

**MHP National Residents Group meeting
Saturday 05 December 2009**



MINUTES

Venue Methodist International Centre – Euston, London

1. Introductions and apologies

Anne Travers, Michael Barron, Daniel Happi, June Thompson, Terry Curtis, and Terry Mcloughlin

Apologies – Mary Burt, Elspeth Anderson, Alan Jones and Stephanie Mathias

Others – Francis Brazil (RISM all day), Mark Sharman (MHP Group Finance Director 14:00 15:45) and Tim Morton (Engage Associates 14:00 16:50)

2. RI policy and leaflet – agree design and any changes

Francis had drafted the policy as none existed in the present 'policy template'. He had added the TSA and Standard 1 as the main legislative/regulatory requirement, the training and support available for staff, the risk not following or having the policy and finally monitoring and evaluation. The six core standards of the policy remain the same with the exception that resident is replaced by customer. The NRG discussed the policy and agreed. This will now go to RIWG and then all resident groups for approval before being finally agreed at the Customer First group. **Action RIWG**

The NRG then discussed the RI leaflet which is now 3 years old and is out of date. It was agreed that it would be replaced with a simple A5 card. The front would explain MHP and state the member organisations. It would then go on to say what was being achieved and then quote the 6 standards. The back will have the main RI staff i.e. MHP, contact details along with a link for the full list on the NRG website. The end would have translation details. **Action Francis and Communications**

Francis will check for update times of the ACE RSU Training which NRG members have previously agreed to attend to input a resident perspective. June, Alan Terry Mc and Terry C are still due to attend one. **Action Francis, Alan, June, Terry C and Terry Mc**

3. ACE 4 Homes – update (FB)

Francis gave a presentation on the ACE programme on behalf of Keith Robertson. Most of the challenge sessions will not be taken forward at this time and prioritisation to move forward will be in repairs, service charges and voids. The NRG had most of the information previously and wanted Keith to answer the following:

- What customers changed the prioritisation? And
- Why has it taken so long to decide that repairs were a priority?

Anne will write to Keith Robertson and Neil Mawson about NRG concerns

Action Anne and Keith Robertson

4. Business plan 2010/11 – early stage planning

The business plan will be finalised at the Trafford week-end in March. There is only the January and February meeting to get it to final draft stage. The following tasks were agreed to be completed by AM 04 January:

- Anne – the Chairs report concentrating on the 3 key themes of communication, partnership/knowledge and championing resident rights – how the group did and what are the priorities for the 2010/11, then write up the objectives for 2010/11 and finally update the communications strategy;
- Terry C – key achievements of 2009/10 including all the visitors to the NRG including Barbara Roche;
- Mary budget 2010/11 and expenditure 2009/10;
- Terry Mc – Plans for 2010/11;
- Michael – to get everyone’s blogs.

Francis will copy attendance at training/conferences and the NRG website etc.

Action Anne, Terry C, Mary, Terry Mc, Michael, ALL & Francis

5. Quarter 2 BART (and RI PI quarterly completed Oct)

The group looked at and had no comment on this.

6. MHP NRG awards 2009 – feedback to date

There has been only one nomination to date and all members need to push this as well as putting in nominations.

Action All

7. MHP’s HIV Aids policy – consultation

The group discussed a variety of themes on this including global implications and awareness of the problem. They talked about the whether it would be a good idea to have a campaign of awareness. They were very happy with the policy and felt that it was there to assist staff and customers when dealing with this issue.

8. New TSA regulatory standards – statutory consultation

The group went through the paper that Francis prepared for the RIWG. It was made clear that to get the full story members needed to read the TSA’s consultation document. The NRG had the following observations for Kate to include in her response:

- There should be a continued programme of continuous SNI inspection regardless of how good a landlord is;
- 5A – there should be some kind of an authority put in writing for resident groups to receive information;
- 5C – there should be a commitment to be made a secure or assured tenant unless there was a good reason not to – not the other way around.

Members felt that they will read the full TSA consultation and either respond directly as individuals or as an NRG response.

