



Minutes of PBHA Forum

23rd January 2018 1pm
At Isledon Canteen

Present: 1 tenant
Vanessa Morris
Ruth Ogunade

Minutes: VM

Minutes of the previous Forum held on were available at the table. An Agenda had been drawn up for this meeting.

1. **Window Cleaning:** A new contractor has been appointed. First appointments between 5th and 16th February- letters confirming appointment times will be sent to tenants in post.
2. **Website:** Ruth outlined plans to make the website easier to use. Upgrade ideas include voice activation, events calendar, course timetables. She went through examples of the new format.
Ruth has questions for tenants: What would you like to see on the website? Can let Ruth have your thoughts and ideas by emailing: ruth.ogunade@peterbedford.org.uk or calling 0203 815 4100
Ruth will invite tenants to a review session when the new website is nearly ready.
3. **Anti-social behaviour policy.** Vanessa went through proposed changes to the Anti-social behaviour policy: widening definition of anti-social behaviour, putting more of an emphasis on tenants getting to know each other's needs and staff aiding problem solving, and use of legal steps such as injunctions. Procedure for resolving ASB is a three stage process, where consequences get bigger if there is a breach of tenancy or harm to others. Feedback from tenant was to consider nuisance callers/ ASB around but not in property.
4. **FareShare.** Jenny (Enterprises Manager) asks forum whether there is interest in developing a partnership with a charity called Fareshare to:
 - Have weekly food parcels for tenants in need, picked up from Kingsland Hub
 - Food parcels to be used for tenants communal cooking at hubs

There was interest in this proposal

5. **Staff / tenant get togethers:** Staff would like to be able to have more informal time to connect with tenants. Suggestion of a monthly free activity- such as health walks, poetry reading. Feedback that this would be of interest.
6. **Canteen volunteers:** Volunteers needed! Patrick and Carol are standing down at the end of February (come along to thank you party at the hub on 23rd February.)