad and Munaim Ahmed.</p>	
3/18	<p><u>Minutes of the last meeting</u></p> <p>SD went through the minutes to check for accuracy. Members agreed the minutes were a true and accurate record.</p>	
4/18	<p><u>Matters arising /action sheet</u></p> <p>It was agreed that Russell's action be left on the action sheet until Jorgen can be at the meeting.</p>	
5/18	<p><u>ASB Update (this was presented later in the meeting when JK arrived)</u></p> <p>JK handed out the document to the committee. She explained that there were no major changes, but on page 4 they had clarified what wouldn't be classified as ASB – however, these are still issues they are able to deal with, just not as ASB cases. JK asked if the members were happy to approve the document. All agreed.</p>	

<p>6/18</p>	<p><u>RCC Performance Scorecard Report</u></p> <p>Listed below are some of the key points in December's performance report, where performance was compared and additional information was supplied:</p> <p>Telephone performance: Target (to answer 90% of calls within 20 seconds) had not been met by Income Essex, Neighbourhood London, Leasehold, Allocations and Rapid Response Service. NK to check whether the Rapid Response Service is still in operation.</p> <p>Complaints: at 67% just out of target.</p> <p>Voids: On track with 13.5 days.</p> <p><u>Axis:</u></p> <p>Abandoned calls: at 8.42% which meant a red face was given. NK explained that this was due to failures over the Christmas period. SD wanted to mention that when she has been calling up Axis, the volume of the call is very quiet. NK to look into this and report back.</p> <p>Gas Repairs/Appointments: NK advised that they had lost quite a few engineers and appointments had been missed/cancelled. Four new gas engineers have now been recruited, along with a new gas manager. NK hopes improvements will follow.</p> <p>Gas Safety Certificates: NK clarified that the 3 outstanding properties in London had now been serviced.</p>	<p>NK</p> <p>NK</p>
<p>7/18</p>	<p><u>Assistant Directors Overview Report</u></p> <p>NK presented the report.</p> <p><u>Employee Update:</u> NK advised that the role previously held by Terry Webb has been recruited to, and Alex Blackwood started on 22nd January.</p> <p><u>Diversity Day:</u> NK read that the day was full of great speakers sharing their thoughts and experiences on Homelessness, Domestic Abuse and Female Genital Mutilation. SD wanted to compliment Anna Williams for her hard work of organising the day.</p> <p><u>Welfare Reform Update:</u> SD was told by a friend that the bedroom tax is stopping and wanted to know if that was true. JK (once arrived) explained that this was not true.</p> <p><u>TPAS Awards:</u> NA wanted to mention that we have been shortlisted for 4 categories for the TPAS awards, with Carol Franklin (Chair of Essex RCC) being shortlisted for Tenant of the Year.</p>	

<p>8/18</p>	<p><u>Repairs Focus</u></p> <p>NK reported that in December, 1686 text surveys were sent. Axis had 361 replies which 21 was negative. This equates to 94.18% of residents being satisfied with the last completed repair.</p> <p>NK advised that there was no 5:15 for this month, but there will be one for next month.</p> <p><u>Customer Feedback Report</u></p> <p>NK reported a total of 12 stage 1 complaints were received during December giving us a year to date figure of 90. All complaints were responded to within target.</p> <p>December's missed/cancelled appointments: 24. December payments totalled £580.00.</p> <p><u>Recharges to tenants:</u></p> <p>NK advised he and JK would be doing a review of the recharges.</p>	
<p>9/18</p>	<p><u>Consultation on Policies and Strategies:</u></p> <p><u>Service Charge Policy</u></p> <p>NK presented the policy. He stated that there were very minimal changes which were set out in red. All agreed the policy.</p> <p>LB wanted a clearer breakdown of his service charges. NK to take this back to Sean Scott and the service charge team.</p>	<p>NK/SS</p>
<p>10/18</p>	<p><u>Resident Involvement and Community Development Update</u></p> <p>NA began to present the report and advised that the Scrutiny Panel are working on their second review of Tenancy Fraud. She also stated that the team are in the process of setting up an online panel in hopes to get more people involved.</p> <p>Both NA and CH are also reviewing the Community Grant form and are working with Puttock Brown to get this redesigned and revamped, as the current form is very repetitive and long winded. NA advised that a draft of this would come to the RCC for comments. A Resident Involvement film is also being produced to show and promote the different types of involvement at Swan; NA hopes this will be ready to show the committee soon.</p> <p>Budget: CR advised everything was on track but that we were underspent on Community Grants – she suggested that members and their communities get some more applications in before the end of the</p>	

	financial year.	
11/18	<p><u>Estate Improvement Grants</u></p> <p>1. Rainhill Way – to prevent pigeons from nesting on roof. All agreed, SD signed the document.</p> <p>2. Bow Cross – to supply and fit 6 wooden raised beds with full soil and plants. All agreed, SD signed this off.</p> <p>3. Redwood Drive – to enable residents to leave their properties safely regarding a parking issue. All agreed, SD signed the document.</p>	
12/18	<p><u>Community Grants</u></p> <p>N/A</p>	
13/18	<p><u>Feedback from Represented Areas</u></p> <p>N/A</p>	
14/18	<p><u>Any Other Business</u></p> <p>RB asked whether NEUK had obtained the contract for grounds maintenance. JK advised that consultation still hadn't closed on the matter and suggested Jorgen give an update on this at the next meeting.</p> <p>SD mentioned that their aerial box door was open, and with the bad weather this could damage it – the picture on her TV had been distorted slightly. SD called up Axis to request it be dealt with quite urgently - NK to check when this can be attended to.</p>	<p>JD</p> <p>NK</p>
15/18	<p><u>Date and Time of Next Meeting</u></p> <p>Next London RCC meeting: 22nd February 2018 at Bow Cross Community Centre.</p> <p>The meeting closed at 7:50pm.</p>	

Minutes Agreed - Signed *J.A.R.* (Chair, London RCC)
 Date 22/02/18