

## Minutes of the Riverside Tenants and Residents Federation Executive Committee Meeting

held Thursday, 22 January 2015  
at Local Solutions, Liverpool

**Present:** Kathleen Forsyth-Smith, Michael Hulme, Richie Kelly (Vice Chair), Walter Macfarlane, Jean Williams and John Gray, Heather Bruce (Cumbria observer)  
Part day: Barbara Fitzgerald (pm)

**Staff:** Full day: Mark Hoskisson, Sharon Hutchinson, Sean Crossley.  
Part day: Anna Bishop, Mark Burnett.

**Apologies:** Patrick Rice, Donald McKay, Sally Trueman, John Wood, Kate Jungnitz.

### **3. Minutes of previous Meeting:**

- Minutes from the previous meeting held 12 November 2014 approved.

### **4. Matters arising:**

- Item 4 - Noted that new Tenancy Agreement was now implemented and that Federation members' feedback had been passed to Kerry Ann Ross. WM raised concern that not all recommendations had been accepted and explained he felt he had received a curt repose. **Action – AB to investigate response to WM.**
- Item 5 – Pre loaded card. WM to get best option and card to be in MH's name.
- Item 6 – Agreed to discuss incentives and rewards at a future meeting.

### **5. Ratification of two new Riverside Home Ownership Members:**

- Appointment of Julie Moss and Ian Caldwell to the Federation Executive Committee until March 2017 approved.

### **6. Feedback on joint meeting with NSC 3 & 4 December 2014:**

- Agreed that joint meeting was a very good, positive and productive event. Future events should include a training element and a guest speaker. Guest speaker suggestions were Social Media for May (Harriet Woodcock/Elliot Holmes) and Universal Credit for December meeting
- December event to include a Christmas meal as a sociable way of thanking members.

### **7. Report from Group Board meeting 11 December 2014:**

- WM gave an update on his first Riverside Group Board meeting. Federation noted that all Board members had made WM feel welcome at the working dinner the night prior to the Board meeting and Max Steinberg informed the Board that he had met with the Federation and NSC in December and had enjoyed it. WM was asked to speak and answer several questions during the Board meeting.
- Noted that RECHG had been authorised to enter negotiations to change its name to Riverside Care and Support.
- Group Board Headlines from 15 October 2014 and 11 December 2014 were noted.

#### **8. Update on Federation's Workplan:**

- Tenant Training – Federation noted update on activities of Tenant Training officer. Scrutiny training, Equality and Diversity and Communicating Effectively had been run in several Divisions. Agreed that the issue of accredited training would be discussed further. Training Officer and RI officer were currently developing the three day Federation training session.
- Federation's Annual Report 2014 – JW gave an update from the 2014 Annual Report working group. Federation noted that the content had been agreed at the working group meeting on 16 January. A flyer will be produced to advertise the availability of the report in Supported and Sheltered schemes, reception areas and other communal areas. Tenants to be encouraged to read online version of report and a limited print run of 2,500 copies to be produced with 100 sent directly to each Division. The group have scheduled a wrap up meeting in April to consider any feedback/comments received.
- Marketing Campaign – WM asked whether Riverside's name would need to be included in the Federation's name change. AB clarified that she would be happy if Riverside's name was not included. Agreed to start the Federation name change competition in the next round of Divisional newsletters. Agreed to include an article on the Federation's data acquisition competition in the Federation's 2014 Annual Report and to obtain a quote for 5,000 contact collection cards. Noted requirement to register with the Data Company. Agreed to obtain a quote for 5,000 contact cards. **Action – WM and RK to draft the A6 contact cards.** Agreed to set up a working group to progress the Federation's marketing campaign. IC or JM to join the group. Chair to feedback on progress to Federation meetings. **Action – SH to establish the Marketing Campaign working group.**
- Establishing the 2015 Conference Planning Group – Agreed that four Federation members would form the conference planning group with Divisional representatives. Expressions of interest were received from BF, MH, WM, JW, JG, RK and KFS. **Action – Federation Officers to appoint the four Fed reps to the planning group and SH to contact the Divisions for local representatives.**

