ARHAG Housing Association	
Meeting	**Residents Forum Meeting**
Date & Time	**Saturday 6th February 2010** Time: 11am
Venue	Time: 11am at University of East London Duncan House High Street E15
	Present: Attended by: Marzena Odzimek, Arhag, MO Mak Akinyemi, Arhag, MA Ismail Atilola, Arhag, IA Robert Johnson, board member, RJ Steve Hill, Arhag, SH Ron Tootill, tenant, RT – W6 Rosemary Arthur, tenant, RA – E15 Andrew Murphy, tenant, AM – NW1 Assefa Abbay, tenant, AA(Mr) – SE14 Teku Regassa, tenant, TR – E16 Natalia Monteiro, tenant, NM – E13 Conceica Ferreira, tenant, CF – E15 Habbib Aziz, tenant, HA – E13 Aderemi Adebayo, tenant, AA– N4 Mohamed Ali-Hiri, tenant, MA-H – E13 Sarah Adam, tenant, SA – SW6

	Maryam Mansab, tenant, MM – SW6 Molly Namukasa, tenant, MN – E7 Anthony Sheriff, tenant, AS – E16 Sharon Hughes, tenant, SH - E15	
Item No	**Item**	**Action**
1.0	**Apologies** Apologies from Mukhtar Osman, Gera Patel, Barrington Billings, Abdulrahman Sayed and Natelle Richards.	
2.0	The minutes of the previous Forum meeting were accepted as an accurate record. This is the first meeting where the Service Improvement panel and Tenants Forum have been merged	
3.0 3.1 3.2 3.3	**Feedback From Last Meeting** The film shot for Arhag's 30th Anniversary is now uploaded onto our website at www.arhag.co.uk A work placement trainee started with Arhag in January as part of Arhag's commitment to the social and economic wellbeing of refugees. Following a recent Audit Inspection Arhag will be awarded 1 star rating with promising prospects for improvement rating. The Chief Executive of Arhag is looking for volunteers to form a discussion group on an action plan based on the report from Audit Commission. The aim is to collect residents' perspective, feedback and ideas how to move the service forward. A number of tenants who expressed an interest will be contacted by Arhag. Other residents interested are invited to contact SH, the Community Engagement officer.	**Residents** **Residents**
4.0 4.1	**Meet the contractor – Robert Heath Heating Ltd (RHH)** Apologies were received from Gary McIntosh from RHH who could not attend due to an emergency.	

4.2	A number of complaints were made by tenants present. These will be forwarded to RHH by MA. From the above the following issues were identified;	**MA/RHH**
4.2.1	To confirm by letter with RHH if they do use unmarked vans / agency staff in their work.	
4.2.2	Arhag to ensure RHH to improve communication with RHH improve communication with residents where they are running late for appointments.	
4.2.3	Arhag will talk with RHH over perceived rudeness of call centre staff.	
4.2.4	As some tenants and their families have proven disabilities Arhag has a policy of prioritising repairs which affect their immediate well being.	
4.2.5	Sometimes a contractor cannot enter a scheme external gate. Whilst a contractor should have the key Arhag is able to contact a tenant to open the gates, if called by the contractor.	
4.2.6	A resident recommended that Robert Heath Heating should provide tenants with mobile phone numbers for the engineers sent to a breakdown in order to improve communication. As engineers need to get on with their work there are practicalities involved with agreeing with this request.	
4.2.7	Robert Heath Heating will be invited to the next Forum meeting on 10th April to respond to tenants comments and complaints. Compensation to tenants for increased usage of electricity when using portable heaters during boiler repairs is available on a case to case basis.	
4.2.8	MA is negotiating with RHH a possibility for Arhag to book 1st visit appointments team at the point of call from the tenant. Eventually, we aim to provide this service for all urgent repairs in the next year or two.	
4.2.9	It was noted that the service provision for boiler breakdowns was affected by severe weather conditions in December and January. It affected not only RHH but also their suppliers and employees who at times were unable to get to work.	
4.2.10	Arhag is closely working with RHH to improve performance on 1st fix repairs and this will be achieved by cataloguing our boiler details.	
4.3.		

	Arhag is seeking resident volunteers who maybe interested in becoming mystery shoppers / resident inspectors. Interested residents to contact SH.	**Residents /SH**
5.0 5.1 5.2 5.3	**Estate services.** <u>Parking</u>: The Selection Panel interviewed 4 contractors and currently the particulars of the contract are being negotiated with the chosen company CES. Thanks are due to AM for his contribution in the selection process. The parking control on previously patrolled schemes will commence in March 2010. Residents who feel that their schemes should or should not have parking control should contact their Housing officer. <u>Digital TV</u>: There are 2 options of upgrading the estate properties to digital TV which are: option 1 to upgrade all properties in 1 year and option 2 to spread the work over 2 years. The forum chose option 2. The service charge will start in April 2010 for the properties due to be upgraded in year 1 and in April 2011 for estates to be done in year 2. The total cost of each installation is spread over 15 years. <u>Service Charge Procedure</u>: IA brought to the forum the draft of the procedure for comments. As residents present did not have any comments the draft in the present form will be passed on to the board for approval. The main highlights of the procedure are the recognition of variable service charges and that the calculation of service charges will start in October in the year before.	**Residents** **IA**
6.0 6.1	**Planned Maintenance 2010/11** It was noted that letters regarding External Repairs and Redecorations have been sent to all affected tenants. These will be followed by individual inspections by our building surveyor. The schedule for next year will be: 1.1. Kitchen replacement: 50 units 1.2. Bathroom replacement: 5 units 1.3. External Decorations: 125 units 1.4. Electrical installations upgrade: 75 units 1.5. Boiler replacement: 43 units	

