



**Minutes of PBHA Forum
13.02.19
Isledon Canteen**

Present: 5 *tenants*
LP, BH

Minutes: LP

The forum started late as the enhanced housing management launch overran.

1. Property

Concern was raised that no staff member from property was at the forum so questions were difficult to answer. This should be corrected next time - if we are to have focused forums then staff members from focus area should be present to resolve problems and answer questions.

It was also suggested that the forums should alternate as Isledon – Clissold – Isledon – Kingsland etc so that there are 6 meetings in each borough each year. Forums were important because they presented an opportunity to talk to management and raise issues. Focused forums were ok but tenants should be encouraged to attend and that they should give their preferences for how they would like to be informed. It was felt that current communication about when the forums are is not very good.

Tenants present were overall dissatisfied with TCL's service and all apart from one had never been asked to complete a satisfaction survey. It was raised that the contract is up this year. Questions were - what are PBHA planning to do and how are they going to involve tenants in that decision.

It was felt that PBHA should not just rely on satisfaction surveys and more effort should be made to obtain feedback from tenants.

Idea of property efficiency panel was widely thought of as a good idea but this would have to be thought through thoroughly in terms of who represents getting a broad spectrum of tenants

involved. Also it was felt that it should be both Hackney and Islington tenants represented and not separated.

2. Hub walkaround

No one expressed interest at this time

3. Isledon canteen

It was explained that there is currently a tenant who may be interested in working at Isledon canteen but this is in development. Suggestions that we get in touch with Tesco and Taste for Life and look at options. LP also explained that through the time bank there will be cookery sessions taking place which could help with supporting more food and cooking at Isledon in general. It was also pointed out that food and cooking can take different forms – it doesn't have to be the same as what Patrick and Carol used to do, but could be scaled down.

It was felt that more effort should be made to tell tenants about forums and plans. It was suggested that this is taken up through house meetings and addresses and telephone numbers are kept. Concerns about ways that people are contacted were raised – tenants should be asked expressly in which ways they wanted to be contacted and about what. Is this being done?

4. Rewards and incentives, participation strategy and budget

Will be discussed next time.