#### **9. Repairs Appointment System:**

- Federation noted the Repairs by Appointment paper which had been sent to Federation members in advance of the meeting.
- Noted that Optitime enabled Riverside to match the skills needed for a particular repair with the skills of the operatives and also block out the appropriate amount of time in the operative's diary to complete the repair. This maximised the opportunity for the repair to be done first time by a skilled operative and addressed customer feedback on the repair process.
- MB explained that Mersey South Division was undertaking 2,300 property MOTs per year over four years. Mersey North Division anticipated a 16% reduction in repair demand at year end (March 2015). Confirmed that only general needs had been looked at and RHO needed to be looked at to ensure a solution was found. Noted that surveyors who currently work with Riverside will undertake the property MOTs.
- Federation unanimously agreed the Repairs Service Offer defined as delivered by Emergency and Appointments and that Riverside no longer use the three stage priority system.

#### **10. Housing Services Committee Update:** Noted Nora Rimmer's report. KFS outlined key topics discussed at the HSC:

- 1. Experian Rental Exchange Project**
- 2. Key Performance Indicators**
- 3. One Riverside progress report**
- 4. Think Homes progress report**
- 5. Review of Rent Policy**

#### **11. Budget Update**

- Noted WM budget update and agreed need to identify projects to fund as there was money available in the budget.
- Agreed to increase the Federation's Community Chest Fund to £10,000.
- Agreed that the Federation's marketing campaign would have its own budget. Amount to be discussed by Federation Officers. Suggestions for campaign included mini conferences in each Division, more publicity in RHO and flyers and information leaflets. **Action – Federation Officers to agree budget for marketing campaign.**

#### **12. Annual TPAS Conference**

- Agreed to send a number of Federation members to the Annual TPAS Conference in July. **Action – Federation Officers to agree how many representatives will attend.**
- Agreed to contact TPAS and offer to run a workshop. **Action – SH to contact TPAS.**

#### **13. Input into Riverside's Divisional Newsletters**

- Agreed to ensure the Federation has a presence in Divisional newsletters.  
**Action – MH to distribute Divisional newsletter timetable.**

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

- **Rent Statement Consultation** – Alex Weir - Riverside Marketing Officer, outlined the draft online rent statement which had been sent to Federation members in advance of the meeting. Federation noted that the online rent statement would be updated overnight so information would be a day behind. Noted that tenants would have the choice to opt out of the current paper quarterly rent statement and that they could continue to ring the CSC and ask for a statement to be sent out. Supported services clients not included in online rent statement access.
- Federation agreed that they thought tenants would look at their rent statement more than once a year and that it would be useful to have a standard print option. Noted that the online rent statement was scheduled to go live in spring 2015.

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

- Thursday, 12 March 2015 at 11.30am at Neuro Support Centre, Liverpool.

Summary of key decisions and actions

Decision/Action	People involved	Date
Agreed to set up a working group to progress the Federation's marketing campaign.	<b>Fed Exec Members</b> <b>Sharon Hutchinson</b>	March 2015
Agreed to set up a Conference planning group comprising four Fed members and Divisional reps.	<b>Sharon Hutchinson</b> <b>Fed Officers</b>	As soon as possible.
Agreed the Repairs Service Offer defined as delivered by Emergency and Appointments and that Riverside no longer use the three stage priority system.	Mark Burnett to implement and update Federation on future progress.	16 July 2015
Agreed to increase the Federation's Community Chest Fund to £10,000.	Fed Exec Officers Sharon Hutchinson Mark Hoskisson	May 2015
Agreed that the Federation's marketing campaign would have its own budget.	Fed Exec Officers	16 April 2015
Agreed to contact TPAS and offer to run a workshop at the Annual conference in July.	Sharon Hutchinson	12 March 2015