9. 2010 – 1-2-1’s – early planning

As this year’s happened in April/May it was agreed to postpone this until March.

8. (agenda number repeated) MHP RI IA 2009/10 – continuous review

The group had nothing that they felt should be included since last meeting.

9. (agenda number repeated) Communication: magazine articles/ website including own needs - be aware of NRG communication plan

Concern was raised that “Everyone” had been cancelled on the basis that there was no support amongst residents, but in fact, the one focus group that had considered the issue had stated that the magazine should be kept but improved. Michael and Alan had sent in reports. Terry Mc is due to do one on the asset management meeting. All others need to make sure they keep up to date and send in.

10. Budget 2008/09 / spend to date

An up to date expenditure account circulated and budget is within agreed parameters.

11. Conferences & conferences attended (CIH resident membership)

An updated list was supplied and all checked for any missing. Francis circulated a number of training/conference opportunities and members wrote their names to show interest. These will be taken forward.

Action RI Team

13. Corporate report 24/10 and ‘How was it for you’ result

Both reports were looked at. Most of the actions for the corporate report had not happened because no meeting had taken place. This will be updated and will go to the next corporate meetings. There was no follow up comments on the ‘How was it for you’ report.

14. Minutes of the meetings on 24 October 2009

Agreed as a true and fair record.

A response from Ariana on the OOH contract was circulated. There is no reason why the resident participant’s scores were not counted.

There is no further update from Caroline re 3 residents attending the MHP board in February.

Action Caroline

There is no further update about the NRG attending the board member training from Corinne.

Action Corinne

Barbara had discussed timing of ASP with Steve Lamb and this is now held at a convenient time for Elspeth with Anne attending as and when.

100 resident (90 + NRG) to be sourced by Matt for the Customer Learning zone.

Action Matt Hart

Mary purchased a Sony Reader, however felt it wasn’t for her. Anne will now take this and try it while Terry C is still to purchase one. Both will report back to the group on its usefulness.

Action Anne and Terry C

15. Agenda for 09 January meeting and Christmas dinner – Venue MIC

NRG/MHP RI award and set up working group, Business plan, moving forward the selection of new group in October and Engage training.

It was agreed that Christmas dinner will happen after with all agreeing to stay overnight. Stephanie, Alan and Elspeth to confirm and Mary already has.

16. Any other business and complete ‘How was it for you’

The group discussed a suggestion by Nigel Wrightson that a resident who set up a LGBT group in another organisation come to the NRG to talk about the experience.

Possibility that they could come to the February meeting.

Action Nigel

Rob Wood has asked the group to comment on two policies, Homeowners Service charge policy and recharge policy. These came too late for inclusion on the agenda, anyone with comments to discuss directly with Rob.

17. Year 2 of Development Training – Tim Morton

- MHP and finance – including Mark Sharman (Group finance director) from MHP

Mark started off the session by running through the 2008/09 statutory accounts, including financial outturn and how rent was spent, the Business plan for 2009/10, the effect of the credit crunch and finished with questions. Mark gave each member a copy of the financial statements to take away.

Mark Sharman pointed out that although MHP might have debt on relatively good terms, because of the turmoil in the markets, if interest rates move up MHP might be expected by the banks to have sums of money on deposit to cover gap between the rate that had been negotiated and the bank-to-bank rate. Effectively this would be an added cost on existing debt. The term used was “Mark-to-Market”.

NRG members asked about the delay in paying expenses, and delay in meeting bills generally.

Mark Sharman said each officer had been allowed to instigate costs which inevitably produced delays. MHP was moving towards an I-procurement platform.

Tim Morton covered

- NRG as managers
 - Time management
 - Networking
 - Working through groups
 - Role as managers with area committees, TRA’s and individual residents

18. Continued - Year 2 of Development Training – Tim Morton

17:00 Finish

Future meeting dates – 09 January 2010, 20 February 2010, 19-21 March 2010 – Trafford Hall, 10 April 2010