

MINUTES RESIDENT ASSEMBLY (RA)

11am on Monday 2nd September 2024

In person at Bede Island Offices

Present:

Linda Gray (LG) (Chair)	Trish Newnes (TN)
Patrick O'Rourke (PO)	Manish Garg (MG) (via teams)
Imad Alqasim (IA)	Jeremy Mahrer
Maimunah Sameja (MS)	Sam Turton (ST)

Other in Attendance:

Maria Moriarty (MM)	Director of Resident Engagement & Community
Raj Sharma (RS)	Resident Engagement & Community
Suki Kalirai (SK)	Board Chair
Mike McDonagh (MMc)	Chief Executive

Minutes: Raj Sharma (RS)

Item No.		Action
1	Introductions	
2	No absences	
3	No Declarations of Interest	
Items for Approval & Discussion		
4	<i>Minutes of meeting</i> held 10th July 2024 were agreed as a true and accurate record of the meeting.	Complete
5	<i>Matters arising</i> a) <i>Scheme visits</i> : Pending while RA members are busy attending various SIPs & Working Groups.	Ongoing
6	b) <i>Website updates</i> : Inclusion of RA now complete but will continue to develop re Resident Involvement.	Ongoing
7	c) <i>Member recruitment</i> : Shortlisted candidates are scheduled for Interviews on 16 th Sept at Case House.	Ongoing
8	d) <i>Training</i> : Courses identified. Dates to be arranged once the SIPs are finished.	Ongoing
9	<i>B'fwd from Customer Committee Action Plan: Item 6b.</i> LG meeting with Tom Vaughan on 5 th Sept to discuss RA & CC meeting periodically to build links & awareness.	Ongoing
10	<i>EDI Policy review (Equality, Diversity & Inclusion):</i> Now renamed as Equality, Equity, Diversity & Inclusion (EEDI) This policy was signed off by the Executive Management Team (EMT), subject to a new introduction message from MMc & SK being included. Feedback raised by the RA about the use of jargon was considered but it was agreed by Board Members that much of the wording had to remain as it was relevant to the nature of the policy. <i>Reasonable Adjustment Policy & Pet Policy:</i> These policies are still under review following feedback from the RA and EMT.	Complete Ongoing
11	<i>Feedback from RA members on their SIPs & Working Groups:</i> Please refer to Attachments A through to D: Service Charges (A) Repairs Working Group re Compensation Policy (B) Disability & Vulnerability Working Group (C) Digital Working Group (D)	IA TN ST LG

12	<p>Mike joined the meeting and gave an update on how things were going within PA. Topics covered included NCs, reduction of phone wait times, proposed further extensions to opening hours, repairs (LSE & Midlands DLO, plus the use of Plentific), expenditure re planned maintenance and issues with lifts.</p> <p>He took questions from the floor on all the above topics and also on problems experienced with ASB and Managing Agents where PA do not actually own the buildings.</p>	MMc
Break for lunch: Suki joined us to meet the team informally, during the break. He spoke to everyone personally and was very well received.		SK
13	<p>Introduction to Action Plan for review by the team. A3 sheets of the plan were handed out to make selections and preferences easier.</p>	LG
14	<p>The Assembly went through the Action Plan, item by item to review, discuss and allocate specific members to each task. It was a lively debate, discussing the who, how and when but we now have a workable plan going forward. Maria and her team will now take those plans forward and arrange meetings with relevant PA staff to discuss availability and dates etc. Everyone came away feeling as if we had made huge inroads into bringing our plans to fruition.</p>	MM / RS / LG
15	<p><i>Any other business:</i></p> <p><i>Minutes:</i> Linda reiterated her request that members please email or WhatsApp her to agree the minutes as a true record of what happened at today's meeting.</p> <p><i>Next Meeting:</i> Scheduled for Wednesday, 9th October at 6:30pm via Teams</p>	LG
Meeting finished at 3:30pm		