

**Minutes of the Tenants & Residents Federation
Executive Committee Meeting held on Thursday, 3 November 2016
at 11.30am at Riverside's Head Office, Liverpool L24 8RF**

1. Welcome and Introductions

Present: Richie Kelly, Barbara Fitzgerald, Janice Murray, Sally Trueman, Michael Hulme, Richard Austin, John Gray, Heather Bruce and Jean Williams.

2. **Apologies:** Jo Yoxall, Julie Moss, Ann Robertson, Patrick Rice, Walter Macfarlane, John Wood and Anna Bishop.

3. **Minutes of Previous Meeting held 15 September 2016:** Agreed

4. **Matters Arising:**

Item 7 – Noted that the Digital Strategy had been circulated to all Fed members.

Item 14 – Noted that Patrick Rice and not Richie Kelly had been nominated for the Tenant observer on Group Board position. Noted JM had been appointed to the position.

Item 15 – Noted that 3 tenants had been appointed to Riverside's new Neighbourhood Services Committee – Mary McAndrew, Maria Milford and Patrick Rice. All applicants had received a letter informing them of the final outcome.

5. **Declaration of Interests:** None

6. **The New Customer Services' Monitoring Results** – Noted that the Survey of Tenants and Residents is now an ongoing telephone survey carried out by Voluntas. Results are reported at Group level by Business Unit and Region. Noted that the satisfaction with repairs and maintenance was 79% whilst the Corporate Plan Target is 82%. Also noted that Care and Support remains the highest satisfied Business Unit.

Federation asked if any of the benchmark figures could be changed as some are quite low. LC explained that the benchmark figures are from Housemark and can't be changed.

Agreed to ask Riverside for an update on the Star Results in 6 months.

7. **Bedroom tax impact analysis report Bedroom tax impact analysis report** – Noted that between 5,500–6,000 households have been affected by bedroom tax since 2013. Discussed the struggles tenants are facing with

paying their rent and downsizing. Noted that the biggest impact on Riverside is that average arrears have risen over past 3 years. Agreed that there was a lack of smaller properties for people to downsize to and that the DWP had expected far more people to move - the reduction in under occupation was only 2.3%.

Noted the impact of Riverside's Money Advice services with 837 bedroom tax affected households accessing the services in 2015/16 and that the impacts of the bedroom tax still need to be monitored but on a much less intensive and frequent nature.

Noted the imminent key areas of risk to Riverside's income are:

- Local Housing Allowance (LHA) Caps – pensionable age households who were exempt from the bedroom tax will be included in the LHA cap.
- Shared Accommodation Rate (SAR) – single under 35 tenants could technically under-occupy a 1 bedroom home and received a reduced level of Housing Benefit.

Agreed to Riverside for an update on the impact of Bedroom Tax, Universal Credit and LHA in 6 months' time.

8. **ASB procedure for Supported Housing:** ASB procedure for Supported Housing – Noted the draft procedure and that while the general needs procedure was very similar, the actions Care and Support can take against customers are different as their customers have licence agreements rather than tenancy agreements. Federation asked Riverside to clarify what procedure (ASB or general needs) would be used in circumstances where a Care and Support customer breached the procedure outside of the scheme. Noted that the draft was going to Housing Services Directors 16 November for approval.
9. **Update from Federation Representation Working Group:** Noted that the group had met 26 October. The main discussion was about the recruitment and selection process for new Federation, NSC and Tenant Inspectors and noted that recruitment for the Complaints Panel would be incorporated in these sessions. Noted that the taster sessions would be interactive and include an information village outlining the different involvement opportunities. Agreed the criteria and arrangements for appointing the selection panel (5 tenants, 1 Board member and 1 senior staff member).

Approved the request that the National Scrutiny Committee is asked to consider changing its name to avoid confusion with Riverside's new Neighbourhood Services Committee. This will go before the NSC November meeting and then brought to the joint meeting with the NSC in December.

10. Minutes from the National Scrutiny Committee meeting held 20 July 2016 – Noted

Item 3 – It was agreed to defer this to the next Fed Officers meeting.

11. Update from the 2016 Annual Report to Tenants Working Group: Noted the working group had held its first meeting 10 October. The report will follow same format as last year's as feedback had been positive. Small print run of 2,000 and tenants will be encouraged to read online version. Theme is Valuing Engagement.

12. Report from Group Board Strategy Day 8 September 2016 and Group Board meeting 5 October 2016 – Noted

a) **Group Board Headlines 5 October 2016** – Noted that Group Board had approved the amended Federation Constitution and approved the Federation as the recognised tenants and residents group for consultation.

13. Housing Services Committee Update 29 September 2016: Noted this was BF's last meeting.

a) **HSC Highlights – Report to Group Board 5 October 2016** - Noted

14. Completion of Core Brief – Agreed the key point:

- ASB Procedure
- Update from Federation Representation Working Group
- Bedroom Tax Impact
- Update on Annual Tenant's Report

Action: SH to send core brief to RK and WMc for approval.

15. Any Other Business – Discussion took place around property MOT's. Noted Liverpool City Region are undertaking a scrutiny exercise on property MOT's. Rachel Hayes to give the report to the Federation after it has been considered by the NSC. Agreed to ask Riverside for an update on the MOT roll out across the Group for the February 2017 meeting. **Action:** ST to discuss with Group Board in December.

16. Date and Time of Next Meetings:

- Thursday, 1 December 2016 at 11.30 am at the Brain Charity, Norton Street, Liverpool 3
- Friday, 2 December at 10.30 am at the Brain Charity, Norton Street, Liverpool 3 (joint meeting with National Scrutiny Committee).