

Meeting notes for Retirement Living Forum

Date: via Teams 14th November, 2024

Time: 2pm – 4pm

Chair of meeting: Vanessa Pritchard-Wilkes

	Residents attending	Housing 21 attendees
	SA, DL, KB, PK, MR and LM	Vanessa Pritchard-Wilkes, Lindsey Leach, Mabelle House, Alicia Wheeler, Richard Wheeldon, Tracy Jones, Siobhan Reel (Minute taking)
	Apologies	
	Lucy Nixon	

	Title of agenda item	Summary of discussion	Actions agreed including assignments and deadlines
1.	Introductions	Attendees to introduce themselves as meeting progresses.	
2.	Actions from last meeting and updates Visit to Patent House and Patent Walk	Service Charge consultation RW to join the meeting later Overall very positive feedback on the visit, but especially like the face to face meeting after the visit round the court. Trying to get smaller groups together for face to face meeting VPW has spoken to JS regarding linking both RL and EC to meet together	VPW suggested committing to one or two face to face visits per year.

		LL mentioned that the face to face meetings were much better than Teams but obviously as everyone is disbursed through the country face to face meetings were more difficult to plan and very costly	
3.	RL Structure Update	<p>VPW and LL discussed the new RL structure, including the division into five regions, instead of the current two (North and South)</p> <p>Now will be 5 Regions N, E, W, SW and SE</p> <p>New Structure is due to start in Jan – currently interviews are taking place to cover these new roles</p> <p>Aim: Heads of Service can get deliver a better overall service within their own smaller patch.</p>	
4.	Regulatory Inspection Update Joint C1 Group	<p>VPW informed the forum about the upcoming regulatory inspection in 2025 and the involvement of the regulator in a forum meeting on January 9th</p> <p>The Forum members will receive a pack form the regulator prior to the meeting which will cover their roles and cover any confidentiality issues.</p> <p>Consumer Standards Group Joint RL and EC Group/C1 Group MR and VPW focusing on consumer standards. Inviting new member to join</p>	<p>VPW has asked that all residents on the forum attend this meeting.</p> <p>Committed to 4 meetings prior to Regulator's visit</p> <p>VPW will send invitations to those interested.</p>

		<p>Resident Complaints Group VPW and MR mentioned this group and encouraged participants to join – Next meeting 21st November. MR part of the complaints panel MR encouraged new participants to join</p>	<p>PK wishes to join the Complaints Panel. VPW to give his details to CSW who has set up this panel</p> <p>KB wants to attend meeting in 21st VPW to arrange an invitation.</p>
5.	Fire Safety	<p>AW introduced the new Safety Booklet, which should be available from the LHMs in the various schemes.</p> <p>Point to note: the only time a resident needs to evacuate their flat is when they can clearly hear the fire alarm going off in their flat</p> <p>Person-centred Fire Risk Assessments Additional equipment can be made available if there are issues with hearing the fire alarm For Example, strobe lights, an under pillow vibrator for those who are hard of hearing.</p> <p>DL mentioned that Burland Courts and Sheppards Courts have issues with fire alarms and procedures. Neither AW or LL aware that there was an issue with Burland Court.</p> <p>Question raised regarding Carbon Monoxide Detectors in light of the recent loss of light at the non H21 scheme due to carbon monoxide poisoning. AW assured the group</p>	<p>LL will look in this now that she is aware that there is an issue</p>

		<p>that all flats with gas appliance have a CM detector and these are checked during the routine fire equipment checks.</p> <p>MR suggested that it would be a good idea to invite the fire services out to the schemes to give some safety talks. As per AW all of our equipment and procedures are run by The Cambridgeshire Fire Department, which is our main authority but she is in contact with all authorities to ensure that everything is up to date and in line with their policies. This information is all in the booklet that has been produced.</p>	
6.	Resident Communications and Deep Dive	<p>VPW introduced Lucy Nixon, the new resident communications person was introduced via Powerpoint as she was unable to attend the meeting.</p> <p>VPW has asked if the forum is prepared to look into our communications within H21 and try to see what we do well and what can be improved – has asked for participation.</p> <p>Most member of the forum have agreed to participate.</p>	VPW will send out a pack of the relevant information for the resident forum to look at and discuss with other residents.
7.	TSM/Resident Survey Reports	MH presented the finding of the recent satisfaction survey report and asked for feedback on layout and contents. Also discussed	

