

## **Riverside Customer Voice Executive Meeting**

**6th December 2019, Liverpool**

Present: Margi Kelly (MK), Viv Fleming (VF), Keith Harkness (KH), Peter Taylor (PT), Michael Hewes (MHe), David Otty (DO), Cameron Dougherty (CD), Vic Andrews (VA) - (Chair)

Staff; Tonia Punter-Ojong (TP), Stephen Elliot (SE), Megan Duggan (MD), James Fisher (JF)

Apologies: Sally Trueman (ST), Jacky Vince (JV), Michael Hulme (MHu), Robert Lowther (RL), Richard Nicholls (RN) Patrick New (PN) (Riverside),

### **Agenda Item – Welcome, Apologies & Introduction VA**

Vic opened and suggested the RCVE buy a farewell gift for MHu who is retiring from the RCVE after a 9 year service. All agreed and passed to Officers meeting.

### **Agenda Item – Minutes of Previous Meeting & Matters Arising (31/10/2019)**

MD reported an issue related to cost contribution to the planned upcoming Forum. Enable are not willing or able to contribute at this time though Spectrum and Origin are in agreement. This was considered unfortunate and the item passed to the Officers meeting.

### **Agenda Item – Regional Hub Minutes**

SE provided an update relating to Impact. Due diligence currently underway and full integration is anticipated within 2020. VA reminded the group that Impact do have a seat on the RCVE which has not yet been taken up.

Cumbria Voice Update from KH – (attached). Future meetings will take place at Carlisle Library starting in January. Impact members have already started to attend Keith's meetings and intend to do so moving forward.

Langley Update – not available as no meetings have taken place due to Kath's illness.

LCV – Update from VF – no Minutes as no scheduled committee meeting until January though officers will meet in December. It was agreed to invite Nora Rimmer (Chair of LCV) to a future RCVE meeting (6 February). Officers to agree at their next meeting and issue the invite.

MK & VF have stayed very close to the C & S schemes and reiterate the wish of those schemes to stay close to RCVE/LCV. JF reports that Sefton have intimated that they are not "feeling the love" from LCV.

**Asset Roadshow** – VA noted that the RCVE minibus was very useful in assisting Riverside tenants in attending some of the events around the country. We shouldn't underestimate the value of organised transportation to and from some of our schemes when organising engagement activities.

**No further reports from the regions.** Members are reminded that it is a commitment to provide bi-monthly updates for their area in advance of each scheduled RCVE meeting. To assist please see the below schedule of meetings for 2020 and plan to provide your update a week in advance so that they can be collated and incorporated into any meeting presentation.

February 6

April 16

May (TBA) Co-regulation meeting

June 18

August 20

October 9

### **Agenda Item – Customer Engagement Meetings**

VA – Planning is now ongoing to provide regions with assistance in establishing CV Hubs. This will start with Thanet/Kent on 25 March. It is the intention to replicate this process in other regions including Cumbria and Liverpool. A separate plan is being formulated for this.

### **Clarion Stock Transfer**

A large (c. 1100 property) transfer from Clarion to Riverside is taking place in the North East (Newcastle). VA is engaged and 3 “Meet the Tenant” sessions are being planned.

KH, RL and MK will attend these sessions dependant on their availability.

### **Other Business**

Linda Aherne to be invited to the February 6 RCVE meeting.

VA has resent the Constitution and Charter to all RCVE Members.

KK will ensure all required Consent Forms are up to date.

Next Meeting 6 February – Venue TBA