



Minutes of PBHA Forum

16th November 2017 3 pm
at Clissold hub

Present: Three tenants

Vanessa Morris, Chris Muggeridge, Albert Samuelson (staff)

Chair: PMB/MH

Minutes: AT/PMB

Update on minutes of previous meeting: <http://peterbedford.org.uk/news/peter-bedford-housing-association-forum/>

- Window cleaning.
- Windows of communal areas will be cleaned every six weeks. Cost of tenants' windows own windows yet to be agreed. Tenants can arrange their own, via low cost handyman service. Details of low cost handyman in Rising Star coming out in December.
- Beth Chattopadhyay is responsible for ensuring managers investigate complaints within timeframe. New complaints leaflet being developed
- Service charge itemized will be in place in Jan for new financial year

With these updates, minutes were agreed

1) Evictions

There has been record level evictions in the last two years.

PMB queried if that was due to lower level of care and support, due to cuts in service provision.

Vanessa told us that the people affected primarily were the two-year, short stay tenants; and support time for them had not been reduced. Improvements can be made in warning tenants as soon as arrears arise, to avoid huge backlogs. Tenants will get two weeks, four weeks and six weeks warnings; and after eight weeks legal proceedings will start. She explained that PB has to show how equal opp has been taken into account (applied) when applying to court.

2) EHM Agreement

Reviewed draft form. Question of whether this adds anything in addition to the Housing Plan EHM tenants agree with their worker. Forum view is that it doesn't and agreement is unnecessary.

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3) Weekly fire alarm testing

Chris told us fire alarm testing is agreed to be carried out weekly.

What is actually practical and happening is not consistent – staff reviewing why this is at present

4) Xmas party.

It will be at Isledon Hub on Fri 15th Dec.

Staff are cooking the meal (Mandy, Leanne, Anjum, Vanessa), not Patrick.

Vernella, Graeme working on singalongs, Moira on Quiz (prizes)

Canteen will be decorated on Sat 9th Dec.(?)

Tenants to organize Santa

Budget ok

Review at Dec Forum

5) Shine

They have a Warm Home Discount Scheme, to help with water, gas and electricity bills

They visit and assess on insulation, house maintenance and repairs.

See write up in Rising Star. <http://peterbedford.org.uk/RisingStar>

6) Universal Credit

Housing Benefits being phased out, and all means tested benefits will come under a single benefit- Universal Credit.

From next spring onward all people on working age benefits are getting our benefits reassessed.

Roll out of the new benefit has not gone well, and some tenants are being adversely affected already.

PB is offering drop-ins in Dec and Jan to help us develop skills and knowledge to deal with the changes.

Dates published in the Rising Star.:

DATE OF NEXT MEETING: [Wed 6th Dec '17. 1.00-2.30pm, Kingsland Hub.](#)