

Minutes of a meeting of the Resident Steering Group for Alice Shepherd House & Oak House held on 24th February 2020 at the St Johns Community Centre

Residents Present:

Jane McGregor – Alice Shepherd House
Abdullah Bourne – Alice Shepherd House
Ashley Lowther – Alice Shepherd House
Sharon Holmes – Oak House
Noel Redmond – Alice Shepherd House
Sameena Raouf – Alice Shepherd House

St Johns TRA Committee Members Present:

Maggie Phillips – TRA Chair
Jill Skeels – TRA Vice-Chair

Others Present:

Lee Page – Independent Resident Adviser – TPAS
Mike Tyrrell – Residents Advocate
Mynul Islam – One Housing Group
Leila Arefani – One Housing Group

Apologies:

Maureen Mallett – TRA Committee Member
Darren Brown – Alice Shepherd House

1 Welcome & Introduction

- 1.1 MT opened the meeting and welcomed the new member of the Steering Group SR. The apologies that were given are noted above.

2 Notes of the Meeting held on 27th January 2020

- 2.1 The notes of the meeting held on 27th January 2020 were accepted as a true record of the meeting.

3 Matters Arising

- 3.1 There were no matters arising.

4 Attendance

- 4.1 LP was asked to contact Alia Begum re her attendance. LP

5 Open Exhibitions

- 5.1 LA updated the meeting on the attendance at the two open

exhibitions held on 30th January and 1st February 2020. In total 27 residents from 20 households attended.

- 31st Jan – 17 (12 households)
- 1st Feb – 10 (8 households)

Only 1 resident from Oak House attended.

6.2 Since this time MI had been undertaking 1-2-1 visits with those households who hadn't attended. To date he has met with 22 households and 7 have indicated that they don't wish to meet. To date a total of 49 households have been engaged with (59% response). This is a little under the target response of 75% so he will continue to try and engage.

6.3 There was then a discussion as to the reasons why residents may not wish to engage with One Housing. There was a feeling that they 'had heard it all before' and AL & JM stated that there was a lack of trust in the message from One Housing.

6.4 JM raised the suggestion that been made previously of something being displayed in the concierge area of ASH. It should make good use of graphics and pictures to grab the attention of passers-by. It was agreed that LP would try and design a series of displays on the options and could use some of the material on the 4EF website which had been used elsewhere.

LP/MI/LA

6.5 It was agreed that the next event at the end of April should include a more formal Q & A presentation on the Thursday (6-7pm) to stimulate input from residents. It was felt that having more residents present at the same time would generate more ideas, suggestions and questions. The presentation should also include the draft timeline and should look to address the pros and cons of each option setting out the impact on residents as far as it's known.

6.6 If possible (weather permitting) the Saturday of the next event should be in a gazebo/tent in the car park at ASH but within view of Oak House.

6.7 There was a discussion about the use of newsletters which some felt weren't being read by residents and whether personalised addresses could be use or if they could be sent be email. None of the options were guaranteed to be successful in getting residents to read the newsletters/flyers but that engagement would increase as the options took shape.

7 Project Timetable

- 7.1 The draft timeline was circulated again and it was agreed that the April RSG meeting should be moved forward 1 week to 20th April to avoid the need for two meetings on consecutive weeks.

8 Date of Next Meeting

- 8.1 23rd March 2020.

9.0 Any Other Business with OHG Officers present

- 9.1 None

10.0 Any Other Business without OHG Officers present

- 10.1 A further discussion about engaging residents took place and the need to improve trust in the project. It was agreed that a number of very useful ideas had been generated. LP was asked to produce a series of flyers to be displayed, on rotation, over the coming weeks to engage with residents

LP

Meeting closed at 8.30 pm