

Riverside Tenants & Resident Federation Executive Committee Meeting held on  
Thursday, 1 December 2015 @ 11.30am in  
The Brain Charity, Norton Street, Liverpool L3 8LR

**Welcome and Introductions:** Walter MacFarlane, Richie Kelly, Sally Trueman, Ann Robertson, Jean Williams, Ian Caldwell, Janice Murray, John Gray, Julie Moss, Richard Austin, Barbara Fitzgerald, Keith Harkness (NSC observer).  
Staff: Kate Jungnitz, Mark Hoskisson, Anna Bishop, Sharon Hutchinson, Maxine Davis, Wendy Mason (South & Central Observer).

**Apologies:** Patrick Rice, Kathy Forsyth Smith, Heather Bruce, Michael Hulme

### 3. Minutes of Previous Meeting held 29 October 2015 – Agreed

#### 4. Matters Arising:

**Item 6** – Noted that Riverside had been advised not to produce another version of the Service Charge Policy.

**Item 7** – Federation were pleased with the success and outcomes from the national tenant's conference.

**Item 17** – Evolve Director and Ian Gregg to be invited to next Federation meeting.

**Action - SH to issue invitation.**

**5. Update on the Asset Management Communications Strategy Consultation - PG** gave an update on the progress of the consultation to date. The focus group will meet again on 8 December 2015. PG and ST felt that the group was made up of the right balance of people from across the Divisions. PG explained that the next steps are to put together a draft strategy and come back to Federation in February 2016 with an action plan. WM suggested developing a strapline to help tenants understand what and how important asset management is. PG agreed to sense check it with communications. Noted Riverside's aim for a third of all transactions to be carried out online by March 2017. Asset management are looking at the repairs policy and scrutiny next.

**Action - PG to attend the Federation meeting in February 2016.**

**6. Tackling Anti-Social Behaviour Policy & Procedure** – Noted that the policy had been presented to the HSD's meeting and John Wood had suggested that the Fed be consulted. KA had highlighted a number of areas for the Federation to look at. The Federation noted the key areas and changes. Riverside lawyers had been consulted with and they insisted on legal statements being included, this meant the policy had grown considerably. Noted that Riverside's lawyers would sign the policy off.

**7. Domestic Abuse & Violence Procedure** – Federation noted the series of changes made to the procedure and asked that:

- Housing Management teams give as much discretion as possible to waive tenant damage charges in an “accepted” domestic violence or abuse case.
- Raised issue of discretion not being used in some Divisions when considering circumstances based on vulnerability. Riverside asked to explain why this issue had a geographical factor?
- Made recommendation that there needed to be more sign posting and information available in Riverside reception areas on support available for those suffering from domestic violence or abuse.

Federation members agreed to give the procedure further thought and to provide any further feedback by Friday, 11 December 2015. Noted that HSDs will sign this procedure off. **Action - SH to forward the comments to KL and inform her of the extended deadline.**

**8. Minutes from the National Scrutiny Committee meeting held 7 October 2015** – Noted.

**9. Report on the Success and Outcomes of the National Tenants and Residents Conference held 2 October 2015** – Federation noted the contents of the report and that it would go to HSDs and HSC for information. AR explained that some Irvine delegates had commented that part of the conference had not been relevant to them. Agreed to consider Irvine running a workshop at the next conference.

**10. New Budget 2016/17** – WM confirmed that Riverside had budgeted £65,000 for years 2017/18 and 2018/19 with a caveat that if the Federation wanted to undertake a special project they could approach Riverside with a request for additional funding. Noted that the Federation funded Training Officer was leaving Riverside and would not be replaced. Tenants training to be delivered by the central RI team and scrutiny members had offered to help with scrutiny training. Agreed to book meetings in Riverside’s Speke office when possible to reduce venue and catering costs. Agreed new 3 year budget.

**11. Revised Federation Work plan** – Agreed to build on the success of the conference theme “One Riverside, One Federation for All”. Discussed ways of making the theme a reality by using CHINWAG, the contact cards, campaigning initiatives, use of the Community Chest, training and fundraising. Agreed to invite Lisa Connor, Riverside’s Fund Raising Manager to attend the next Federation meeting to discuss options for fundraising for specific activities and projects. **Action – SH to invite Lisa Connor.**

**12. Housing Services Committee Highlights – Report to Group Board 1 October 2015** – Noted Group Board Headlines 14 July and 14 October had not yet been signed off. Agreed that HSC Headlines would be a standard agenda item to compliment Nora Rammer’s HSC report.

**13. Completion of Core Brief – R Kelly (v).** It was agreed the three key topics would be:

- New Revised Budget

- Domestic Violence and ASB Policies
- Fundraising

#### **14. Any Other Business**

- BF requested that Federation members receive Federation Officers minutes. Agreed to put together a headlines document following each meeting. **Action - SH and MD to follow up.**
- ST informed all that she had observed at a Riverside North Scrutiny panel meeting and an issue had arisen where a tenant had been informed they would have to wait a year to attend scrutiny training and asked to leave the meeting. **Action - MH to investigate the issue and report back to the Federation Officers.**
- RA informed all of a Care and Support Customer Involvement Day in Birmingham on 27 January 2016. **Action - RA to ask if the Federation can have a stand.**

#### **15. Date and Time of Next Meeting:**

- Thursday, 18 February 2016 at 11.30am at the Brain Charity, Norton Street, Liverpool, L3 8LR