

**Bow Cross Residents Board Minutes**  
**21/02/2018**  
**Bow Cross Community Hall – 2A Rainhill Way, London E3 3EY**

<b>C Green-Burke</b>	<b>Adams Terrace (Chair)</b>	<b>(CG)</b>
<b>R Yusseff</b>	<b>Rainhill Way</b>	<b>(RY)</b>
<b>L Bianchi</b>	<b>Rainhill Way</b>	<b>(LB)</b>
<b>C Bannor</b>	<b>Rainhill Way</b>	<b>(CB)</b>
<b>M Muktar</b>	<b>Rainhill Way</b>	<b>(MM)</b>
<b>M Rahman</b>	<b>Community Development Officer</b>	<b>(MR)</b>
<b>Kerrie Jenkins</b>	<b>Senior Neighbourhood Officer</b>	<b>(KJ)</b>
<b>Polly O’Callaghan</b>	<b>Neighbourhood Service Officer</b>	<b>(PO)</b>
<b>Abi Akande</b>	<b>Income Services Manager</b>	<b>(AA)</b>
<b>Apologies:</b>		
Sehrish Khan		

<b><u>Item</u></b>		<b>Action</b>
<b>1.</b>	<b><u>Welcome and Introductions</u></b> CGB (Chair) welcomed everyone to the meeting and everyone introduced themselves.	
<b>2.</b>	<b><u>Apologies for absence</u></b> Apologies were read out and noted.	
<b>3.</b>	<b><u>Minutes and Action Sheet from the last meeting:</u></b> Actions were discussed; actions were noted here and reflected in the action sheet.	<b>ALL</b>
<b>4.</b>	<b><u>Matters Arising</u></b>  <b>4.1</b> Welfare Reform Update – AA provided update on roll out of Universal Credit. Shofu Miah is Welfare Reform Officer who is helping residents with Universal Credit.  Animated video is being sent out to residents on housing benefit regarding Universal Credit.  RY asked if rent arrears are much higher due to Universal Credit. AA acknowledged challenges but Swan employed additional resources to	

	<p>investigate challenges or increased arrears due to Universal Credit.</p> <p>RY also raised Swan Star Card which was used to reward residents who are on track with their rent and questioned why this has stopped. AA explained how the uptake by resident's scheme was not high enough. Swan is currently looking at best practice and what other organisations do.</p> <p><b>4.2</b> RY requesting update from service charge team. PO and KJ to request member of service charge team to contact RY and also requesting attendance from Service Charge Team at the next meeting.</p> <p><b>4.3</b> Residents reported the fire doors on Priestman Point not closing securely. The door has been repaired but issue on going with door being jammed open.</p>	
5.	<b><u>Estate Services</u></b>	
6.	<b><u>Leasehold/Service Charge.</u></b>  There was no Leasehold representation at the meeting	
7.	<b><u>Housing update</u></b>	
8	<b><u>Community Development Update</u></b>  <b>8.1</b> Study support dub starting in Blackwall Reach. MR encouraging residents to attend Employment projects, Fitness initiatives and East Xchange Programme .  <b>8.2</b> suggestions welcome – MM suggested door knocking to encourage involvement. MR to circulate information for suggestions.  <b>8.3</b> C GB requesting for more youth events at Bow Cross rather than Blackwall. MR explained process of funding such activities and encouraged suggestions for new activities. Also explained that more projects will be delivered at Bow Cross in coming months.	
9	<b><u>Feedback from the Resident Consultative Committee (RCC)</u></b>  Luigi B – next meeting 22.02.18 so update will be provided in next meeting	
10	<b><u>Any other business</u></b> KJ – letters being sent to residents explaining the changes to opening hours on Bow Cross. The footfall is low and not enough residents coming in to the office. There is going to be surgeries days which will be Monday 9am-5:15pm and	

	<p>Thursday 9am – 1pm with Housing Officer at reception from 5<sup>th</sup> March 2018.</p> <p>The reception will be open as usual with Axis phone as well as Housing London phone available for residents to use and contact Housing Team.</p> <p>RY queries contracted hours as to which KJ explained service is still being provided, over the phone, and this approach is looking at the best use of services and staff. Swan is currently looking at updating or modernising services.</p> <p>RY and C.GB questioned how the Board members were not consulted about this and would like this to be fed back to the management team.</p> <p>MM stated that the multi-gym needs servicing as it is rusting. MM also raised issue where Axis are using residents parking spaces to which RY said how contractors often leave a note in the car saying where they are.</p>	
12	<p><b><u>Date of next meeting</u></b></p> <p>Wednesday 28<sup>th</sup> March 2018</p>	