

ARHAG Housing Association		
Meeting	Residents Forum Meeting	
Date & Time	Saturday 10th April Time: 11am	
Venue	At ARHAG HA Unit B, Ground Floor Mary Brancker House 54-74 Holmes Road London NW5 3AQ	
	Present: Attended by: Sheron Carter, Arhag SC Mak Akinyemi, Arhag, MA Stve Hill, Arhag, SH Laura Babb, Arhag LB Robert Johnson, board member, RJ Barrington Billings board member BB Ron Tootill, tenant, RT – W6 Rosemary Arthur, tenant, RA – E15 Andrew Murphy, tenant, AM – NW1 Abdulrahman Sayeed, AS – SE5 Mohamed Ali-Hiri, tenant, MA-H – E13 Gary Langstaff, Robert Heath Heating (RHH) Martin Devine, London Fire Brigade Henry Ayanful, London Fire Brigade	
Item No	Item	Action
1.0	Apologies Apologies from Teku Regassa, Gera Patel, Abdulrahman Yassin Mohammad-Ali	
2.0 2.1	Change in minutes from previous meeting One change was noted in that the performance data for Emergency Repairs should read 97.2% for Quarter 2. The minutes of the previous Forum meeting were accepted as an accurate record.	

<p>3.0</p> <p>3.1</p> <p>3.2</p>	<p>Feedback From Last Meeting</p> <p>The parking scheme is due to start on May 3rd. Tenants have been written to and permits will be issued on a basis of one per household and where the household is not more than four weeks in arrears.</p> <p>RHH have been contacted regarding the queries from the last meeting so that solutions are found.</p>	<p>Residents</p> <p>MA</p>
<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>4.2.1</p> <p>4.2.2</p>	<p>Meet the contractor – Robert Heath Heating Ltd (RHH)</p> <p>Guy Langstaff from Robert Heath was in attendance. He is responsible for the Gas maintenance and repairs contract with Arhag. The issues related at the previous forum meeting were forwarded and have been addressed where they could be.</p> <p>GL said that it takes more time for parts to be sourced for major repairs. As their knowledge of Arhag’s housing stock improves they are more likely to have the stock ready. RHH are prioritising key repairs and jobs completed on time. GL accepts that customer care needs to improve and they will give their staff more training. BB expressed action to be taken on rudeness from customer care operatives. GL reported that if residents have issues they should publicise them.</p> <p>GL confirmed that all operatives should wear identity cards. Following a query at the previous forum meeting GL confirmed that RHH do not use unmarked vans when visiting tenants properties.</p> <p>The percentage of appointments kept by RHH has gone up since December. MA will monitor the % of jobs completed on the first visit. The figure for March 2010 was 77.3% of jobs completed on first visit. Having a contractor visit 2 or more times does tend to cause problems.</p>	<p>MA/RHH</p> <p>MA</p>
<p>5.0</p> <p>5.1</p> <p>5.2</p>	<p>Fire Safety – London Fire Brigade</p> <p>The main message is that ‘Deaths from fire do not need to happen’.</p> <p>The Fire Brigade is available to visit schemes and homes to give advice on fire escape routes and to fit fire alarms and arson proof letter boxes. The call centre for these is open from 8am -5pm.</p>	<p>Residents</p>

