

## **Kingsbridge Steering Group 11.9.19.**

Residents present:

Pam Cole  
Danny Waites  
Nathalie Hajek  
Deidre Benjamin  
Shantha Gowda  
Mohammed Sharif Hossain  
Cherie White  
Anna Cushen  
Sima Rahman  
Eliza Janiec

Others present:

Leigh Pattison – One Housing  
Ceire Sheehy – One Housing  
Christine Searle – Newmill  
Rob Lantsbury – Newmill  
Mike Tyrrell – Residents Advocate

### **1. Welcome & introductions**

- 1.1 Danny took the Chair and welcomed people to the meeting and began with all present introducing themselves.

### **2. Apologies**

David Leadbetter and Cllr P Golds, Eliza for lateness

### **3. Minutes of the Kingsbridge Estate Resident Steering Group of 12.7.19.**

- 3.1 It was agreed that Eliza attended the meeting from part way through and the minutes should reflect this.
- 3.2 OHG had provided information on energy efficiency
- 3.3 With these amendments the minutes were agreed

### **4. Matters arising from the minutes**

- 4.1 Ceire talked through the energy efficiency paper, OHG (One Housing Group) officers could provide individual property ratings, in some cases if the consultants had not got into each property they would use ratings from a similar one. OHG to provide copy of report to the group

**Action: OHG to provide report**

- 4.2 Christine advised NM (Newmill) had begun door knocking and will be accompanying OHG in the starting the conversation survey and will be using this as an opportunity to recruit more RSG members from across the estate.
- 4.3 The group requested glossary of terms to be re-issued **Action OHG**
- 4.4 Ceire issued dates for training
- 4.5 MT (Mike Tyrrell) advised that the 4 estates forum had agreed he could support the Kingsbridge TRA, he had expected the TRA to meet this week but no papers had been sent out

## 5. Attendance log

- 5.1 Christine circulated the current attendance list, it was Montrose and Montcalm Houses that needed more representation, Christine to take over contacting members who had not attended 3 meetings in a row

## 6. One Housing 'starting the conversation' survey

- 6.1 MT noted that OHG had for some time wanted to survey residents on the estate. MT had produced a further draft of this proposed survey, written as a script to enable residents to have comfort of what was being said. Also that OHG staff were accompanied by Newmill consultants when undertaking this survey.
- 6.2 The Chair felt that some of the questions might be a bit strong for the first time of asking but understood the information was required.
- 6.3 MT noted that all sorts of issues would be raised when undertaking the survey, which was captured at the end and that the residents would given a copy of the completed survey.
- 6.4 The meeting agreed that some residents would want to complete the survey on their own which was to be allowed and that none of the surveys will be done via cold calling but all by appointment.
- 6.5 The meeting also suggested an event on the estate to encourage residents to complete this survey. This could be arranged in the sailing centre or in a marque on the estate, allowing for weather. LP (Leigh Pattison) agreed that OHG could undertake this along with NM.  
**Action: OHG & NM**
- 6.6 The meeting also noted that this event could be an opportunity for residents to join either the TRA or the steering group, or both. Also agreed that steering group members to promote an event and promote interest in all of these ideas. Agreed that we should hold a multi functional event prior to door knocking, Agreed that OHG will liaise with

Newmill to arrange this event with MT and will circulate this note to all RSG members. **Action OHG & NM**

- 6.7 MT advised the group that OHG/NM will report back on the percentages achieved in each block and on the estate as a whole. **Action OHG/NM**
- 6.8 Cherie noted that she was often contacted by residents and one resident had informed her that she had been declined a re-mortgage offer due to OHG having issued a notice on the estate. OHG staff had no knowledge of this but would check. **Action OHG**
- 6.9 Christine that NM could provide community translation as do OHG. Also agreed to add in preferred language question. **Action OHG**
- 6.10 NM to provide summary of the results of the starting the conversation survey to the RSG. The meeting then discussed of how much of the estate should be covered, aim would 100% but not likely to achieve this, some questions would not be able to be included in results some if no response given. Will record where no response achieved.
- 6.11 Cherie and Sima had undertaken their own survey sometime ago, once they established they were residents and not OHG officers they were warmly welcomed. It was suggested RSG members undertake some door knocking to raise awareness of the survey.
- 6.12 The group held a wide ranging discussion around the conflict between being neighbourly, members of the RSG but not being seen as pushing OHG agenda. It was noted that OHG do want to get on with the survey and **that after some discussion the starting the conversation Survey that Mike Tyrrell suggested was agreed.**

RSG Minutes were available on the 4 forums website.

- 6.13 The meeting then discussed the need to set up a simple set of visual tools to enable people to get involved, website, other media tools including summary of each meeting, messages need to be repeated in different formats.

At this point it was agreed to take item 8 first and that OHG staff should leave the meeting.

## **8. Resident Charter questions without One Housing staff present**

- 8.1 Rob Lantsbury (RL) introduced the paper, which was distributed to all members, the meeting agreed to concentrate on item 7 in the charter as this discussion on whether or not the Charter could be enforced as a contract was central to its strength. NM supported MT view that OHG could adopt the charter as a contract and that this was necessary in

Kingsbridge due to the unavoidable reference to past relationships between OHG staff and residents.

- 8.2 MT noted that OHG had agreed to fund legal advice for the RSG, the meeting agreed that NM should find out how much this budget was and this could be used to support the case for a contract based residents charter. **Action NM**
- 8.2 The meeting held a wide ranging discussion on how to move things forward, it was noted that the relationship between the RSG and OHG had to be based on mutual trust and respect. Residents noted that recent housing management actions about clear walkways and a significant staff reorganisation had undermined this. Residents noted with disappointment that the popular front line housing management officer had moved without residents being advised and that OHG had reduced resident involvement staffing to one officer across the group. The meeting requested that the Charter be revised to include staff re-organisation. **Action NM**
- 8.3 RL talked about the recent National Housing Federation initiative 'Together with Tenants' which heavily promoted the principle of residents engagement and involvement in housing providers decision-making. The NHF were a national body that OHG were a member, this initiative would support the use of a residents charter. **Note: subsequent to the meeting RL can confirm that OHG had signed up as an early adopter to this initiative.**

The meeting then returned to item 7 on the Agenda.

## **7. Code of conduct & terms of reference**

- 7.1 Christine advised that all members to sign the code of conduct and all have their own copy and the Chair to hold copies
- 7.2 Danny noted he was elected Chair in his absence and happy to continue as Chair, equally happy for someone else to stand. **Action Danny to continue as Chair**
- 7.3 Cherie asked who would challenge the Chair should he/she go beyond the code of conduct, Christine replied that would be her role.
- 7.4 RL introduced a number of addition to the terms of reference, these were agreed and a new terms of reference to be issued at the next meeting. **Action: RL**

## **9. A.O.B.**

- 9.1 The meeting discussed the Rhys Jones put right budget, what happened to it? Has it been spent? **Action NM to follow up with OHG**

- 9.2 Following the recent staff changes the RSG requested a Organisation chart **Action NM to follow up with OHG**
- 9.3 The meeting asked what was the legal budget? **Action NM to follow up with OHG**
- 9.4 The meeting discussed the use of the current CCTV on the estate following a recent major incident, is it working? **Action MT and NM to ask OHG for access to us CCTV**
10. The resident steering group meetings for the rest of the year are:
- Wednesday 9<sup>th</sup> October 2019.
  - Wednesday 13<sup>th</sup> November 2019.
  - Wednesday 11<sup>th</sup> December 2019.