

Notes from April Meeting

Date and Timing:	Monday 25th March, 6pm-8pm
Location:	City Hall, 64 Victoria Street, SW1A 6QP
Chair:	Henry Roffey - Resident Engagement Manager
Cllr Attendees:	Apologies: Cllr Begum
WCC Attendees:	Zelda Wolfle - Director of Housing and Engagement Sarah McCarthy - Resident Engagement and Advocacy Manager Henry Roffey - Resident Engagement Manager Doris Asabi-Amankwaah - Resident Engagement Officer Cigdem Guner - Resident Engagement Officer Rukshana Ali - Resident Engagement Officer Andrea Luker - Head of Housing Innovation and Improvement Apologies: Sarah Warman – Strategic Director of Housing and Commercial Partnerships Claire Barrett - Director of Assets, Investment & Standards
Residents in attendance	17 residents

Key Topics:

- **Housing service vision and priorities:** Zelda Wolfle presented the vision and priorities for the housing service, including resident engagement, vulnerability, safety, repairs, homelessness, and staff support.
- **Resident engagement strategy and offer:** Sarah McCarthy explained the resident engagement strategy and the different ways residents can get involved and influence decision making, such as the forum, the panel, the working groups, the online platform, and the community visits.

- **Housing service commitments to residents:** A breakout session was facilitated to get feedback from residents on the draft service standards commitments to residents, based on how they want to feel when interacting with the housing service.
- **Housing performance data and reporting:** Andrea Luker presented the tenant satisfaction and management information data that the housing service must report to the regulator and the annual report to residents and invited questions and comments from residents. Residents noted the performance of the service and raised questions on the collation of performance information for complaints. Concerns were also raised about residents' experience of ASB. It was confirmed that Complaints and ASB are on the agenda for the next two Resident Forum meetings.
- **Resident engagement conference:** Henry Roffey invited residents to express their interest in attending the resident engagement conference on 14th May, where they can learn about best practice and the experiences of other housing organisations and residents.

AOB:

- **Leasehold Charter and Conference** - Zelda Wolfle advised residents that the leasehold charter will shortly be going out to consultation and confirmed that there will be a leasehold conference in July and communications on this will be sent out soon.
- **Repairs Policy Consultation** – Zelda Wolfle thanked residents who had responded to the repairs policy consultation and confirmed that the consultation would close at the end of the week.
- **Adult Social Care** – there was a request from residents that Adult Social Care and Age Concern attend a future meeting of the forum as residents have concerns about support to vulnerable people.

Action Items:**Resident engagement strategy:**

- Share the slides with the attendees.
- Share the link to the web pages with the engagement offer with the attendees.
- Share the template for residents to share their stories for the annual report.

Housing service commitments:

- Write up the feedback on Service Standards from the breakout groups and share with the attendees.
- Ensure that Complaints, ASB and Adult Social Care are agenda items for future Resident Forum meetings.

Performance data:

- Look at the online reporting system for complaints and make sure it is clear how to record them as a resident association.

Resident engagement conference:

- Attendees to let the resident engagement team know if interested in attending the conference on 14th May.