

**Riverside Tenants & Residents Federation**  
**Executive Committee Meeting held on Thursday 6<sup>th</sup> April 2017 @ 11.30am**  
**at Riverside's Head Office, 2 Estuary Boulevard, Estuary Commerce Park**  
**Liverpool L24 8RF**

1. Welcome and Introductions. **Present:** Walter MacFarlane, Barbara Fitzgerald, Jean Williams, Sally Trueman, Michael Hulme, Richard Austin, Jo Yoxall, Shirley Ifield, Janice Murray, John Gray and Mary McAndrew.

2. **Apologies:** Ann Robertson, Patrick Rice, Viv Fleming (FSP observer).

**Staff Present:** Anna Bishop, Mark Hoskisson, Sharon Hutchinson, Rachel Hayes, Maxine Davis, Vicki McGuire, Barbara Houghton, John Wood and Adam Colby.

3. Minutes of Previous Meeting held 16 February 2017- Agreed

4. Matters Arising

Item 7 – Cyclical Repairs Service. AB explained that 4% of repairs end in a complaint or service failure.

5. Declaration of Interests – None

6. Rent Payment Methods – AC explained that Riverside is transforming the way it processes payments and that payments are taken for a range of services across the business including rent and tenancy related charges. Federation noted that the current process has high levels of manual intervention due to several factors including using a variety of different providers each with different referencing formats, meaning it costs Riverside £56,000 in processing failed payments annually.

AC outlined the solution which included allowing for easier design, support and maintenance of both the Housing Management System and AllPay. Reducing the risk of error by removing the high volumes of variation and

complexities staff need to understand, a simpler IT system and benefit from reduced contract costs.

Federation noted the benefits for customers including improving Post Office and PayPoint offer by increasing the payment amounts and types, introducing Debit and Credits for use at Post Offices, introducing a new payment method (recurring credit/debit card), improving customers digital experience by making it simpler and easier to use the APP and Website.

Federation were pleased to note that the changes outlined would:

- Reduce expenditure by Finance department to process payments - £56k per annum
- Reduce contractual spend with AllPay - £60k per annum
- Lead to a cumulative 5 year saving of £600k

JY suggested that Riverside hold an awareness/incentive drive to ensure customers are aware of the new rent payment methods. ST suggested that Riverside develop a payment app. **Action – AC to find out how recurring payment method works and feedback to Federation.**

AC asked members for suggestions for proving support and information to customers on standing orders. **Action – members to feedback any suggestions to SH.**

7. Update on Riverside's new Corporate Plan – **B Houghton/V Maguire.** BH thanked the Federation for its input into the corporate plan at its meeting in December 2016 and for staffing a stall at the Stakeholders Strategy day in October 2016. VM gave an overview of the new Corporate Plan. Federation noted that 750 people including customers and stakeholders were engaged with. Noted the 3 key objectives are; building, connecting and renewing. WM thanked Riverside for listening to the Federation's input.

BH explained that work would now commence on the production of the short tenant and stakeholder version of the Corporate Plan and asked that ideas for inclusion be sent to SH. **Action: Federation members.**

8. Update on national Resident Involvement Taster Days: MH explained that 5 taster days had been scheduled but Leicester and York sessions had been cancelled on advice of local staff due to low take up. Taster days had been held in Irvine, Carlisle, Liverpool, London and Stoke with 76 customers in attendance. Federation noted that each session had been led by a tenant.

Noted that the application process for Federation, Federation Scrutiny Panel Tenant Inspectors and the Complaints Panel was now open. **Action: SH/RH to send application forms to current members.**

9. **Changes in Shareholding Membership of The Riverside Group Ltd:** JW explained that Shareholding Membership had been reducing over time and gave an overview of the current shareholder membership – 3 customers nominated by the Federation, Riverside Group members (none employees), Neighbourhood Services Committee members and the Care and Support Committee members. Federation noted that the current Federation nominated Shareholder (Richie Kelly) had stepped down. It was agreed not to nominate a replacement for RK as there had been an increase from 2 to approximately 6 tenant shareholders.
  
10. Year End Update on Budget 2016/17 – ST outlined the budget spend for 2016/17. Federation noted that actual expenditure was £62,083.77 and that the move to paying expenses and bills to Bankline rather than issuing cheques had led to significant savings. Noted that due to the increase of membership of the new Federation to 18 and a full FSP membership the travel and related expenses will increase. Noted that the Annual Report Working group had agreed to ask for a slight increase for photography costs in the 2017/18 budget.
  
11. Report from Group Board meeting 9 March 2017– Noted.
  
12. Neighbourhood Services Committee meeting update 2 March 2017 - PR/Mc gave an update on the previous NSC meeting. Federation noted that a Housemark report (2015/16 date) had been discussed and that HSC had been encouraged to note that satisfaction with Riverside's services was improving faster than peers.
  - a) NSC Top 10 Headlines – 2 March 2017 – Noted.
  
13. Update from the Federation Scrutiny Panel meeting held 22 March 2017 – RH explained that the FSP had received 2 MOT scrutiny reports. A response was received by Mersey South from Riverside which the panel felt had not been detailed enough in terms of the time frame in responses to recommendations so FSP sent back for further clarification. Federation noted that the deadline for a response from Riverside was 28 days. FSP had noted the suggestion to merge the scrutiny panels in Cumbria and North and was waiting for clarity on

structures going forward. Members had provided positive feedback on the Federation's 2016 Annual Report to Tenants, noted that a word version had been produced for visually impaired customers and had asked for more photographs in the next report. An update on Riverside's TOM had been noted.

14. Agenda for joint meeting with FSP on 18 May 2017 – Agreed to include agenda items - Induction/Strategy Day planning for the new National RI Groups, Work plan outline for the new National RI Groups, Overview of the Complaints Panel and new Complaints Service, Riverside's Neighbourhood Services Committee so far (from members perspective). Noted that the meeting would be held at the Brain Charity, Liverpool 3.

15. Completion of Core Brief – Agreed that the topics would be:

- Riverside's Corporate Plan
- Rent Payment methods.

16. Any Other Business

- TPAS Membership – A discussion took place regarding renewing the annual TPAS membership at £3363.00 and the 2016 Tpas Membership Statement was discussed. Federation agreed to renew the membership and ask Riverside to cover the fee. **Action: ST to liaise with Riverside.**
- JW explained that a new tenants and residents group had been established for Riverside's Liverpool City Region – City Region Voice. The group was constituted and had met with Dean Butterworth, Regional Director. **Action – Liverpool City Region Federation members to provide the new group with information about Chin Wag and clarification of the 6 independent member roles on the new Federation.**
- TPAS Conference – Agreed that the Federation would pay for up to 3 members to attend. Noted that SI was attending via Care and Support.

17. Date and Time of Next Meeting:

- Thursday, 15 June 2017 at 11.30am at Riverside's Head Office, Speke, Liverpool