



PBHA Forum

Meeting minutes: Wednesday 26 November 2014



Present: 3 Tenants, 1 Participant, Clare Norton, Andrew Tyers, Mandy Mansfield (minutes), Nicole Smith

Chair: Tyron Sembu

Apologies: Michael Mulheron, Carol Cameron, Kitty O'Leary

Agenda

- Matters Arising from last meeting
- Premises Update (Clare)
- Complaints Review (Clare)
- Participants Survey (Andrew)
- Property Team leaflet (Nicole)
- Christmas
- Guitar Classes at Isledon
- Over 50's Club
- Committee Meetings and date of next meeting
- Next Forum date – Tuesday 20th January at Stamford Works
- AOB

1 Matters Arising from last meeting

Christmas Day at Isledon. We can provide a taxi if anyone from Clissold wants to attend. Mandy will do a poster for Clissold, to let their Support Worker know if they want to go. Precious has asked that Support Workers let her know who is going. The Welcome Web has re-opened on Thursday afternoons, from 2pm-4pm.

2 Premises Update

Clare updated the Forum that building work is starting next week. The move is now likely to be in March, which gives us more time to organise properly. There will be a smoking area outside the canal. PBHA are putting in an offer for a potential joinery space, however, joinery can continue at Legard Works until the new premises is available.

There followed a discussion about what will happen to existing furniture. There are spaces in shared houses that could use a canteen table, for example. It was decided

to allocate according to the following priority: 1- To re-use existing furniture where possible. 2- To donate to tenants. 3- To give to furniture projects such as Restore.

- ACTION: We will put excess furniture in a room for storage so that tenants can view what's available (though it may not be possible to deliver furniture to individual properties).

Around 40 tenants completed feedback about the new layout and liked the designs.

The next step is to get a name for the building. Zanna will be doing a survey, where people can vote from 3 or 4 building names.

3 Complaints Review

Management are reviewing the complaints policy, and asked whether anyone had any outstanding complaints that have not been dealt with. One forum member said he had put in a complaint about being assaulted last year and had still not heard anything, and felt it had not been taken seriously. It was felt that confidentiality is important when dealing with complaints.

It was clarified that The Housing Ombudsman can still be contacted, who usually refer the matter to the local MP.

Complaints about staff and services are dealt with differently to complaints about Anti Social Behaviour (ASB). With ASB, there are different levels. If it is nuisance, they are dealt with by The Support Worker. If it is a breach of tenancy, it is dealt with by the Housing Officer, and if it is harassment or assault, it is the Housing Team Leader. If a person is not happy with PBHA's response, then they can then use the complaints procedure.

It was pointed out that general needs tenants do not feel supported by PBHA when making a complaint. It was also noted that people continuously use the complaints procedure to bully others.

PBHA will be advertising a range of advocacy support services, which include Pohwer, Mind and Citizens Advice Bureau.

The forum was asked how we should ask for feedback about whether a tenant is happy with the outcome. It was suggested we issue a feedback form, and a follow-up call after three months.

4 Survey

PBHA are planning the next tenant survey, covering a range of areas including support, complaints, property issues and other services. We aim to get it out before the office move. We may use standard questions so we can compare our performance to other Housing Associations.

Using repairs as an example, Andrew went through a number of questions. Feedback was that it is important that the contractors are on time, and that they contact the tenant should they be running late. It was also important that they had the correct ID and they are polite and professional.

PBHA would like tenants to help people complete the surveys who may have literacy issues. Support Workers and Mandy will also help. The survey will be available on-line on Survey Monkey. A draft version will be available in January and the item will be on the next forum agenda.

5 Property Services Leaflet

Nicole showed the forum a booklet about Property Services, but it is complicated and out of date. The team are updating the information to make managing repairs easier. Some changes include

- Letters will be responded to within 10 working days
- The system for dealing with mice has been changed, and advice about how to minimise mice will be given in the first instance. However, if a whole block is infested, property will send out pest control.
- Internal decorations now have a five year cycle.
- Cleaning of communal areas will be once a month, but not on a specified day.
- Windows will be cleaned on the outside only.

ACTION: Property team to produce a draft of the new leaflet by mid-January.
Mandy to send out new draft with next forum invites.

The forum asked for feedback about their request for intercoms at Isledon Road. Nicole said that talk-only intercoms may be issued but not buzz-in intercoms. However, if it is done for one flat it would have to be done for everybody, which

would be too expensive. A stock conditions survey will be taking place in the near future and intercoms will be incorporated into that. Tenants will be receiving letters about the stock conditions surveys.

6 Christmas/Leaving party at Legard

There will be a traditional Christmas lunch served at Stamford Works on Tuesday 9th December. There will be a 12.30pm sitting and a 2pm sitting. Tenants and participants can book their place at Reception. The meal will be free as there is not a Christmas party this year. This is because there will be a Leaving party at Legard early next year.

7 Guitar classes at Isledon

Orla had asked whether people would be interested in beginners guitar classes at Isledon Road. ACTION: Patrick will ask over the weekend.

8 Over 50's Club

The Senior Management Team did not meet last month, so the proposal has not been discussed yet. This item will be on the next agenda, so the club will not be launched until after the New Year.

9 Committee Meetings

The Tenants Committee now meets monthly (in addition to the Forum), to discuss ideas. They are still available for advice. A small article about them is going in the next Rising Star. Next committee meeting is on Monday 8th December at 11am at Legard Works.

10 AOB

The family of Stella are arranging a memorial together with tenants to be held at Isledon. A collection has been made and a rose bush and plaque will be put in Isledon garden. The date has not yet been set but Patrick will let people know.

Date of next meeting: Tuesday 20th January 2015 at Stamford Works