

Notes from May Meeting

Date and Timing:	Wednesday 29 th May, 6pm-8pm
Location:	City Hall, 64 Victoria Street, SW1A 6QP
Chair:	Lareen Muhammed – Elected Resident Chair
Cllr Attendees:	Apologies: Cllr Begum
WCC Attendees:	Sarah Warman – Strategic Director of Housing and Commercial Partnerships Zelda Wolfle - Director of Housing and Engagement Heather Clarke - Director of Housing Needs Gill Matthews - Head of Homelessness Prevention Sarah McCarthy - Resident Engagement and Advocacy Manager Sarah Williams – Chief Customer Experience Officer Shreya Patel – Head of Resident Experience Michael Melpous – Head of Estate Services Doris Asabi-Amankwaah - Resident Engagement Officer Trudy Brown – Resident Engagement Officer
Residents in attendance	25 residents

Key Topics:

- **Resident engagement:** Sarah McCarthy introduced the resident forum as a strategic engagement opportunity and explained the housekeeping rules and feedback process.
- **Housing service update:** Sarah Warman gave an update on the housing service
 - Election being called – in a pre-election period from the 30th May which makes a difference to some of the ways we can operate. For example, we will have to delay consultation on the Homelessness & Rough Sleep Strategy until after the election.

- Repairs – Recruitment to Chief Repairs Officer – thanks to those who have put themselves forward as part of that. Interviews taking week of 3rd June.
 - Repairs policy consultation – Received 1430 comments, will bring that back to the Resident Forum, about how we are using that feedback as well as the outcomes of the resident task and finish group on repairs.
 - Leasehold Charter consultation – live until Sunday 23rd June, we have some drop-in sessions for people who want more information on those. Leasehold conference is 20th July where this be launched.
 - Service standards – were discussed at the last session, received really helpful feedback. The final standards will come back to a Resident Forum.
 - Building safety – talked to you at previous meetings on this. We have now been invited by the Building Safety Regulator to apply for a Building Safety Case for the following buildings Keyham House, Parsons House, Hall Tower, Braithwaite Tower which will be done by the 20th June.
 - Thoughts go out to the family of the tragic case in Newham, involving the child who sadly fell from a window. We will be increasing our communications and safety checks in Westminster.
- **Complaints scrutiny:** Shreya Patel and Sarah Williams presented the complaints process, performance, themes and learning for housing services, and acknowledged the need for improvement and transparency.
 - **Housing needs:** Heather Clarke and Gill Matthews gave an overview of the homelessness situation, the temporary accommodation provision and support, and the complaints management for housing needs.

- **No Mow May:** Michael Melpous explained the No Mow May initiative to encourage wildflowers and biodiversity in green spaces, and the benefits and challenges of the scheme.

Action Items:**Structure charts:**

- Share the structure of housing senior team and their contact details with the resident forum.

Customer Experience:

- Send satisfaction surveys to residents who have received support from the customer advocacy team or the housing care and support team.

Housing Needs:

- Ensure participation of residents in the consultation on the homelessness and rough sleeping strategy when it is launched.

No Mow May:

- Explore the possibility of extending No Mow May to June in some areas based on resident feedback.