

## Meeting notes for REACH Residents Group

**Date:** 11/12/2024

**Time:** 2.00pm

**Chair of meeting:** Tahir Idris, Respect & Inclusion Partner

**Attendees:** Mrs Zohra Shaikh, Mrs Peepel Watson, Mrs Agnes Stevens

**Apologies:** Mrs Puvaneswary Sabaratnam, Austin Grant

Title of agenda item		Summary of discussion	Actions agreed including assignments and deadlines
1.	Welcome & Introductions		
2.	Terms of Reference for the Group	<p>Tahir went through each section of the terms of reference and amendments were suggested as follows:-</p> <p><b>Section 2 Membership:</b> suggest a min quorum of 3 residents given the number of the whole group is so low.</p> <p><b>Section 5 Meetings:</b> Residents expressed support for a face to face meeting during the summer in a convenient geographical location.</p>	<b>Tahir to update</b>
3.	Your view and experience of being a resident at Housing 21	<p>There was general feedback of great positivity for Housing 21 and the value of its accommodation and services. Residents were grateful and indeed 'thrilled' to be living at a Housing 21 court. The general living space and gardens are wonderful.</p>	<b>Tahir to feed back to relevant department head</b>

		<p>Specific constructive feedback related to the refurbishment process and repairs: -</p> <p><u>Refurbishments:</u> There was consistent feedback on the accessibility of the kitchens and bathrooms despite recent refurbishments. For example, the refurbishment at Stoneleigh Ct felt rushed through, with superficial consultation, a poor contractor and dissatisfactory outcomes.</p> <p>Worktop spaces were not maximised, appliances are crowded into one corner, taking up valuable socket provision. The quality of fittings was low but H21 accepted this.</p> <p>Particularly disappointingly, the highest cupboards are far too high to reach, some toilets are really high to sit on and some bathrooms don't have cubicles which causes flooding.</p> <p>The lack of thought and accessibility is made worse given H21 exists for an older client group so should know better. Is there a Housing 21 standard specification?</p>	
4.	What more can we do?	<p>Need accessible height kitchen cupboards; carousels in cupboards where apt; adjustable shower seats in showers, real choice and complaints taken seriously by a contractor who listens.</p> <p>Agnes appears to be in a wheelchair accessible room and would prefer a shower cubicle and normal height toilet.</p>	<b>Tahir to feed back to relevant department head</b>

5.		<b>Repairs:</b> General maintenance around the schemes could be better. Issues like raining-in can take too long to be fixed and curtains can get mouldy for example. These are our homes not just flats. Need to be more proactive in spotting repairs.	
6.	<b>Date of Next Meeting</b>	<b>19 Feb 2024 11.00</b>	

**Date of next meeting: 19 February**

**Time of next meeting: 11am**