

**Minutes of the Tenants & Resident Federation Executive Committee Meeting held on
Thursday 16th February @ 11.30am in Riverside Head Office Lecture Theatre**

1. Welcome and Introductions - Present: Walter Macfarlane, Sally Trueman, Barbara Fitzgerald, Janice Murray, John Gray, Michael Hulme, Shirley Ifield, Jean Williams

Observers: Ivy Isherwood (Federation Scrutiny Panel), Mary McAndrew (Neighbourhood Services Committee)

Staff: Anna Bishop, Mark Hoskisson, Rachel Hayes, Phil Pemberton (part meeting), John Wood (part meeting)

2. Apologies: Ann Robertson, Jo Yoxall, Heather Bruce, Patrick Rice, Richard Austin, Maxine Davis, Sharon Hutchinson.

Noted Richie Kelly (Liverpool City Region) had resigned.

The Federation wished to express their gratitude and thanks to Richie for all his hard work and contribution to the Federation and wished him every success with his new ventures with Margi.

3. Election of Federation Executive Committee Secretary: In light of the resignation of Richie Kelly a new secretary was elected. Janice Murray secured the position after Barbara Fitzgerald withdrew her nomination.

4. Minutes of the previous meeting held December 2016: Agreed

5. Matters Arising:-

Item 6: Tenancy Policy. Mark H read out feedback given from Sue Powell (please see attached). It was noted that the policy was sent to the Count me in Panel but there was a poor response – possibly because it was sent in Christmas week and did not have specific questions asked relating to the policy. It was noted that no FSP minutes were shown due to the FSP delaying their meeting until March 2017 and previous minutes from November had not been signed off.

6. Declarations of Interest: - nothing was declared

7. Cyclical Repairs Service – P Pemberton Presentation (attached presentation)

The Federation expressed concern regarding various aspects of the cyclical painting programme procedure and queried specific issues regarding the monitoring of contractors and their performance. Phil Pemberton explained that there have been several complaints from a few areas throughout the country and the contracts are up at the end of March. He stressed that customer feedback is very

important to enable Asset Management to assess the quality of work. Part of Phil's role is to make sure that Riverside have the right contractors and make sure that the structure is in place with his staff and their staff to obtain feedback through local managers. The Federation also asked why, if contractors are not performing to the standard agreed, Riverside not terminate their contract. Phil pointed out that the contractors are challenged in meetings about performance. Some contracts are up at the end of March so there will be a tendering process. As well as this, it can cost Riverside money to end a contract as processes are put in place and it is not as easy as just to 'sack' the contractor.

Anna Bishop advised that 4% of all the complaints received and logged were on the cyclical programmes. Federation members pointed out that it could be the time of year the contractors carry out works (half term/winter possible more complaints).

Other areas of concern

- According to STAR, 72% households were satisfied with works that have been completed on their property (although this figure should be 4-6% higher). There is a big piece of work to be done to get satisfaction levels higher than what they are.
- Work on gas servicing is proceeding according to plan with gaps in information now resolved by Riverside.
- Is there an Equality, Diversity and Inclusion policy for contractors and is there training? Phil advised that Lyn Bowker (Riverside Equality and Diversity Manager) has been tasked with rolling out E&D training to contractors.
- The Federation asked about the MOT programmes being rolled out across the regions. There was a query about why MOTs are costing £600 when in the past £3000 was spent on a property. Phil Pemberton advised that 'Heat Maps' have been created to pick up where the stock is in most need of MOT's and a piece of work has been carried out on the costs of repairs – this is set up now to cover the costs for the next 30 years.
- Rachel Hayes advised that two regional scrutiny panels are looking at MOT's in two separate areas and once the reports are in and have been looked at by the FSP, they will be passed to asset management to implement recommendations in other regions.

