

<b>ARHAG Housing Association</b>		
<b>Meeting</b>	<b>Tenant Forum Meeting</b>	
<b>Date &amp; Time</b>	<b>Saturday 12<sup>th</sup> September 2009</b>	
<b>Venue</b>	ARHAG HA Unit B Ground Floor Mary Brancker House Kentish Town London NW5 3AQ	
	<p><b>Present:</b></p> <p>Mohamed Ali- Hiri, Central Park Road <b>MAH</b>  Yemane Wolde-Rufael, Carnwath Road <b>YWR</b>  Ron Tootill, Inver Court <b>RT</b>  Abdulrahman Sayed, Dalwood Street <b>AS</b>  Rosemary Artur Carolina Close RA  Assefa Abbay De Laune Street AA  Barrington Billings Chair Board Arhag <b>BB</b>  Robert Johnson Board member <b>RJ</b>  Sheron Carter Chief Executive <b>SC</b>  Steve Hill Community and Engagement Officer <b>SH</b></p> <p>Ismail Atilola Head of Housing <b>IA – not present</b></p>	
<b>Item No</b>	<b>Item</b>	<b>Action</b>
<b>1.0</b>	<b>Apologies</b>	
1.1	Apologies were received from Gera Patel, Alem Gebrehiwot and Salah Taha	
<b>2.0</b>	Minutes of the last meeting were accepted.	

<p><b>3.0</b></p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p>	<p><b>Feedback From Last Meeting</b></p> <p>Head of asset Manager Mak Akinyemi has ensured that contractors have been informed to take away debris from their work.</p> <p>Arhag is now asking contractors to return to repairs work within 48 hours if they are not able to complete their work on the first visit.</p> <p>Work is in hand to adopt a more striking front page for the newsletter as well as other design issues.</p> <p>RT requested that the website be made easier to find important documents and a date put on them to say when the document was created. SC reported that the website had been recently changed. Ideas for new items areas included a Tenants Community, an online questionnaire, Home Swap etc. SC said this also depended on the technical capabilities of the website.</p>	<p><b>Arhag</b></p> <p><b>SC</b></p>
<p><b>4.0</b></p> <p>4.1</p>	<p><b>Audit Commission Inspection</b></p> <p>SC presented what will happen when the Audit Commission fulfil their inspection of Arhag in the week commencing 30th November. They will contact the last 20 residents who have made a formal complaint. YWR mentioned that he is likely to be away at the end of November, though asked to have contact with e Audit Commission. The Audit Commission will be invited to the Tenants Conference.</p>	<p><b>SC</b></p>
<p><b>5.0</b></p> <p>5.1</p>	<p><b>Resident involvement Questionnaire</b></p> <p>SH presented the results of the questionnaire. The aim is to increase attendance and engagement of residents at these</p>	

<p>5.2</p>	<p>meetings. 35 people are recorded on the database as being interested in attending the Tenants Forum and / or service Improvement panel. Most answers were positive about the existing format and content.</p> <p>The idea was mentioned about merging the two meetings. A further suggestion was made to have six meetings a year e.g. at two monthly intervals. It was agreed if this was to occur the agenda items would have to be decided according to need and not necessarily a equal split between forum and panel items. It was recognised there would be issues over keeping the meeting to time and perhaps the current room used would not be large enough if the merging of the two meetings was too happen. It was agreed that the Service Improvement Panel would be consulted on their opinions over the proposed merger. The Chair of the Service Improvement Panel will be contacted to inform him of this consultation. All residents on the Forum and Panel database will be sent minutes of this meeting.</p>	<p><b>IA</b></p> <p><b>SH</b></p>
<p><b>6.0</b></p> <p>6.1</p> <p>6.2</p>	<p><b>Arhag stakeholder event</b></p> <p>SC announced this will take place on the evening of Monday 16<sup>th</sup> November at the Novotel Hotel which is between Euston and Kings Cross stations. The aim of the event as well as celebrating Arhag’s 30<sup>th</sup> year is to demonstrate the positive contribution refugees and migrants have made. 150-200 guests are expected. Those attending the Tenants Forum and Service Improvement Panel will be invited along with other selected tenants. Steve will forward names of other possible attendees.</p> <p>There will be a Residents award made on the evening. SH has approached some residents regarding being nominated. This award is for their contribution to the wider community, but this could also include Arhag’s residents. A short film, to be shown on the evening, will be made to highlight those residents shortlisted for the award. Forum delegates are invited to</p>	<p><b>Arhag</b></p>

6.3	<p>forward ideas of residents to be nominated for this award as soon as possible to SH.</p> <p>The Mayor of London was invited, but he cannot attend. It was suggested that someone from the Tenants Services Authority be invited, though it was accepted that the speaker needs to be relevant.</p>	<p><b>residents</b></p> <p><b>SC</b></p>
7.0	<p><b>Tenants Conference</b></p>	
7.1	<p>SH presented a paper on the Tenants Conference which will be held on October 24<sup>th</sup> at the Resource Centre, Holloway Road N7.</p>	
7.2	<p>SH asked for ideas for entertainment for the conference lunch time. SC said she would forward details of an entertainment agency.</p>	<p><b>SC / Arhag residents</b></p>
7.3	<p>Other ideas mentioned for the conference were social enterprise / business set up as were employment / training issues and the 'right to buy'. BB said he would say something on the right to buy in his address. There is no guest speaker, though the introduction of electronic voting should make up for this.</p>	<p><b>BB</b></p>
8.0	<p><b>Any other Business</b></p> <p>There will be an Equality and Diversity Forum on either the 8<sup>th</sup> or 12<sup>th</sup> October. RA, YWR and RT expressed their interest in being at this meeting.</p> <p>Outstanding Gas certificates were mentioned for some addresses in Carnwath Road. She has forwarded these addresses.</p> <p>A new resident board member is being sought. A selection procedure will still be used.</p> <p>A Christmas party was suggested to be held for residents.</p>	<p><b>SH</b></p> <p><b>SC</b></p> <p><b>SC / SH</b></p>
9.0	<p><b>The next meeting of Tenants Forum will be held on Saturday 12<sup>th</sup> December 2009 at 11:00 am</b></p>	

