

| ARHAG Housing Association | | |
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| Meeting | Residents Forum Meeting | |
| Date & Time | Saturday 12th June 2010 Time: 11am | |
| Venue | At ARHAG HA Unit B, Ground Floor Mary Brancker House 54-74 Holmes Road London NW5 3AQ | |
| | Present: Attended by: Mak Akinyemi, Arhag, MA Steve Hill, Arhag, SH Anthony Alexander AA Mukhtar Osman – MO NW1 (Chair) Ron Tootill, tenant, RT – W6 Anthony Sherrif – AS -E6 Mahir Sidhom –MS N17 Nahu Mogtari – NM SW 8 Assefa Abbay – AA SE17 Adrian Dymore - Robert Heath Heating (RHH) | |
| Item No | Item | Action |
| 1.0 | Apologies Apologies from Barrington Billings, Teku Regassa, Abdulrahman Sayed | |
| 2.0 | Change in minutes from previous meeting | |
| 2.1 | Some slight changes were noted from the last meeting's minutes which will be updated on Arhag's website. | SH |
| 3.0 | Feedback From Last Meeting | |
| 3.1 | Robert Heath Heating – They are in touch with our tenants. For bigger jobs their operatives are under instruction to make an appointment for a return visit, | |

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| <p>3.2</p> <p>3.3</p> <p>3.4</p> | <p>where required, within two days. Of course some jobs take two or three visits to complete. RHH are ensuring that they can get hold of supplies.</p> <p>'Keep warm notices' – from Government MA requested more from RHH Some individual queries were made from tenants present, which AD of RHH will look into. Arhag are looking to using 'fridge' magnets to promote the gas service.</p> <p>RHH operatives carry the language line contact details when visiting Arhag tenants and use it a lot. RHH ensure that gas appliances are made safe as a priority and then return to do the work if this cannot be done on the first visit. They return within 48 hours prioritising those without hot water and heating. The contractors will ensure a temporary solution ensuring safety and then will look to return within 48 hours. It is for operatives to phone tenants if they are running late and to agree a later appointment that day, if convenient for the tenant. AD (RHH) says he is aware of return visits made by his staff and that they are under instruction to make a next appointment before they leave. The GAS Advisory Service checks attendance on time?</p> <p>Fire brigade – Arhag have received 150 requests for visits since an invitation was put out. This is very good.</p> | <p>RHH/MA</p> <p>AD (RHH) to look into individual concerns raised</p> |
| <p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.3</p> | <p>Local offer</p> <p>Arhag are committed to ensuring that tenants are consulted on the Local Offer. Initiated by the Tenant Services Authority it is a means to improve services and give tenants a unique opportunity to shape services. The key question for Arhag how do we engage tenants in helping them to decide? This has to be based on a more 'equal' relationship so that we are open to challenge.</p> <p>As part of its approach Arhag wishes to train up residents and to incentivise them to act as representatives in consultation and scrutiny. Arhag needs to decide on its approach by October 1st 2010 and implement the agreed approach by April 1st. Arhag will follow guidance about good practice on the Local offer by the TSA and from other housing associations.</p> | <p>AA /MA</p> <p>SH</p> |

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| | <p>The tenants present were invited to volunteer for a local offer steering group. AS/RT and MO volunteered. Arhag will write to other key residents in order to invite them. NM reminded those present that in the past Arhag had sub regional meetings which often turned out to be like 'meeting of the family. NM felt that there was a case for reinstating these.</p> | |
| <p>5. 5.1 5.2 5.3 5.4</p> | <p>Estate service update</p> <p>Parking</p> <p>The parking enforcement scheme was launched on 4th May 2010. Permits have been issued where there are vacancies on schemes and visitor permits as well. Where permits have been declined, due to rent arrears, an appeal process has been set up. One of the residents present said he had been a victim of his car being removed immediately without any notice being put on the vehicle and not the required two hours between clamping and removal. He also pointed out that costs increased day by day if the car was not collected. (£20 a day extra).</p> <p>Mitchell Walk does not have a parking notice at present. 4 schemes have been taken out of the parking contract following petitions submitted. Given the 9 month gap between the old parking scheme being stopped and the new scheme there should have been some consultation. A review will have occurred by the end of July with the contractor of how the scheme works at present.</p> <p>The Cleaning and Grounds maintenance contract has expired. It has been agreed that an extension be granted for at least a year. It is known that some smaller providers may want to tender for part of the contract.</p> <p>The digital aerial TV installation will start in the coming months, having been delayed due to staffing changes.</p> | <p>Residents</p> <p>AA</p> |

