

FEDERATION EXECUTIVE COMMITTEE CORE BRIEF

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 MEETING.

Thursday, 16 February 2017

WHAT WAS DISCUSSED (list of agenda items)

1. Welcome and Introductions
2. Apologies
3. Election of Federation Executive Committee Secretary
4. Minutes of Previous Meeting held 1 December 2016
5. Matters Arising
6. Declaration of Interests
7. Cyclical Repairs Service
8. Update on Riverside's Target Operating Model (TOM)
9. Update on Federation's Representation Working Group
10. Report from Group Board meetings 8 December 2016 and 25 January 2017
 - a) Neighbourhood Services Committee meetings Update 1 December 2016 and 19 January 2017
 - b) NSC Top 10 Headlines
 - c) NSC Top 10 Headlines

11. Update from the Federation Scrutiny Panel meeting held 16 November 2016
12. Update from the 2016 Annual Report to Tenants Working
13. Completion of Core Brief
14. Any Other Business
15. Date and Time of Next Meeting:
 - 6 April 2017 at 11.30am at Riverside's Head Office, Speke, Liverpool

WHAT WAS AGREED

- Local Housing Tenancy Policy – a large number of helpful comments and suggestions in regards to the policy were fed back. As a result a number of amendments to the policy were made as well as other changes in the hope that the policy is easier to understand. Some of these include making a clear distinction between the proposed use of five year fixed term and two year term tenancies in order to communicate that they are two separate responses to specific market conditions to which Riverside work. Other amendments to the notice period, extending it to six months and not implementing the policy for family accommodation unless there is under-occupation, were also included following tenant feedback.
- Cyclical Repairs – a presentation about cyclical repairs was heard by the Federation Executive. The presentation showed what challenges the asset management team faced when dealing with cyclical works and how they are addressing these challenges. Moving forward the job for asset management is to be able to deliver a great service which will improve customer satisfaction across the board. The Executive felt that in order for this to happen there would have to be regular dialogue between the Federation Executive and Asset Management over key areas where problems had been identified and that in future the Federation Executive would be looking to commission scrutiny activities with regard to repairs and asset management work, cyclical and day to day.
- The 2016 Federation Tenants and Residents Annual Report – the report has now been finalised and a printed version is available on request. A link to the report has been put on the Federation Facebook page as well as Riverside Website and Twitter accounts. Ten hard copies of the report will be sent to all Federation and Federation Scrutiny members to distribute within their communities. The report details the work the Federation has been involved in, the activities that tenants and residents have led in our communities and the scrutiny and inspection activity that has been undertaken. We urge everyone

to read this report, distribute it to friends and neighbours and give us feedback on it so we can improve it year on year.

WHAT ELSE THE FED IS WORKING ON AT THE MOMENT

- Resident Involvement Taster Days to recruit new Federation, Federation Scrutiny Panel, Tenant Inspectors and Complaints Panel members - Federation and Federation Scrutiny Panel members will be in attendance at the upcoming RI Taster Days. Members will deliver part of the presentations, staff the Resident Involvement stand in the Information Village and be available to answer any questions delegates may have. Taster Day schedule detailed below:
 - York - 7 March
 - Liverpool - 8 March
 - Leicester - 13 March
 - London - 14 March
 - Irvine (Scotland) - 28 March
 - Carlisle - 29 March

Any tenant, resident or customer who wishes to attend please contact:

www.riverside.org.uk/joinus

Tel: 03451110000

Email: involvement@riverside.org.uk

- Editorial Panel for the new Riverside Customer Newsletters - Federation Officers have arranged to meet with James Rae, Riverside's Head of Marketing and Communications at their next meeting on 17 March to discuss establishing the Editorial Panel which will be a mix of face to face and digital involvement.
- 2016 Annual Report Working Group – the working group to meet on 11 April to review the feedback and comments received about the report.