

**MINUTES RESIDENT ASSEMBLY (RA)**  
**Held at 6:30pm on Wednesday 10<sup>th</sup> July 2024 via Teams**

**Present:** Linda Gray (LG) (Chair)  
 Manish Garg (MG) (joined part of the meeting)  
 Imad Alqasim (IA)  
 Maimunah Sameja (MS)                      Sam Turton (ST)

**Other in Attendance:** Maria Moriarty (MM)                      Director of Resident Engagement & Community  
 Raj Sharma (RS)                                      Resident Engagement & Community Manager  
 Sally-Anne Underhill (SAU)                      Director of Neighbourhoods & Community  
 Stephen Gathercole (SG)                      Director of Property Services (Midlands)  
 Andrew Rossiter (AR)                              Director of Property Services (LSE)  
 Faye Burrows (FB)                                  Learning and Development Business Partner  
 Justine Irwin (JI)                                      Resident Engagement & Community Coordinator

**Apologies:** Patrick O'Rourke (PO) Nick Cullen (NC) Jeremy Mahrer (JM) Trish Newnes (TN)

**Minutes:** Justine Irwin

Item No.		Action
1	Introductions	LG
2	Apologies for absence	LG
<b>Items for Approval &amp; Discussion</b>		
3	Minutes of meeting held 10 June 2024	Approved
4	Matters arising: a) Scheme visits (TBA) b) Website update in progress c) Member recruitment	Ongoing
5	d) Timings for future meetings finalised : <ul style="list-style-type: none"> <li>• Monday, 2 September, Face to face at Bede Island, 11am</li> <li>• Wednesday, 9 October, Via Teams, 6:30pm</li> <li>• Wednesday, 13 November, Via Teams, 6:30pm</li> <li>• Monday, 9 December, Face to face at Bede Island, 11am</li> </ul> <i>Confirmation emails sent out to members</i>	Complete
6	<p><b>Training overview with FB:</b>            FB: Nothing planned yet but wanted clarity on the training. How would you prefer it to be delivered?            Areas: Housing Law, EDI , Writing board papers, How to skim read, Productive feedback, Understanding performance reporting. Are these the right areas?</p> <p>ST suggested that Housing Law and EDI were more important. Some may not be as informed as others. FB said they could use the current EDI as a starter and build on it. With Housing Law, PA may need to look at a 3<sup>rd</sup> party to deliver.</p> <p>Maybe do one daytime session and one evening session and split it into two groups. May need Housing Law (if evening) done by someone internal who is trained.</p> <p>PA Housing and LG to decide how long the sessions are.            MM said an overview initially and then, once that is done, it can be agreed what areas the RA want to go into in more detail, as there are endless possibilities with Housing Law.</p>	FB

	<p>ST suggested that, both for Housing Law and EDI, to maybe keep it to an hour. EDI act runs through everything and it's not just about disabilities and vulnerabilities.</p> <p>MM mentioned reasonable adjustment maybe needed to be looked at training wise.</p> <p>Communication training: FB said this was a large topic. What area should the training cover? MS: Verbal and written, ST: certain words can be misinterpreted so want to look at the tone of words used.</p> <p>RS: RA will look at communication with the comms team, looking at verbal, written and tone of voice.</p> <p>FB will put ideas together and send to MM and RS. Learning objectives. Then take to the next step for days and times.</p> <p><b>ACTION: FB to put together some ideas and send them over to MM and RS for LG</b></p>	
7	<p>EDI Policy review (Equality, Diversity &amp; Inclusion): Waiting for final before SAU re sends, not updated since 2018 so not compliant with act changes. It will link to our approach to vulnerabilities. SAU will pull the vulnerabilities policy. EDI looks at Corp plan. It was decided to rewrite it all. EDI advocates group looked at the policy.</p> <p>LG asked for the policy to be split between visible and hidden. Some terminology a bit corporate. For example, para 4. SAU said some taken from the act directly but will re look at it. Para 7 spelling. Para 10 changed wording. Mental Health: remove "fosters" repetitive. SAU said removed already Section 9 reword, too highbrow. Section 11, 8: reword, SAU said she will seek advice as some wording needs to be in place. LG said maybe to bracket a clearer word with it. SAU will speak to get agreement on word changes. MM asked for a copy from LG of her notes to send to SAU and MM highlighted with the areas that LG has mentioned.</p> <p>ST has sent her notes to RS for SAU. SAU will go over them and send commentary back. Maybe EMT to say Executive Management Team as the audit log says EMT. SAU: Audit log is internal anyway so not shared.</p> <p>LG: Mentioned wording again with Sally on this policy.</p> <p>Pet Policy: LG has other notes and ST has notes and will send them over to SAU, MM and RS to review.</p> <p><b>ACTION: LG to send to MM and RS for SAU the notes from the RA and LG highlighted for SAU to review.</b></p>	SAU
8	<p>Brief review to further explain Aims &amp; Objectives "bigger picture" re SIPs &amp; Working Groups.</p> <p>The RA will be looking at the bigger picture, e.g. at the policies that affect decisions regarding our homes so we can make changes when we look at it nationally. So just a reminder of what we need to look at when we start on repairs and comms.</p>	MM

