

FEDERATION EXECUTIVE COMMITTEE CORE BRIEF

24th September 2015

A BRIEF DESCRIPTION OF WHAT THE FED DOES

The Federation is the national organisation of tenants, residents, leaseholders and service users (referred to as tenants) in Riverside. The Executive Committee is the body which represents all Riverside tenants at a national level. Members are selected by their Riverside Divisions to serve on the Executive for a three year term of office.

The Executive acts as Riverside's "critical friend" – independent but working in partnership with Riverside and strives to ensure tenants' views and concerns are properly heard and taken into account at all levels of the organisation, from neighbourhood shop to Riverside's Group board. It is part of the decision making process for Riverside and its tenants and residents on policy, service delivery and strategy.

DATE OF LAST MEETING.

- Thursday 24th September 2015

WHAT WAS DISCUSSED (list of agenda items)

- Election of Federation Committee Officers
- Minutes of the Previous Meeting held 16 July 2015
- Matters Arising
- Nomination of Tenant Observer on Group Board
- Asset Management Communications Strategy (presentation for opening of a consultation)
- Update on Draft Lettings Policy - results of consultation
- Ratification of new Federation Executive Committee members
- Budget 2016/17
- Update of 2015 National Tenants Conference
- Report from Group Board Meeting 9 July 2015
- Report from Group Board 9/10 September 2015
- Housing Services Committee Update
- Report from joint meeting with HSC, NSC and Fed Officers 16 July 2015

WHAT WAS AGREED

- Lettings Policy Consultation results – Following two consultations with the Federation Executive and a Count Me In consultation with over 300 letters sent out to tenants Riverside took account of tenants and residents views and amended the new lettings policy accordingly. The federation Executive thanks Barbara Whitrow of the Project Management Team for conducting such a thorough consultation over such an important policy.
- National Tenants Conference 02 October 2015. To date 234 delegates of which 204 are tenants. The Conference Planning Group has made its final arrangements for this national event and the Federation Executive is looking forward to an informative and exciting gathering of tenants and residents from around the country.
- Asset management Communication Strategy – The Fed was consulted on 3 key questions
 - 1.) What was the ambition for the Strategy
 - 2.) What should they do first
 - 3.) How to connect with their customers. How often they should consult with their customer and who should they engage with.

The Federation Executive welcomes the opportunity to feed tenant and resident views into this strategy at such an early stage and will liaise with Phil Glover of the Asset Management Team to ensure that our views are made known and taken account of. The Federation Executive also welcomes the fact that Phil Glover has given us open questions and members are asked to feedback their answers to these questions and raise the issues with their local tenant and resident groups.