



## Minutes of the RCVE AGM 06.12.21 MS Teams (15:00-16:00)

<b>1</b>	<b>Welcome and Introductions</b> Vic opened the meeting and welcomed attendees. Attendees: Vic Andrews / Margi Kelly / Cameron Dougherty / Rich Nichols / Paula Simpson / Brian Chiyama / Carole Warburton / Peter Taylor / Viv Fleming / David Otty / Keith Harkness / Andrea Thorn / Sarah Wall / Charlene Little / Jo Young / Damla Anka <u>h</u> / Steve Hewitt	
<b>2</b>	<b>Apologies</b>	Patrick New
<b>3</b>	<b>Previous Minutes</b>	04.12.20 AGM minutes agreed as a true record.
<b>4</b>	<b>Matters Arising</b>	None.
<b>5</b>	<b>Review of 2021 (Margi Kelly)</b>	<p>Margi updated the group with the RCVE highlights and achievements over the previous 12 months – these include:</p> <p>47 virtual team meetings and 2 face to face team meetings.</p> <p>13 JCAP meetings with One Housing (July to December 2021) overall a positive experience resulting in some One Housing customers expressing an interest in customer involvement.</p> <p>RCVE have integrated some Impact Housing customers into customer involvement (4 x Customer Voice and 1 x RCVE).</p> <p>Various engagement activities including:</p> <ul style="list-style-type: none"> <li>✓ Care and Support engagement</li> <li>✓ Estate management</li> <li>✓ Leasehold management</li> <li>✓ Asset management</li> <li>✓ Safeguarding</li> <li>✓ Social Housing white paper</li> </ul> <p>TPAS training undertaken during 2021:</p> <ul style="list-style-type: none"> <li>✓ Equality Diversity and Inclusion</li> <li>✓ Scrutiny</li> <li>✓ LGBTQ+ awareness</li> <li>✓ Effective Challenging and Questioning Skills</li> <li>✓ Complaints (designated person)</li> </ul>



		<ul style="list-style-type: none"> <li>✓ Productive Teams and Positive Relationships</li> <li>✓ Procurement and the Role of Customers</li> </ul> <p>Involvement with tendering process' for ground maintenance and customer journey mapping.</p> <p>14 customer complaint panel reviews (a huge increase from the previous year).</p> <p>Recruited 8 new members to the RCVE.</p> <p>Involvement with a Together with Tenants survey sent to customers through the iCommunity.</p> <p>Scrutiny panel for ASB set up – results expected early 2022.</p> <p>Vic pointed out that Rich Nichols has been a member of the London Development Committee (now called a General Development Committee). Rich has been through the selection process. The Committee will now cover whole Country.</p> <p>Inn relation to the One Housing merger Andrea mentioned that customers had played a crucial part in designing the 6 pledges and that these can be measured and quantified so Riverside can report back to customers on progress. Andrea said it was great to see customers coming together with a shared purpose. <del>Also</del><u>Also</u>, during the wrap up meeting there was a synergy across the group and that over next couple of years while One Housing are working as a subsidiary a combined communication plan for all customers within the riverside group will be developed.</p> <p>An RCVE work plan will be developed for next year so members can see what's on the horizon and think about the different topics they may like to be involved with.</p> <p>Andrea, Sarah and Charlene have been working on the best way to involve the RCVE <u>in policy development making sure customers are involved from the start of the process and central to the overall design. The first policy is likely to be the decant procedure in an early 2022.</u></p>
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		<p>Andrea thanked members for their time and support with all the work they undertake as he RCVE.</p> <p><u>Charlene also pointed out that despite the recent challenges including Covid 19 and the restructure the RCVE had remained effective throughout and thanked them for their involvement and contributions.</u></p> <p><u>Viv mentioned about some work she was undertaking on ASB and that she would like hard copies of the paperwork but had been told this wasn't possible – Andrea agreed to discuss this with Viv outside of this the meeting.</u></p>
6	<b>Finance (Peter Taylor)</b>	<p>The accounts statement (01.04.20 to 31.03.21) from Seavor Chartered Accountants has been received and is currently being reviewed with a view to signing off at the next RCVE meeting. Preliminary checks indicate all finances and transactions are in order.</p> <p><u>Vic noted that the last donation from Riverside was £25,000 in November 2020 and asked Andrea if she was aware of what the next donation would be. Andrea explained that work on the budgets is ongoing but had been delayed due to the malware attack but that the budget should be aligned to the RCVE workplan.</u></p>
7	<b>The future (Vic Andrews)</b>	<p><u>Vic mentioned about the challenges in terms of Covid the restructure and the existing team who the RCVE had strong working relationships with deciding to leave and a new team now in place more recently the malware attack. Vic and asked Charlene if there was any further recruitment planned – Charlene conformed there was 1 position to be recruited.</u></p> <p><u>Vic confirmed that an RCVE planning day is going to be arranged for early 2022 where a work plan can be developed and the start of building relationships with the new staff team.</u></p> <p><u>A further discussion around the merger with One Housing took place and Andrea commented that there had been lots of useful insight from customers during the consultation process and it was important that this information was used during the merger process. Paula asked if it was possible for a representative from Evolve to be included in future meetings as a lot of issues related to repairs. Andrea agreed that this could be looked into.</u></p>



		<p><u>Carole enquired if the repairs service would improve generally as a result of the merger with One Housing and Andrea said that although the repairs services for both organizations would remain separate for the next 2 years that differences would be seen after this. Vic pointed out that Oner Housing also had issues with their repairs service. Andrea said that issues weren't unique to Riverside and that the sector was experiencing issues due to the pandemic and Brexit and a general shortage of availability of skilled operatives.</u></p>
8	AOB	<u>No AOB.</u>
9	Close	<u>Vic thanked everybody for their time and contributions.</u>