**LGBT+ at Housing 21 Resident Forum - Minutes**

**14 July 2025**

**Via Microsoft Teams**

**Attending:** Mabelle House (Researcher - Housing 21)

Residents: AM, JM, JL

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| **Item** |  | **Action** |
| **1.** | **Welcoming new members** |  |
|  | Forum members introduced themselves. Mabelle introduced herself as the current forum Chair, and her role as a Researcher at Housing 21. |  |
| **2.** | **Pride month – celebrations and what it means to you** |  |
|  | JL expressed that she has been to many Pride celebrations in the past. However, has not been to any in recent years. She mentions big crowds and safety as reasons for no longer attending Pride events.  AM and JM expressed similar feelings, stating that they do not attend Pride events. They feel recent Pride celebrations have been solely focused on Trans rights, rather than bringing the community together.  JM mentions she does not feel welcome at Pride as a lesbian woman and says that lesbian women have been marginalised for so long, so Pride should be more focused on lesbian rights and pride.  JL prefers meeting and talking to other people in the LGBT+ community on a smaller scale, in comparison to Pride which seems more like a ‘tourist attraction’ in recent years.  MH shared her positive experience of pride in her home city, and the sense of community she felt. | No action required. |
| **3.** | **Quick review of group objectives** |  |
|  | All attendees agree with the forum objectives (as follows):   * Attitudes and opinions of this forum are listened to and respected by Housing 21 * Making a difference and having an influence * Continuing a safe and confidential space for LGBT+ identifying residents to share opinions   ‘Respecting each other’ was also suggested as an additional objective. | MH to include the following objective:  “Forum members to respect one another”. |
| **4.** | **A look at identity questions asked to residents at move-in** |  |
|  | Attendees found this interesting.  MH suggested she would show them the ‘resident information forms’ at the next meeting, as these have been designed with more questions about residents. | MH to bring the ‘resident information forms’ to the next meeting if possible. |
| **5.** | **Resident communications – what do LGBT+ residents want to see in our newsletters, website, etc.?** |  |
|  | **Digital communications, noticeboards and systems**  JM and AM discuss that they would like to see more increased use of the Appello system to share updates.  They also discuss that they’re trying to convince their scheme manager to install Wi-Fi and a TV in their communal lounge. MH mentioned the Connect 21 Pilot, and digital noticeboards which JM and AM had heard of.  JM mentioned having no Wi-Fi, so digital noticeboards and digital media in communal areas would be difficult. JL mentioned having poor reception at her scheme for phone calls.  AM shared that she would like to be able to dial-in digitally for an online call to celebrate pride with other LGBT+ residents.  **Monthly newsletters**  All attendees have read/ continue to read the monthly resident newsletters.  AM suggests that instead of 1 newsletter including both local news and corporate news, there could be 2 separate newsletters with each.  AM feels newsletters aren’t for everyone, and the local manager’s role and communication with residents is more important than the newsletter. It’s mentioned that newsletters could be more tailored and personalised to residents.  JL expresses that she is lucky with her local manager, who goes out of their way to organise events and keep residents interested and attending activities and meetings. JL mentions that scheme managers work very hard to keep residents in the loop, and that ‘you can’t please everybody all the time’.  JM feels that the newsletter is very dense in text. And that it could be improved with bullet points over paragraphs of text, as well as more graphics and images so people keep reading and don’t ‘switch off’.  JM and AM have their newsletter emailed to them and find it helpful and suitable for their needs.  AM mentions that sharing events between multiple schemes and connecting residents may be valued, rather than individual scheme events. She feels it would be nice to connect residents and celebrate key milestones together, giving an example of Housing 21’s 60th anniversary events.  MH suggested that she could bring some more about Connect 21 and digital inclusion to the next meeting. | MH to pass on the communications feedback to the Communications Team.  MH to bring more information about Connect 21 and digital inclusion to the next forum meeting in October. |
| **6.** | **Date of next meeting** |  |
|  | Monday 13 October at 2pm |  |