

mhs homes limited**Minutes of Residents Involvement Day****Held on Wednesday 25 November 2009**

Present: Katherine Clark
 Juliette Bartlett
 Sharon Batchelor
 Charles Brangwin
 Deborah Collinson
 Jeremy Donovan
 Christine Treadwell
 Zoe Cockerton (minutes)

In Attendance: Angela Evans and Caroline Proverbs – Session 1
 Georgina Messenger – Session 3
 Kemi Awolola (TSA) – Session 4
 Surin Singh – Session 5
 Emma Riddington and Ema Tyldesley – Session 6
 Alan Hughes – Session 7

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1.	<p><u>Welcome</u></p> <p>Charles Brangwin and Caroline Proverbs welcomed all residents to the Resident Involvement Day.</p> <p>CWB explained the Housekeeping rules and the outline of the agenda for the day.</p>	
2.	<p><u>Session 1 – Under the Magnifying Glass</u></p> <p>Caroline Proverbs and Angela Evans delivered a presentation on the Inspection which mhs homes are currently undertaking. This detailed what is expected of mhs and their staff and the involvement which is needed from the residents.</p> <p>CP explained that a newsletter had been distributed with the gold newsletter which explains the Inspection. If this newsletter had not been received and residents would like a copy this can be sent out to them.</p> <p>It was queried as to how long the results will take to come back. AE is unsure when these will be received but the results will be disclosed to residents once confirmed.</p> <p>It was asked whether the inspection will be expensive and if this will have an impact on the rent. CP stated</p>	

	<p>that this inspection is purely to find out which level of service mhs homes provide and how these can be improved. The benefits of improving services for mhs customers will outweigh the cost. CP confirmed this will not affect the rent levels.</p> <p>CP confirmed the review will cover transfers and the procedure to ensure all customers needs are taken into consideration. This will be viewed from a customer focussed rather than business perspective.</p>	
3.	<p><u>Session 2 – Ideas Tree</u></p> <p>KC thanked all the Resident Involvement Planning Team for their hard work in arranging today.</p> <p>KC delivered a presentation covering all the involvement opportunities and different commitment levels for customers.</p> <p>Each table was given an ideas tree together with leaves which ideas can be written down and placed onto the tree. KC suggested subjects of Estate Walkabouts, Surgeries and Customer Scrutiny Panel and what good or bad comments could be made. Alternatively if there were any other issues which customers thought needed to be mentioned these could also be included.</p> <p>Eileen Kenward stated that this is the last year that she will be Tenant Board Representative and will be looking for a new candidate in June. EK explained this role is a very involved role but is also rewarding. EK stated that if anyone would like more information she will be more than happy to speak to them.</p>	
4.	<p><u>Session 3 – Anti Social Behaviour</u></p> <p>Georgina Messenger gave a presentation on Anti Social Behaviour. This covered all issues which mhs homes can assist with and all the agencies which can help in resolving issues.</p> <p>It was asked whether a dedicated team could be put together to witness anti social behaviour in unsocialable hours. This would help gather evidence for the case as most ASB cases occur in the early hours of the morning.</p> <p>It was discussed that when the nuisance is coming from a home owner, mhs are unable to enforce action but can work with the Police to help resolve</p>	