<p>5.3</p> <p>5.4</p>	<p>Other advice is to;</p> <ul style="list-style-type: none"> • It is advised to close bedroom doors as they can provide an extra 20-30 minutes to keep a fire at bay. It is useful to keep keys to hand. • If there is smoke open windows. Also, initially if the fire is not in your flat, for those in blocks, the advice is to stay there. <p>It is useful for there to be a fire champion amongst residents on a scheme. This can be the estate champion where there is one. There are opportunities for residents to be involved in the fire profession. There are open days organised in different areas including for women only. The lower age limit is 18.</p>	
<p>6.0</p> <p>6.1</p> <p>6.2</p> <p>6.21</p> <p>6.3</p> <p>6.31</p> <p>6.32</p> <p>6.33</p>	<p>Audit Commission Inspection Action Plan</p> <p>A meeting was held on March 18th with three tenants to invite suggestions as to the priorities to be addressed.</p> <p>Training will be provided to relevant staff to deal effectively with occurrences of anti-social behaviour. This especially refers to dealing with low level incidents which of course can escalate. There will be better monitoring and review of cases. Arhag will work with other organisations in a multi-agency approach to deal with anti-social behaviour. Arhag will look to join relevant forums in local authority areas on anti-social behaviour.</p> <p>AM mentioned some past and current anti-social behaviour issues at Juniper Crescent.</p> <p>Action is being taken in estate services, on 'ending your tenancy', 'debt advice' and 'compensation'. These will be explained to tenants in due course.</p> <p>Service standards and letable standards for empty property standards will be updated including on the website.</p> <p>Contracts which are due for reviewing can lead to a change of conditions. The current contracts which asset management oversee are due to go for another two years.</p> <p>As regards performance management there was a query about cleaning services for individual houses. SC replied that Arhag does not supply this as all would want it, which would require a service charge.</p>	<p>LB</p> <p>LB</p>

6.34	A question was raised about gardening services for residents in houses. SC said that this was not provided but that Arhag could look into making referrals for vulnerable tenants to a local service.	Housing Management
6.4	Arhag agrees that more needs to be done for residents in need. e.g. those waiting for Disabled Facilities Grant	
6.5	Arhag will aim in this financial year to visit vulnerable tenants every three months. There are only eight clients listed at present, though this number is likely to grow. Details of residents with disabilities are recorded on the SDM I.T system and passed onto the contractors. Arhag need to know if a relative is the main contact for the tenant so they know who is likely to be the main point of contact.	
6.6	Value for Money	
6.61	High cost repairs will be prioritised for inspection. Staff will increase their contact with tenants to discuss rent arrears. Earlier action on arrears is planned.	
6.62	Due to appointments of a new Head of Housing and Housing Operations Manager there is a prospect for greater stability within the department. It is intended to decide what should happen with the temporary housing officer appointment.	
7.0	Compensation Policy	
7.1	The new procedure was distributed (included in the agenda mail out). The key point is the new schedule of rates has been proposed (in the appendix). There is an agreed level of compensation for each sort of service failure. A missed appointment by a contractor will trigger a £10 payment. This is standard in the field.	
8.0	Customer Satisfaction Survey	
8.1	The form has been changed. Whilst Repairs is three to four pages long others such as ASB, Aids and Adaptations are only one page. There is a separate equality form which does not have to continue to be sent out where previous replies have been received from the contractor. If our system shows information missing from the returned forms then Arhag will follow up to capture just the missing information.	
9.0	Tenants Service Authority	Housing Management
9.1	They have published new standards in six areas. Standards in three of these are particularly relevant to Arhag:- Neighbourhood and Community, Homes and Resident Involvement . There is a particular emphasis on consulting with residents on deciding 'a local offer'. The TSA need to be updated as to progress by October. Arhag will look to engage with residents in different parts of London to take	

	<p>this forward. LB mentioned her experience of youth forums as well as the road show format to consult with residents as it is usually a more friendly approach.</p>	
<p>10. 10.1</p>	<p>Resident Involvement update</p> <p>Arhag encourages resident involvement at both the corporate and local level. There are plans to promote resident inspectors later this year; mystery shoppers and to recruit more estate champions. At a local level there are plans to have at least two more resident associations to the four already. Training is available.</p>	<p>Housing</p>
<p>10.2</p>	<p>As there is a need to consult residents locally regarding the local deal there will be informal opportunities here for residents to be involved.</p>	
<p>10.3</p>	<p>A new resident involvement questionnaire will be sent out in July.</p>	
<p>11.0</p>	<p>LB suggested that free parking be advertised with agenda for future forum meetings at Arhag's offices.</p>	
<p>12.0</p>	<p>The next forum meeting is on 12th June at Arhag's offices.</p>	