

NRG's Meet and Greet

National Resident Group, Resident Inspectors and key MHP staff

02 July 2009

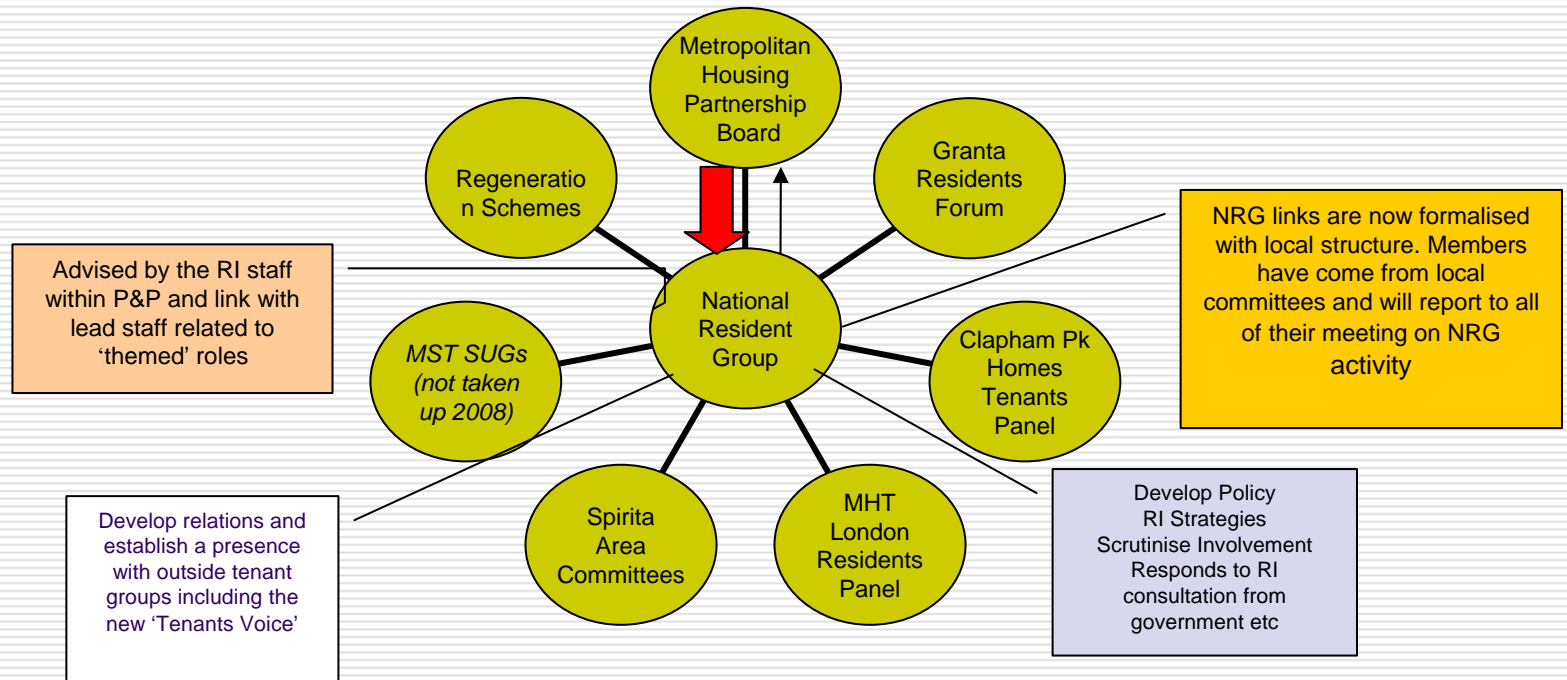
Sylvia Lawla Court

Wood Green

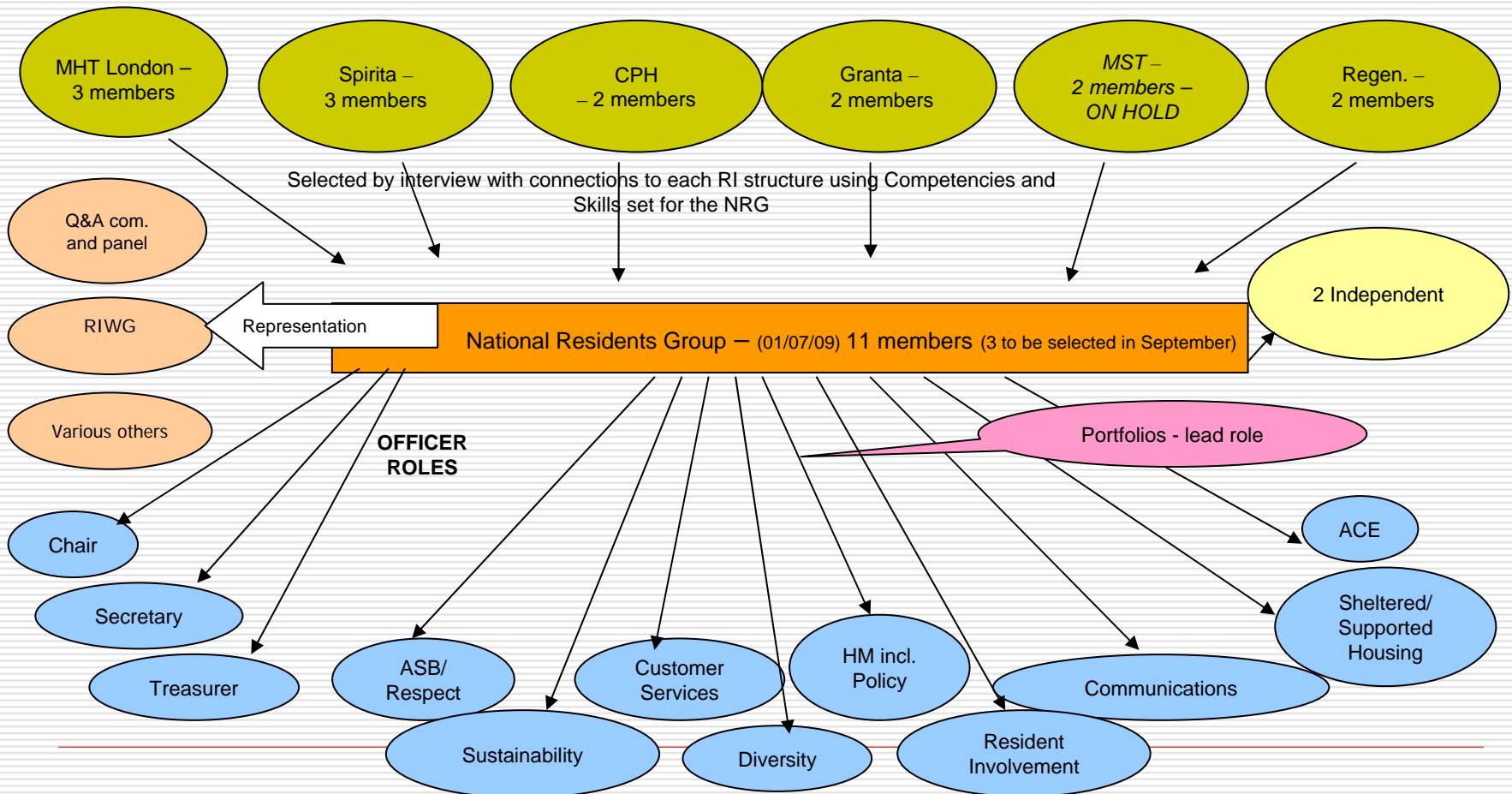
London












The NRG's remit














What the group does



NRG Themes 2008/10

Officers	Themes	Internal Rep.
Chair	Anti-Social Behaviour 	
	MHP Communications and Residents Quality Mark 	Quality and Accountability committee 
	Customer Services – and reports/feedback 	
	Resident Involvement – holistic 	
	Achieving Excellence  	

NRG Themes 2008/10

Officers	Portfolio's		Internal Rep.
Secretary 	Sustainability and Voids 		Resident Involvement Working 
	Diversity 	Rent Setting 	Quality and Accountability committee 
Treasurer 	Sheltered/Supported Housing 		
	Housing Management and Housing Policy (except voids, ASB and rent setting) 		

Plan for today

- What do the NRG and Resident Inspectors want to get from attendees today
 - break up into 3 groups and discuss
 - Come back and agree

 - Various presentations on services provided by MHP
 - Ensure you understand what the person is getting across
 - Ask questions

 - TSA's National Conversation – Phase 2 'The Standards'
 - Do a conversation on 3 standards Repairs and Maintenance, ASB and Security and finally Tenant Empowerment
 - Break into 3 groups and take 1 standard each
 - Agree overall response

 - The overall picture – ACE/Transformation etc (RP)

 - Final group and 1-2-1 discussions and agree any actions
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Outcomes

- ❑ The NRG and Resident Inspectors know what key staff do and vice versa
 - ❑ There is a plan for each 'theme'
 - ❑ There is an agreed action plan
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The TSA's National Conversation

- 2nd Phase of the conversation
 - The TSA have produced proposals for 14 standards covering 4 themes
 - Various ways to feed back
 - From November there will be statutory consultation & will come into affect Apr 10
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Questions to be answered on 3 standards today (02/07/09)

1. What feels right about the suggested standard?
 2. What feels wrong about the suggested standard?
 3. What do you think is missing?
 4. How should performance be monitored?
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Repairs and Maintenance

Proposals:

- Ensure repairs are done in a time that reflects how serious the complaint is;
 - Minimise waste and inconvenience;
 - Local standards may be an option but remain cost effective;
 - How would local standards affect tenants ability to compare landlords and services?
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Anti-social behaviour and security

Proposals:

- Landlords and tenants agree type of services;
 - Link to estate management but wider;
 - Landlords to tackle the perpetrators of ASB (that may be tenants)
 - Ideas for inclusion?
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Tenant Empowerment and Involvement

Proposals:

- Involvement of tenants in influencing the range of services provided;
 - Meaningful engagement;
 - Tenants clear about how they can be involved;
 - Seeking tenants views to improve services;
 - National standards but ensure no crossover with local;
 - What else should be included?
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