

Meeting notes for Retirement Living Resident Forum

Date: 23 October

Time: 1.30pm

Chair of meeting: Sara Herrington, Head of Strategic Projects and Business Improvement

Attendees: Housing 21 Representatives:

- Vanessa Pritchard-Wilkes – Head of Research and Influence
- Lucy Nixon – Resident Communications Manager
- Amber Crick – Resident Engagement Coordinator

Housing 21 residents:

MR, TH, DL, SD, DP

Title of agenda item	Summary of discussion	Actions agreed including assignments and deadlines
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1.	Welcome and Introductions	Introduced where made for the benefit of new residents in the group.	
2.	Review of Previous Meeting Minutes	Updates were provided on Hilary's transition to the Extra Care Residents Forum, heating issues at Carroll Gardens, and hygiene/bin collection concerns. These were addressed locally and through operational follow-ups.	
3.	Awaab's Law	Vanessa Pritchard-Wilkes presented the upcoming legislation focused on damp and mould. The law introduces strict timelines for addressing hazards. Lucy Nixon shared communication materials developed for residents, managers, and contractors. Residents discussed the importance of awareness and education.	
4.	Pet Policy Review	Amber Crick led the discussion on the revised Pets Policy. Residents raised concerns about allergies, communal area restrictions, and clarity in court agreements. Feedback will be passed to Jen for further review.	
5.	Tenant feedback/experience for recent TSMs	Lucy Nixon and Vanessa Pritchard-Wilkes gathered feedback on the survey process. Residents shared mixed experiences regarding distribution, anonymity, and clarity. Suggestions included direct mailing and simplified language.	

6.	Resident Experience Strategy	Sara Herrington introduced the concept of a Resident Strategy, aiming to go beyond traditional engagement. Residents emphasized the importance of local relevance, wellbeing, and inclusive participation. Suggestions included regional groups and tailored local strategies.	
7.	Housing 21's purpose	Lucy Nixon presented revised purpose statements. Residents debated terms like 'modest means', 'affordable', and 'not-for-profit'. Feedback was diverse, with preferences for clarity and dignity-focused language.	
8.	Quarterly Performance Report feedback	Lucy Nixon showcased the new resident-facing report. Residents appreciated the transparency but requested alternative formats and simpler access. Suggestions included printed copies and use of communal TV screens.	
9.	AOB	Updates were shared on organizational changes, including new staff appointments. Residents expressed interest in future presentations from staff specialising in complaints and safeguarding.	

**Date of next meeting: moving from December to January due to low attendance due to Christmas.
Wednesday 14 January at 10am**