	<p>issues.</p> <p>At the present time, mhs homes, has 1 dedicated ASB officer, dealing with cases as they reach the stage of possible legal action. The Housing Officers deal with all cases in the first instance. At this time mhs homes are not looking to have a dedicated team for dealing with ASB.</p> <p>I don't know what else I can say really, as any decision to have a dedicated ASB team would come from higher than me.</p> <p>Drug taking and dealing behind shops in Teasel Road, Weedswood</p> <p>This was passed on the neighbourhood team for the area.</p> <p>Cars parking on pavements in Chickfield Gardens, Luton</p> <p>We have been out to Chickfield Gardens and apart from a small piece of double yellow line corner protector there are no restrictions at all. Vehicles were seen parking on the footway but not adjacent to any yellow lines so hence this is a situation that the council is unable to enforce.</p> <p>Currently in Medway the council is only able to take enforcement action if the vehicle is parking adjacent to yellow lines. Staff will be asked to monitor the area and if vehicles are seen parking in contravention of the Traffic Management Act 2004, they will be issued with a penalty charge notice.</p> <p>Cars parking on pavements – all four wheels – at Wayfield shops.</p> <p>Council staff have promised to monitor the situation here.</p> <p>I don't know who the local officer is in Weedswood?</p> <p>Visit the Kent Police website, click on Medway and then tap in your postcode and voila the names of your neighbourhood policing team should appear. Alternatively you can call the Kent Police in Medway central neighbourhood team direct on 01634 792347. Medway Council's Safer Communities officers, based in Strood, also have a presence in the area. To get in touch with them to report problems such as flytipping</p>	
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	<p>call the council's contact centre on 01634 333333 and ask to be put through.</p> <p>Rubbish being dumped in the Bligh Way area of the Earl Estate</p> <p>Council are aware of past problems here. Legal action is in the process of being taken against one alleged offender.</p> <p>No police presence in Sycamore Road, Wainscott?</p> <p>This was passed on to the neighbourhood police team for the area. If you want to report a non-emergency incident call the Kent Police in Medway West team on 01634 792346 or visit the Strood Rural page on the Kent Police website.</p> <p>No police presence in Glenwood Close, Wigmore</p> <p>This was passed on to the neighbourhood police team for the area. If you want to report a non-emergency incident call the Kent Police in Medway East team on 01634 792344 or visit the Hempstead and Wigmore page on the Kent Police website.</p> <p>Bus shelter constantly damaged in Arethusa Road, Rochester. Can it be removed?</p> <p>It would be relatively simple to remove this shelter, but that would be a disservice to the people who benefit from it because of the fact it is being misused at certain times of the day. Problems with criminal damage will be monitored by the CSP but the public should report any incidents. To get in touch call 01634 333333 and ask for the CSP office, click here for the details of Medway's Central team serving this area or call officers direct on 01634 792347.</p>	
5.	<p><u>Session 4 – How the TSA Can Help You</u></p> <p>Kemi Awolola from the Tenant Services Authority attended to go through a presentation explaining what the TSA do.</p> <p>It was asked whether the Quality Housing Services are compared with the TSA. Kemi Awolola confirmed TSA is the regulator and regulates the Quality Housing Service.</p>	

	<p>The TSA are involved in social housing where there are grand funded units.</p> <p>A resident asked which area the TSA covers. KM confirmed the TSA covers all of England and is the regulator of all social housing.</p> <p>It was queried as to whether the TSA is involved in private landlords. KM stated that this is not currently covered but it has been discussed.</p> <p>Does Medway Council monitor mhs homes? KM stated that Medway Council does not but a questionnaire is sent to Councils and Housing Corporations asking whether they are satisfied with each other.</p>	
6.	<p><u>Session 5 – Your Said, We Did Rent Letters</u></p> <p>Surin Singh presented a presentation on the rent letters and showed the changes which were requested by the residents. These have now been made and are being distributed.</p> <p>A residents asked if the rent statements could be changed as it is hard to understand where the account stands. SS confirmed this has been raised previously and is being looked into.</p> <p>A resident suggested at the bottom of the statement is could state 'No Action Required' to make it clear that there is nothing to worry about on the account. SS will put this suggestion forward for consideration.</p> <p>It was confirmed that Housing Benefit is paid to mhs homes unless the property is new build etc as this is classed a Local Housing Allowance and is paid directly to the tenant.</p> <p>SS stated that Direct Debits are encouraged and advertised regularly but Direct Debits are not suitable for all residents. This is due to when pensions etc are paid to residents and does not fall in with DD. SS explained that if this is the case, you could contact the Housing Officer to explain there are problems with payments. Once mhs are aware of the financial situation an agreement can be arranged.</p>	

7.	<p><u>Session 6 – New Developments</u></p> <p>Emma Riddington and Ema Tyldesley gave a presentation on what the Development Team do and the current projects which are being developed.</p> <p>Charles Brangwin answered all questions regarding the presentation.</p> <p>With regards to the development in Bells Lane, a resident was concerned about the travel issues as the buses do not run regularly through this area. CWB confirmed the tenant would need to take this into consideration when looking at properties in this area.</p> <p>What is HomeChoice? CWB explained the process and what HomeChoice can offer.</p>	
8.	<p><u>Session 7 – Estate Champions</u></p> <p>Alan Hughes explained the duties and what is expected from the resident when volunteering to become an estate Champion.</p> <p>Alan Hughes would like to have approximately 20 Estate Champion. Currently there are 12.</p> <p>An Estate Champion who was attending the RID explained that she had spoken to Alan Hughes on several occasions regarding trees which are in her garden. The resident is afraid that the trees will fall down onto her property. Alan Hughes has visited these trees and is confident these will not fall down.</p>	