



Minutes of PBHA Forum Thursday 19th May 2016

Present: 8 tenants, Vanessa Morris (Head of Services), Mandy Mansfield (Participation Officer)
Chair: Robert Lindsay
Minutes: Mandy Mansfield

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1 Minutes and Matters Arising

- **CCTV** – This has been installed and is recording. PBHA is reviewing evidence that may form part of the evidence log to be given to the police. Anyone can apply to view his/her image, but tenants need to take note of the time and date they wish to view. One Forum member commented that the cameras make him feel safer.
- **Attendance at Board** – MK and MM are attending the Board Meeting on 26th May, and will be talking about the changes to rent and support. The Forum is also being given a slot at the November Board meeting, for additional issues the Forum would like to address.

2 Changes to Support

A consultation was held last week with some Islington tenants, and there will be a further one on Monday 23rd May 10am at Kingsland Hub. We will be looking at what the new service is going to look like, what gaps might there be, and how we can plug any gaps.

There will no longer be Support Plans. Each tenant will be given a personal action plan, which will be tailored to each individual's needs.

3 Proposal for recognised Tenant's Association

Mandy K proposed that tenants form a Tenant's Association (TA) that is formally recognised by PBHA Management as well as by National Tenants Association umbrella organisations. This would replace the existing Tenant's Committee (that we need new members for).

A TA has the right to be involved with various aspects of housing management, including inspecting accounts, be sent copies of estimates for repairs, and propose new contractors, for example. A TA would require a constitution, that all meetings are minuted, and that there is an AGM. A TA would also need access to a meeting space, computer and telephone. It would require committed volunteers to run a TA, which would be led by tenants. Mandy M (Participation Officer) could assist in setting up a TA, but not facilitating meetings. **ACTION:** Mandy M to find out more about what is involved by inviting TPAS (Tenant Participation Advisory Service) to a forum within the next few months.

4 Participation Budget

There is a Participation Budget this year of £2500. Apart from Pride and the Summer Trip, what are the priorities for spending this money?

For example, would a summer BBQ event be something the Forum would like? A few suggestions included trips out, canoeing, walking club and continuing the Over 50's Club. The forum agreed we should plan for a summer BBQ. **ACTION:** Mandy to ask for more feedback in the Rising Star, as well as check everything would be safe to hold a BBQ at Clissold.

5 Tenure Policy

PBHA is reviewing how allocations are made to tenants and what type of tenancies are given. The Board have agreed that new supported tenants are to be given licenses instead of tenancies. Licenses are less secure than tenancies, and would help PBHA manage antisocial behaviour and non-payment of rent more quickly. The forum agreed this is good news.

Vanessa asked the Forum to have a think about

Q – How can we attract tenants that will make a positive contribution to the community?

Q - How can PBHA reward being a 'good' tenant?

Q – Can you think of good ways of selecting tenants based on their ability to contribute to the community?

There was a general discussion around contributing to cleaning communal areas, such as bins and chutes, as long term tenants felt they take more care of the immediate environment than short term tenants. Showing by example was encouraged, but we need to look into ways of bridging the gap between longer and short term tenants within the PBHA community. **ACTION:** Ideas to be brought to the next Forum and item to be on Agenda.

6 Pride update

Patrick C advised the Forum that Pride will be on Friday 1st July at Isledon Hub. This is there are still no cooking facilities at Clissold, and there is no outside space at Kingsland. In the future we may look at closing the side street at Kingsland.

It was noted that there is no wheelchair access or disabled toilet facilities at Isledon, and there are approx. 6 stairs to access canteen and garden.

A tall fridge-freezer needs to be purchased before the event, as the current fridge is domestic sized and not adequate. **ACTION:** Mandy to measure the area for a fridge freezer and pass info to Vanessa.

Everyone was welcomed to help out with the event – with preparing and serving food on the day, clearing the garden beforehand, and decorating the space.

7 Open Squares Weekend.

This is being held at Clissold on Saturday 18th June and Sunday 19th June. There will be cakes and plants for sale. Volunteers are needed to help out over the weekend, and gardening in general. Please contact Mandy if you can be involved.

8 Course info

Mandy M made available fliers for courses in street photography, pre-employment learning, Enablement in Islington and Over 50's activities in Hackney.

9 Date and Place of next meeting

The next forum will be on **Tuesday 21st June, 1pm at Clissold.** Sandwich lunch at 12.30pm.

10 AOB

- **BIG Lottery Application.** Vanessa advised the Forum that we have been successful in our BIG Lottery application. We have secured funding of approx. 500K over the next three years. This will be invested in recruiting for an Enterprise Manager, running the coffee shop, in Outpost and Geffrye Street. The money will also fund Adult Learning Services and a Peer Support/ Timebank scheme.
- **Reviewing Feedback systems.** PBHA is reviewing how we get feedback for various services such as repairs and complaints. An Action Plan from the tenant's survey is almost complete, and we will be feeding back to tenants in due course.
- **Staff Appraisals.** We are also piloting 360 Staff Appraisals, when we will ask tenants, participants and customers to feedback on staff performance.
- **Seaside Trip.** The Forum agreed to go to Hastings this year. The cost this year is £10, which will cover transport and lunch. The date has been moved back to **Friday 22nd July.** The pickup point will probably be Clissold Road, tbc. Mandy will put a booking form and more details in Rising Star.

- **Communal Gardens.** A tenant asked when the communal garden at 68 Heron Drive will be done. Property are currently tendering for a new gardening contractor, but Mandy will pass on info to them.
- **Breakdown of Service Charges.** A tenant asked for a printout of a breakdown in service charge. This can be found on the rent statement.