Retirement Living Resident Engagement Forum - Meeting Minutes

Date: 13 August 2025

Chair: Sara Herrington – Head of Strategic Projects and Business Improvement

Attendees: Lucy Nixon – Resident Communications Manager

Residents - MR, HL, DL, DC, TH

# 1. Introductions

Each attendee introduced themselves. Sara Herrington, Head of Strategic Projects and Business Improvement, welcomed everyone. Lucy Nixon, Resident Communications Manager, and several resident representatives shared their backgrounds and involvement in Housing 21 forums.

# 2. Meeting Purpose

Sara explained the strategic nature of the forum, focusing on service improvement rather than individual scheme issues. The goal is to promote positive change through resident feedback and engagement.

# 3. Performance Reporting

Lucy Nixon introduced a new resident-facing performance report. The report aims to be clear, visual, and accessible. Residents provided feedback on layout, language, and the importance of comparative data. Suggestions included adding links for more detailed information and ensuring the report acts as a signpost.

# 4. Resident Satisfaction Survey

Lucy outlined the annual survey process, emphasizing anonymity and the use of prepaid envelopes. The survey opens on 24th September and closes on 29th October. Results will be analyzed by Acuity and shared in February. Residents were encouraged to promote participation.

# 5. Retirement Living Committee Feedback

MR shared updates from the committee, including safeguarding initiatives, Helping Hands fund distribution, mold law awareness, and financial performance. He emphasized the importance of transparent communication between the Retirement Living Committee and the main board.

# 6. Bin Hygiene

HL raised concerns about uncleaned bins leading to health hazards. MR shared that in his court, bins are cleaned fortnightly via private contractors, with costs added to service charges. TH suggested a central policy to address inconsistencies.

# 7. Accessibility

HL raised issues with unsafe garden paths for wheelchair users and lack of consultation on new developments. Sara confirmed accessibility is a key focus in new builds. TH noted older schemes may not be wheelchair-friendly and should be advertised accordingly.

# 8. Heating Upgrades

DC raised concerns about long-promised heating upgrades at Carroll Gardens. Sara committed to checking the planned maintenance schedule.

# 9. Closing Remarks

Sara thanked attendees and confirmed that Amber Crick will coordinate future meetings. The next meeting date is to be confirmed due to a scheduling conflict with the Housing 21 Conference. Residents were invited to suggest future agenda items.

# Action Points

1. **Performance Report Feedback**
	* Residents to review the performance report template and send feedback to Lucy Nixon or Sara Herrington.
	* Lucy to incorporate feedback and prepare a revised version for future review.
	* Consider adjusting the frequency (quarterly vs. biannual) based on resident input.
2. **Resident Satisfaction Survey**
	* Promote the upcoming survey (opening 24th September) across schemes.
	* Ensure residents are aware of the **anonymous submission process** via prepaid envelopes and on-site post boxes.
	* Lucy to follow up with David Cole regarding **Carroll Gardens survey results** and share relevant links.
3. **Retirement Living Committee Communication**
	* Improve transparency between the Retirement Living Committee and the main board.
	* MR to continue acting as a liaison and escalate strategic issues raised by residents.
4. **Safeguarding & Risk Assessments**
	* Housing 21 to continue integrating **risk assessments** for vulnerable residents during court assessments.
	* Encourage residents to report safeguarding concerns to scheme managers.
5. **Bin Hygiene**
	* Sara to check H21 approach to bin cleaning due to inconsistencies across schemes.
	* Residents to consider private cleaning services where appropriate, with costs added to service charges.
6. **Accessibility in New Developments**
	* Sara to ensure **accessibility remains a priority** in new builds.
	* Consider clearer advertising for allocations where there are mobility limitations.
7. **Heating Upgrade Follow-Up**
	* Sara to check the **planned maintenance schedule** for heating upgrades at Carroll Gardens and report back.
8. **Policy Access**
	* Sara to provide website link for resident **Housing 21 policies**
9. **Next Meeting Coordination**
	* Original date (22nd October) clashes with Housing 21 Conference.
	* **Amber Crick** to coordinate and propose a **new date** for the next forum meeting.
	* Residents invited to submit **agenda topics** for future meetings.