7.0 7.1 7.2	**Rent 2010/11 level.** It was agreed by tenants at the last meeting that the change in rent should be the minimum possible. How much it will change will depend whether a property is below or above target rent. This will me an a £148,000 reduction in the maintenance budget, which equals 5%. MA said that the maintenance schedule as shown in 6.1 is how it should look like, but how the work is allocated needs to be approved by the senior management team. Rent for temporary social housing properties in Newham will increase by 2.5% to offset loss of rent from some general needs properties which otherwise would impact on budgets for planned maintenance.	**MA**
8.0 8.1 8.2 8.3 8.4	**Maintenance and Repairs performance.** Satisfaction with completed repairs: increased from 84.6% in quarter 1 to 88.2% in quarter 3; 2 complaints received on repairs between October and December 2009. Number of gas safety inspections expired decreased from 37 in quarter 1 to 3 in quarter 3. Performance in completing repairs within target time: Emergency repairs: **Q1= 98.2%,** Q2= 97.2%, **Q3 =100%** Urgent repairs: **Q1 = 88.7%**, **Q2 = 100%, Q3= 100%** Routine repairs: **Q1= 87.9%**, Q2= 90.7%, **Q3=98.8%**	
9.0 9.1 9.1 9.2	**Quality and performance report Quarter 3.** IA provided a performance report which will be published in the next newsletter. The main highlights from the report were : 100% complaints were acknowledged on time in Q1 –Q3 and responded on time in Q2 –Q3. % of rent collected and rent arrears are still areas of concern and remain below target.	**IA**

9.3 9.4 9.5	The % of estate inspections completed was below target at the year end partially due to a member of staff who left Arhag suddenly and the long Christmas holidays. Two new performance indicators were introduced a) '% of tenants participating in estate inspections and b) '% of estate services scored by residents'. These figures are low and Arhag would like to encourage more tenants to participate in these inspections. Please contact your housing officer. The time taken to let empty properties is 25 days and within target. Arhag aims to perform much better in this area to ensure minimal rent loss and utmost use of the stock	**Residents**
10. 10.1 10.2 10.3	**Residents Grants and awards – selection process**; There are three; 1) Residents awards presented on an annual basis to a resident who has made an outstanding contribution to the wider community; 2) the resident association officer who has made an outstanding contribution and 3) for the resident who has contributed and influenced change within Arhag. There is now a need to find residents to sit on a selection panel. The Residents awards will only be needed on an annual basis and at most two meetings will be needed. The education and community chest panel should meet on a quarterly basis. The following residents volunteered; MM; AS; SH (tenant); and HA. SH will get back to these people to provide further details and a time to meet. It was recognised by Arhag that there may be a conflict of interests if residents are applying who sit on the panel. It is still possible for other residents to volunteer for these panels. Firstly, there is a need to have applications for both the Community Chest for ideas for community initiatives to tackle social issues as well as for the Education Grant. Notices are being placed on the estate notice boards. All residents over the age of 18 are encouraged to apply as long as they have a letter of acceptance onto a course. Residents can contact SH (Arhag) on 020 84247381 for further details.	**SH** **Residents** **Residents**
11.0 11.1	**Any other business** RJ (deputy Chair of board) said that whatever changes occur within Arhag, that the board were committed to taking on board tenants comments and providing feedback.	

11.2 11.3 11.4 11.5 11.6 11.7 11.8	Minutes from the board meetings are available on our website. Out of hours number: it was noted that when tenants phoned the the contact number they were given another number to call. MA explained that this was reported to the contractor and has since been resolved. In the current newsletter Arhag has advertised for a tenant board member post. T is stil possible for residents to apply. Refugee Week: there is a possibility of organising an event for Arhag only or in partnership with local agencies. Residents who have ideas and contacts should contact SH Residents were reminded to return the variation of short hold tenancies forms if they have not already done so. Forms were sent out to all tenants who declared a member of their household having a disability in order to establish aids and adaptations needs or other support needs. Ismail Atilola, the Head of Housing, is leaving Arhag at the end of March 2010. IA expressed his enjoyment at working for a unique organisation.	**Residents** **Residents /SH** **Residents** **Residents**
12.0	The next forum meeting is on10th April 2010 at Arhag's offices.	