		<p>potential additions such as comparison to previous years.</p> <p>Positive feedback overall Page 1 – no changes Page 2 - Change colour on the Benchmarking page two colours too similar Page 3 - Maybe add some statistics from previous years and add some resident engagement/activity information.</p> <p>SA has asked for more information regarding resident participation in the different schemes in order to try to encourage more resident participation.</p>	<p>Forum to contact VPW with any final changes so that MH can update. This information needs to be passed on as soon as possible.</p> <p>VPW and MH will need to have a discussion to see if this can be looked at. It may be a huge task due to the number of schemes but it may be able something that could be done a local basis.</p>
8.	Repairs Dashboard	<p>Tracy Jones (Head of Operational Development) joined meeting to introduce the new Repairs Dashboard – still in test mode but due to be rolled out at the end of November.</p> <p>Dashboard allows H21 to summarise specific time frames, patch or court statistics relating to the cost of repairs. MS wanted to know if there will be proper training for area mangers in this new dashboard In Phase 1 stage now but there will be a Phase 2 The Dashboard is a live tool so will be updated automatically.</p>	<p>TJ has confirmed that managers will have full training in the use of the new dashboard so that it can be use efficiently and statistics can be used to ensure that residents are getting value for money.</p>

9.	Resident Charges	<p>KB stated that there are some issue with Mobility Scooters and shower units in Malmesbury Court</p> <p>TJ explained that Major Works will not be included on this Dashboard which will mainly focus Responsive Repairs</p> <p>RW presented updates on Resident Charges made based on participant's input (both RL and EC) and discussed the impact of energy prices, non-recovered costs and National Insurance Contributions. Management charges are being reevaluated – Fixed Cost Approach rather than Percentage as this is considered best practice.</p> <p>RW has added more information to the document in line with request from previous meeting</p> <p>Guide to Understand Your Rent and Service Charges</p> <p>MR – wanted to know if there would be a final figure before February as no increases were mentioned at a recent meeting at his court– RW explained that it was possible his scheme received their charges information prior to the budget announcement and</p>	<p>Two sessions have already been set up.</p> <p>LL confirmed that there will be tiered assessments to highlight any gaps in learning.</p> <p>LL will raise this issue with JD-D</p> <p>Commitment to in-person consultations, post-meeting questionnaire for feedback prior to final budget going out in Feb 2025</p> <p>RW to send VPW a link to this document so it can be</p>
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		confirmed that all schemes would incur an increase in their charges.	distributed to the forum members
9.	AOB	<p>MR wanted to know if the Meeting on 9th Jan would be Face to Face or on Teams</p> <p>K (Malmesbury Court) cannot get WIFI in the lounge for upcoming coffee morning as residents would like to meet together rather than in their own flats.</p> <p>LM had a query regarding the Apello equipment not working at her scheme (Allerton Court) – this scheme is piloting a new system Residents can log into guest WIFI. Should not need a password for the guest WIFI (just a feed off manager's office WIFI) New system that will be rolled out in 2025 will be better.</p> <p>A lot of work is going on in the background regarding the roll out of the new WIFI system and there will also be providing support to LHMs and residents.</p>	<p>VPW will be sending out a pack prior to the meeting and will circulate the agenda a littler earlier than normal to allow the forum to add anything they would like to the agenda</p> <p>VPW to speak to JE regarding getting a MIFI so that the WIFI could be used in the lounge in future. May not be ready for the next meeting but the meetings are recorded and once the WIFI works in the lounge the residents will be able to watch it.</p> <p>LL to look into this with Tal.</p> <p>Planning stage for the roll out for the WIFI</p> <p>VPW to provide update, not at the next meeting but the one after that. WIFI discussion will be added to the agenda.</p>

Date of next meeting: 9th January

Time of next meeting: 2:00p.m. to 4:00 p.m.