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| | The programme which previously was agreed by the forum to e spread over two years will have its programme for this year decided shortly. | |
| 6.0 | Anti social behaviour – supporting vulnerable victims | Residents |
| 6.1 | This item was not discussed due to 'lack of time. However, it will be followed up in the next forum meeting and comments asked for following this meeting. | |
| 6.2 | There are a range of measures that Arhag can use to support vulnerable residents. A summary of these are set out in the handout attached. This guidance is extra to the information that is provided in the Arhag leaflet on anti-social behaviour. | |
| 6.3 | Arhag is keen to support residents but recognises that residents can act to help themselves. This includes taking steps to resolve disputes with neighbours in the first instance by approaching them directly where it is appropriate. | |
| 7.0 | Enhanced service for vulnerable tenants | Residents |
| 7.1 | Similarly there was no time to discuss this item. Arhag is looking at how it should provide services for those residents who are more vulnerable. It is looking for ideas and suggestions from Tenant Forum residents about what special provision should be made in these circumstances. Examples of ideas include creating a register of vulnerable residents and providing appropriate tenancy support. | |
| 7.2 | If you have any ideas about how Arhag can provide support to vulnerable residents please let us know? | |
| 8.0 | End of Year performance report | |
| | Satisfaction with repairs | |
| 8.1 | This is increasing and at 89.3% is above the target for the year. | |
| 8.2 | The % of all repairs completed on time is slightly below the target of 96%, but has increased since the first quarter of 2010/11. | |

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| <p>8.3</p> <p>8.4</p> <p>8.4</p> <p>8.5</p> | <p>'Places for People' now run the out of hours service. Tenants can now phone the main Arhag number and by calling option 5 will be put straight through to the service as long as it is 'out 'of normal work hours'. This will make a saving for users of mobiles as they will not have to call an 0800 number.</p> <p>Complaints Performance Responded to complaints in time within the 10 working days has gone down due to the few complaints since July 2010 taking longer to respond to.</p> <p>The percentage of tenants returning their forms post repairs has improved. This has been helped by increasing the incentive for a tenant to a £75 voucher to be won in a prize draw.</p> <p>Repairs analysis Some properties have had repairs completed over a period of time which have required more than 2 trades. Arhag intends to do a health check on 50 properties a year. A participant made a suggestion that Arhag should not pay a contractor for a return visit within a month of completing a repair. MA said that this is already written into many of the contracts which Arhag has. New boilers have a 2 year warrantee .</p> | |
| <p>9.0</p> <p>9.1</p> <p>9.2</p> <p>9.3</p> | <p>Any Other Business</p> <p>The Residents Associations have now been in place for a year. There needs to be a health check which is completed by the association's offices so Arhag can assess the effectiveness of the association, the officers and the support provided.</p> <p>The Tenants Conference will run on Saturday 23rd October this year at the resource Centre in Holloway. Arhag is open to ideas / items from tenants for this event.</p> <p>At the conference there should be the annual award giving for residents. Arhag is open to tenants nominating fellow tenants for contributions to the wider community and to effecting change in Arhag.</p> | <p>Housing Management</p> |
| <p>10.0</p> | <p>The next forum meeting is on 7th August in Haringey at a venue to be confirmed.</p> | |