

**TENANTS' FORUM**  
**7 September 2020**



**Constitution:**

Sandra Norris (Chair)	Patricia Donovan
Keith Harris	Mary Lawrence
Sue Haydock	Sandra Payne
Jackie Rudd	Lee Northcut
Anna Ovcerenko	Teresa Casabona
Lucy Adams	Cher Jackson

**Invited:**

Amy St Ledger	Assistant Director, Customer Service
Clive Gardner	Chair of Operations Committee
Ellie Darling	Customer Services Manager
Kevin Lawrence	Idverde
Karen Farrar	PA to Directors (Secretariat)

<b>1.0</b>	<b>Apologies and Declaration of Interests</b>	
1.1	Apologies were received from Sandra Payne and Jackie Rudd  No apologies were received from Sue Haydock, Mary Lawrence, Teresa Casabona, Lucy Adams and Cher Jackson	
<b>2.0</b>	<b>Chair's Introduction</b> <ul style="list-style-type: none"> <li>• Chair highlighted she has concerns over members leaving the Forum due to only being able to have virtual meetings. Chair is having discussions with members.</li> <li>• ED confirmed that the meeting was Not Quorate. It was agreed that the AGM will be held at the next meeting</li> <li>• It was agreed by Members that the meeting can be recorded</li> </ul>	
<b>3.0</b>	<b>Minutes- July 2020</b>  Minutes were confirmed as accurate representation	
<b>4.0</b>	<b>Verbal update on Digital Strategy - PR</b>	
4.1	PR presented the new Digital Strategy; the last Strategy was completed in 2015. The Strategy now includes automation and artificial intelligence to drive technology, as well as how technology can be used in tenants' homes.	
4.2	PR highlighted 3 themes which have an effect on tenants <ul style="list-style-type: none"> <li>• Ensure advancements are guided and shaped by tenants</li> <li>• More intelligence put into communications; natural language led ensuring calls are directed to correct person</li> <li>• Voice commands for MyHavebury using Siri and Alexa</li> </ul>	
4.3	Chair asked if additional costs will be incurred. PR confirmed costs are involved and stated business cases will be raised for individual elements and will ensure that Havebury are able to deal with the evolution of technology. PR confirmed that telephone calls will still be the main form of contact, however technology can assist tenants within their homes.	

4.4	CG highlighted that Housing Associations could either be totally automated or may wish to be more personalised. PR concurred and stated that the IT strategy is being looked at alongside the Corporate Strategy and using technology in the right way can include both automation and personalisation	
4.5	CG raised Havebury do not demonstrate what the benefits have been regarding digitalisation; PR highlighted that MyHavebury targets and monitoring will be presented to Ops Committee to demonstrate the benefits of being able to absorb the additional work. Performance management will be highlighted as part of the Digital Strategy.	
4.6	ASL added whilst metrics are beneficial in showing Committee the savings achieved, Customer satisfaction has remained the same during this time, with uptake of digital offers increasing weekly.	
4.7	It was felt by Forum that this was a positive step forward.	
4.8	PR shared that Forum Members email accounts will be migrated to the Cloud; IT will be in contact with individual members KH asked if this is due to security issues; PR confirmed this is due to corporate wide security and adds an extra layer of security. PR to confirm if there are alternative ways to send the security code to the tablet rather than a text message.	
4.9	PR left the meeting.	
5.0	<b>Idverde Verbal Update - Kevin Lawrence</b>	
5.1	KL was unable to attend initially due to technical issues. ASL stated there is an expectation for Idverde to attend and contribute fully to the meeting.	
5.2	Chair raised that the report does not present enough information for Tenants Forum to question and debate.	
5.3	RL presented an update on Grounds Maintenance; Chair asked for clarification on new developments; RL confirmed that staff members have declined at Idverde. RL shared information regarding the Contract; the general trend of standards of work are decreasing and Idverde are not meeting Havebury quality targets. ASL reiterated that during strict lockdown measures Idverde were performing well as a service but have returned to poor service performance within the recovery period. Strategic discussions to be held with senior management at Idverde due to lack of clarity in performance reporting.	
5.4	Chair requested an update on fly tipping; ASL confirmed there is no particular area which has been affected.	
5.5	KL joined the meeting.	
5.6	Chair requested a more comprehensive report from Idverde including more data and asked if Idverde has enough resource to cover the new developments. KL confirmed that recruitment is currently taking place and an offline meeting will take place with ASL to discuss the future requirements on the report. KL confirmed that new developments are across all areas including Norfolk. KL left the meeting and RL confirmed he will attending Tenants Forum meetings going forward	

6.0	<b>Making the most of Resident Involvement - ED</b>	
6.1	ED presented Making the Most of Resident Involvement presentation which will also be presented at Ops Committee.	
6.2	This will form part of the Customer Strategy review; the last review was held 8 years ago.	
	<ul style="list-style-type: none"> <li>• How landlords are measured has implications on Resident Involvement</li> <li>• Chair raised that Estate Walkabouts were proven to be very useful</li> <li>• ED highlighted that the Resident Involvement was embedded across all areas of the business in 2012 however, communication is not as consistent now.</li> <li>• Chair raised that there are some things which are not shared across to the Forum; ED concurred that this is one area to improve. ASL confirmed this will form part of the Customer Strategy</li> <li>• ED has had discussions on a cross section of the business including tenants and it was recognised that individual approaches to Resident Involvement could be better.</li> <li>• Discussion held on if there would there be more input from Tenants if the information was presented in a different way to Tenants and is the amount of detail correct?</li> </ul>	
6.3	ED updated the Forum on lockdown activity	
	<ul style="list-style-type: none"> <li>• Social media activity has increased during CoVid</li> <li>• All groups have seen a decline in input from Tenants since digital meetings</li> <li>• 110 contacts from people who have contacted Havebury regarding Community Investments</li> <li>• Estate Walkabouts are currently not being organised by Havebury due to CoVid</li> <li>• HAMs - some contact has been received during lockdown</li> </ul>	
6.4	Conclusion	
	<ul style="list-style-type: none"> <li>• Other HA's are seeing the same issues</li> <li>• Resident Involvement is seen as valuable within Havebury and Tenants</li> </ul>	
6.5	Proposal	
	<ul style="list-style-type: none"> <li>• Outcome base review of Resident Involvement to be undertaken this year</li> <li>• Recruit Resident Involvement engagement professional to help shape the way forward</li> <li>• Implementations to be added to the Annual Delivery Plan</li> </ul>	
6.6	Chair is concerned that members will leave the Forum if meetings will be continually held digitally; an alternative must be given to 'Teams' meetings. Havebury are required to give options to fit preferences by group. ASL commented that this is a great opportunity to enhance and build on lessons learnt and there is a need to understand the barriers which are stopping people attending. CG highlighted that there should be a choice for members as to where/how meetings are held.	

7.0	<p><b>AGM</b></p> <p>Due to the Tenants Forum not being quorate the AGM was unable to be held.</p>	
7.1	<p><b>Vice Chair</b></p> <p>Following a very close result, it was announced that Keith Harris will be Vice Chair of the Forum. Chair thanked the other nominee, Jackie for her commitment to Tenants Forum</p>	
8.0	<p><b>Any Other Business</b></p> <p>None was received</p> <p>Next meeting to be held 19<sup>th</sup> October 2020</p>	