9	<p>Introduce Stephen &amp; Andrew Repairs LSE and The Midlands.  LG thought we were getting written reports in advance. MM: these were not done. RS: apologies, I was meant to send them.</p>	
10	<p><b>Repairs update:</b>  Please see presentation sent out previously – Appendix A&amp;B</p> <p>MM : Purpose was to look at what areas that RA need to look at.</p> <p>LG: Positive feedback to Stephen as Contractors attending her scheme had behaved impeccably.</p> <p>Manish: Repairs services provided - are they service chargeable items? SAU explained service charges are for, as example, fire and not under Stephen or Andrew. This sits with the Fire Safety Team (Michael Wright)</p> <p>Manish said communal repairs take too long. Is it to do with PA or the contractor? Stephen said lifts were in a different department. He would be happy if Manish wants to send it over but he does not look at it on a day to day basis.</p> <p>Imad: Who is responsible for what? Stephen said to refer to his tenancy agreement. He explained that you cannot cover everything in a policy.</p> <p>SAU said to read the tenancy agreement. It states who is responsible for what. If you need a copy, call PA and they will send one out to you via customer services. They can also help you to get a better understanding of the wording.</p> <p>SAU said a resident handbook is in progress, so could, perhaps, include what a resident is responsible for.  Perhaps it may be feasible to have pathways on-line, to go into the drop down, and it will say who is responsible for what.</p> <p>MM: will this help you decide what area you want to cover? LG said they will need to discuss.</p>	SG/ AR
11	<p><b>Comms update:</b>  Please see presentation sent out previously – Appendix C</p> <p><b>ACTION: LG and MM Speak to NC about the Doorstep printed options and Doorstep content.</b></p>	SAU
12	<p>Any other business:</p> <p><i>Suki Kalirai (Board Chair)</i> has been invited to our next face to face meeting at Bede Island on 2 Sept. 2024</p> <p>LG: I am delighted to say that Suki has accepted to attend 2<sup>nd</sup> Sept. He takes a very positive interest in the Assembly and listening to what we do and I know we can get better and better each time we meet.</p> <p><i>Minutes:</i>  LG: Also, can I ask, when you have received and reviewed the minutes of each meeting, please email or WhatsApp me to say you agree them and</p>	LG

that it was a true account of what happened on that day so we can mark on the next agenda to say the minutes are approved.

RS: Apologies for not sending the presentations last week to LG.

MM: They will be emailed tomorrow and posted.

*SIPs:*

IA: Gave an update on the Service Charges SIP. Explained they are trying to get a better understanding. Difficulties with the SIP panel are that some of them look at their own issues, so it will be a challenge to steer them to not look at those personal issues. KM does try to control that.

RS: Asked that we see how it plays out over the next few weeks. It is a resident-led group and it is a tough area.

MM: Said if Imad was comfortable, he could raise it with the residents, which often had more impact, or we could ask Kelly to speak to the individuals.

IA: Said he was comfortable to speak up to the residents concerned.

RS: Told IA that Kelly is looking for a lead, so to speak to her so she could talk him through it.

LG: Reported that John Smith has regrettably stepped down from the RA group. He will be sorely missed but please respect his decision. Patrick to join SC SIP.

**ACTION: All to read minutes and feed back to LG if any amendments or if you approve them.**

**Meeting finished at 8:20pm**