8. Update on Riverside Target Operating Model (John Wood):

John Wood gave an update on TOM and a document was given out showing what progress Riverside has made. In November there was an announcement where 165 staff were affected. There will be another announcement made imminently. There is a 45 day consultation process staff go through. J Wood stated that it has been a demanding and emotional time for colleagues who have been through the process. He also advised that it is only fair to consult staff before anyone else. The Federation asked if the 'Housing White Paper' will affect TOM. J Wood advised that it will impact on the housing sector but not TOM as much. The two main things that came out of the paper will be that Social

landlords will play a part in the solution rather than the problem as was the theme with the last government, as well as there will be less dogma around new housing and home ownership.

Walter Macfarlane wanted to thank all the staff who have been involved with this as there have been many changes with TOM that may impact them directly.

9. Update on Federation Representation Working Group (Walter Macfarlane):

Dates of taster days have been confirmed and flyers/posters have been printed and will be distributed to members of staff across the group to advertise.

The programme for the day has also been drawn up and it will consist of a short presentation from staff and involved tenants on the Fed, Scrutiny and other involvement opportunities with plenty of time to ask questions and look around the information village on the day.

We are currently advertising for people to sit on a selection panel which will be charged with selecting the Federation Executive and Scrutiny Panel. People on this panel must not be standing for either of these bodies to ensure there is no conflict of interest. It will comprise one board member, one senior member of staff and five tenants. Applications for this panel will be anonymised and considered by the Federation Officers' Group. There will be a criteria for this and training provided – this is to ensure that there will be full transparency when picking candidates for the new roles within the Federation and FSP.

10. Report from Group Board Meetings 8th December 2016 & 25th January 2017 (John Wood/Sally Trueman). - noted

December 2016 – Local Housing Allowance – John Wood explained that Riverside are not choosing to do this but are reacting to it. The proposed changes are not yet in place but Riverside need to be ready for when they do. The tenancy policy has been agreed with the comments fed back. This was discussed in the Neighbourhood Services Committee also.

January 2017 – The Corporate Plan is progressing well. The three main themes are:

Customers First (digital agenda)

Stepping up Supply (there is a shortage of housing)

Neighbourhoods Matter

There have been a few Board changes with Janice Murray replacing Walter Macfarlane as the tenant observer as well as Pauline Davies now the new Deputy Chair.

11. Neighbourhood Services Committee meetings update 8th December 2016 & 19th January 2017 (John Wood/Mary McAndrew) - Noted

December 2016 – the Committee's first meeting was a lively one. 'Welfare Changes Impact' was discussed (attached document)

January 2017 – update given on gas servicing.

12. Update from the Federation Scrutiny Panel (Ivy Isherwood) – noted

(No minutes presented due to the previous minutes from November not yet approved)

Liverpool City Region and Carlisle panels are working on MOT scrutiny exercises. Riverside North looking at First Time Fixes. The main topic in November's meeting was the document that was presented to the Federation in the joint meeting December 2016 regarding changes to the name of scrutiny and ideas for a joint up working approach with the Federation and FSP.

13. Update from the 2016 Federation Annual Report Working Group:

The Report has been finalised and signed off. All Federation Executive members and FSP members have been sent the link for the online version. Hard copies are in the process of being printed and members will have 10 copies each to distribute in their communities. If you need more contact the central resident involvement team

Anna Bishop commented that she felt this is an excellent report and commended the working group which produced it.

14. Core Brief:

Agreed that the three key topics would be:

Tenancy Policy
Cyclical Repairs
Federation Annual Report

15. Any Other Business:

- There was a query in regards to why the travel expenses has increased. The Federation noted that there are now members both on the Federation and FSP who travel down from Scotland as well as reps who travel from further south like Kent. Also with the cost of rail ticket prices going up and overnight accommodation, there was bound to be an increase in expenses.
- Mary McAndrew spoke about how she was trying to utilise her role on the Neighbourhood Services Committee to serve the best interests of tenants and residents while at the same time recognising the business constraints on Riverside (a head and heart approach).
- Federation expressed its interest in receiving the next scrutiny report from the Riverside Enquirers which should soon be going to the Federation Scrutiny Panel.
- Editorial Panel for Newsletter – James Rae informed Mark Hoskisson that meetings were underway to draw up plans for the panel and that the Federation Executive would be kept fully informed.

16. Date and Time of Next Meeting:

6 April 2017

11.30am

