



PBHA Forum
Minutes: Wednesday 20 April 2015



Present: 8 tenants and participants, Clare Norton (CEO), Mandy Mansfield (Participation Officer)
Chair: Phil Jones
Apologies: Kitty O, Michael M
Minutes: Mandy Mansfield

Agenda

1. **Matters arising from last meeting**
2. **Premises and Move Update**
3. **PBHA 5 year strategy consultation**
4. **Leaving Legard Party Update**
5. **Deadline for buying PBHA computers**
6. **Safety @Isledon Canteen**
7. **Cameras outside 177 and 181 Isledon**
8. **Mice at Clissold**
9. **Growing vegetables at Isledon**
10. **Over 50s Club**
11. **Registering to vote and General Election**
12. **Facebook Group**
13. **Pride**
14. **Date of next meeting**
15. **AOB**

1 Matters arising from last meeting

- **Ground Rules** – Mandy reminded the Forum of the Code of Conduct, which include being polite and respectful, by not interrupting, by listening and by sticking to the subjects on the Agenda.
- **Tenants on recruitment panels** – Mandy will be organising a training session for those interested in being involved on staff recruitment panels. Once people have been through the training, they will be added to a pool of tenants who will then be invited to be on an interview panel. The role will not be limited to asking questions, it might also involve asking the interviewees to take part in a role play exercise, training session or other practical scenario.

2 Premises and Move Update

As many are aware, the original timetable for the move was delayed due to a flood in the new premises. PBHA is now expecting to leave Legard Works at the end of June/early July. Creative Industries have moved to the new premises in Geffrye Street, which is behind the Geffrye Museum. It is a detached building on a quiet street, and though the joinery room is smaller, it is in a good location and easy to get to.

There have been a number of comments as to why PBHA decided to leave Legard instead of making improvements to the building. Clare explained there are a number of reasons for the move. Legard Works does not have disabled access and is located on a hill. It would

have been very costly to make the building accessible. Also, Legard is not very visible to the public, being on a quiet street. Clare wanted to raise the profile of PBHA, getting a premises that is on a main road. **ACTION:** Clare will set out the rationale for the move in the next Rising Star.

3 PBHA's 5 year strategy consultation

When Clare first came to PBHA there was a 5 year plan in place that included making more money in order to stay independent. This plan achieved its objectives within 2 years. PBHA has been drafting, with the help of the Board and Councils, a new 5 year strategy. PBHA would like tenants and participants to give their views on what they want PBHA to focus on in the future.

Three Focus Groups are planned to include VCS participants, new tenants and longer term tenants. The dates are as follows:

VCS Participants - Thursday 30th April – 10.30am-12.30pm (4-5 people)

New tenants of 6 months and under - Tuesday 5th May 10.30am – 12.30pm (5-7 people)

Longer term tenants of over 6 months – Tuesday 12th May 2pm – 4pm (7-10 people)

The Focus groups will take approx. two hours, and lunch will be provided. In addition, those who attend will receive a £20 Tesco voucher. **ACTIONS:** Posters will be put up in communal areas. Those interested in taking part to contact Mandy or their Support Worker.

4 Leaving Legard party update

A provisional date has been set for Wednesday 10th June for the Farewell to Legard party. This will be confirmed in the next edition of The Rising Star, which will go out at the beginning of June.

5 Deadline for buying PBHA computers

The full amount of £40 needs to be paid before 30th April. It was clarified that the operating package will be Windows XP. Mandy has asked for a more detailed specification, and will ring those who have paid the deposit to let them know about this. One person asked if they can buy one for friends or family. This is ok in theory, as long as people are aware that the computers are not new and do not have all the latest packages. They would be fine for light use including Internet, email, and downloading music, for example.

6 Safety at Isledon canteen

It was reported that there have been two incidents over the past two weeks, when windows were smashed twice in a flat above the canteen. Canteen users are concerned for their safety, and it is believed the incidents are drug related. It was reported that this has been

going on since 2005, and what are PBHA going to do about it? **ACTION:** Clare will look into this.

7 Cameras outside 177 and 181 Isledon

It was asked whether security cameras could be put outside 177-181 Isledon Road. Clare responded that we would need permission of those who live there. It was pointed out that those creating the problems would object to cameras, but those who feel intimidated would welcome them. Clare said that if we installed cameras it might incur a service charge.

Another resident felt that cameras might be useful at an address on Clissold Road, as the door is being left open and homeless people are coming in and sleeping in the shared living room. It was acknowledged that the situation has improved since staff are based at Clissold Hub. **ACTION:** Clare will investigate what getting cameras will entail.

It was asked whether staff can sometimes stay overnight at the hubs if there are ongoing problems. Clare reminded the forum about the upcoming strategy consultation.

8 Mice at Clissold

There is an ongoing mice problem at various properties at Clissold. One person had reported the issue, and felt it was implied it is the tenant's fault that there are mice. Another person said that the property team had dealt with the problem in winter, but now it is warmer they have returned. Is it that the poison is not effective? It was pointed out that the property team should follow-up when dealing with mice. Clare said that PBHA are soon going to implement a new follow-up system for all repairs, when the property team will contact tenants to ask if the repair has been carried out to people's satisfaction.

It was asked whether PBHA can treat the infestation at Clissold as a block. Clare said that people need to report a mice problem individually, but the contractors can be asked to knock at other flats within the property to check them also.

9 Growing vegetables at Isledon

Tenants want to start growing vegetables Isledon. Sam (Clissold gardener) is being asked to start the group off, but after that it will run once a month at Isledon, possibly a Thursday. Yasmin has offered to help. Watch this space for more information.

10 Over 50's Club

The Over 50's Club has been going well, with an average of 15 people attending. It is held on the last Monday of every month at Isledon. The next one is on Monday 27th April, and the group is going to Alexandra Palace. There will be a packed lunch. Patrick asked people to get to Isledon for 10.30am.

11 Registering to Vote and the General Election

Mandy reminded the Forum that today is the last chance to register to vote in this year's election. This can be done easily on-line, and staff can help. Most present at the Forum have already registered. The election is Thursday 7th May.

12 Facebook Group

Mandy is in the process of creating an on-line Forum group through Facebook. People will be able to suggest items for the agenda, post topics of interest, and hopefully make new friends through Facebook. The page is not ready yet. **ACTION:** Mandy and Phil will demonstrate how it works at the next Forum.

13 Pride 2015

It was pointed out that this year's Pride will be held before the premises move. There was a discussion around where it should be held – at Legard (as the 'last ever Pride at Legard') or Clissold. Tenants do not want to have a joint Pride and Leaving Legard party. One of the theme's for this year's Pride is 'Heroes'.

Patrick suggested that tenants organise the food this year.

14 Date of next meeting

The next meeting will be on Tuesday 19th May at Legard Works.

15 AOB

- **Open Squares Weekend.** PBHA's Clissold Gardens are in the catalogue that advertises London's open squares and gardens. This year it is on 13th and 14th June. Pam will be organising activities at Clissold that weekend.
- **Annual trip.** It was asked where we will be going this year. It was also suggested that we go on the trip in August, as last year it was overcast and there weren't many people about as everyone was back at school. Suggestion of where to go this year include Margate, Clacton-on-Sea, Brighton and Broadstairs. Item to be on the Agenda next month.