

Title of Meeting – Tenants’ Forum

Date: 10th October 2024 & 23rd January 2025

Time: 6:30pm – 8:00pm

Duration: 1:30

Venue/ Type: 160 Tooley Street London SE1 **Room** G02ABC

Chair: Althea Smith

Minutes

Present:

Althea Smith (AS) – Chair of Tenants’ Forum

Jennifer Quinton-Chelley (JQC) Member of Tenants’ Forum

Carol Vincent (CV) Member of Tenants’ Forum

Tunde Jokosenumi (TJ) Member of Tenants’ Forum

Barry Duckett (BD) Member of Tenants’ Forum

Jerry Hewitt (JH) Member of Tenants’ Forum

Lara Daniels (LD) Member of Tenants’ Forum

Kerri German (KG) Member of Tenants’ Forum

Hakeem Osinaike (HO) Strategic Director of Housing

Abi Oguntokun (AO) Director of Landlord Services (Acting)

Nat. Stevens (NS) Head of Governance and Tenant Management

Yemisi Adebayo (YA) Resident Involvement Officer

Apologies:

Andrew Eke (AE) Member of Tenants’ Forum

Chris Meregini (CM) Member of Tenants’ Forum

Minute Taker: Yemisi Adebayo

Item	Topic	Action
1.	Chair opened the meeting and led the introductions.	
2.	Minutes from 18/07/2024 To be amended JH: minutes from the last meeting to be amended - Item 7. JQC: acknowledged the actions that Resident Involvement Officers took 4 years ago in the publication of Tenants’ Forum Election. JQC however stressed that she noticed that the same action taken 4 years ago has not been given to this year’s Tenants’ Forum Election.	YA

	JQC & JH: Terms of reference and code of conduct to be amended. The “declaration of interest” section to be removed.	
3	<p>Email Addresses for Delegates</p> <p>LD: Suggested that all delegate contacts should be checked and updated because some elected delegates who have not been attending meetings stated that they have not been receiving meeting notifications. LD further suggests that it will be a great idea to meet other people from different areas and to share ideas.</p> <p>CL & AE: expressed concern that the forum is not representing people from the community but delegates’ interest. Both CL & AE do not want people to lose out from all forums.</p> <p>BD: Suggested that Tenants’ Forum should go back to the old Area Housing Forums structure.</p>	
3.1	<p>Resident Involvement /participation Policy</p> <p>NS: Presented & shared documents on the new structure of Resident Involvement Team & TMO (Tenants Management Organisation) governance structure.</p> <p>AS: wanted clarification on how consultation was carried out</p> <p>NS: Confirmed that consultation was with staff and the trade unions in line with the reorganisation and redundancy policy and procedure of the council.</p> <p>AE: Asked about the Community Training Officers post that has been deleted.</p> <p>NS explained that there is provision in place for training for TRA Officers.</p> <p>CC: Expressed concern about the role of Resident Involvement Officer that they are already overwhelmed with work and the role of Business & Support Project Officers.</p> <p>CC: expressed concern that considering the current number of TRAs, the workload will be too much for just 2 Business & Support Project Officers.</p> <p>JH: Queried the on-going restructuring in the Resident Involvement Team and will like to know why residents were not consulted before proceeding with the restructuring.</p> <p>JH: Asked what provision has been put in place when the 2 Business Project Officers are absent</p> <p>NS: Stated that there is option of agency staff to cover in their absence.</p> <p>JH: requested that all decision that has been made should be shared with the Tenants Forum delegates.</p>	<p>NS</p> <p>NS</p> <p>NS</p>

	<p>AE: suggested that Southwark should review its community resources and ensure that all asset management records are accurate.</p> <p>NS: Explained to all present that the governance of TRA halls will remain with the Resident Involvement Team.</p> <p>CV: Asked for the total number of active TRAs within the Borough. NS was confirmed to her that we have 128 active TRAs.</p> <p>LD: Asked how many TRAs are functioning and suggested that all the TRAs should come together to organise event and share ideas. NS confirmed that there were about 128 active TRAs</p> <p>JH: Referenced Housing Act 1985 and stated that the council has not consulted the tenants' forum on the reorganisation of the resident involvement team.</p> <p>NS: clarified that the restructure was carried out within the reorganisation and redundancy policy and procedure of the council.</p> <p>AS: Stated that staffing is LBS responsibility and too much focus should not be placed on it.</p> <p>JH: Disagreed with the comment by AS on the resident engagement staffing restructure and JH said it should be a matter of concern and delegates should have been consulted.</p> <p>CC: Stated that with the total number of active TRAs there should be more attendance at meetings and support mechanism should be in place for groups that might need it.</p> <p>LD: Stated that hopefully the new structure will not affect the standard of service and staff will be empowered.</p> <p>JQC: Consultation is vital.</p> <p>JH&BD: Informed all present that they will be sharing the information provided by NS with Citizen Advice Bureau (CAB) on update about the (Housing Act 1985) & Senior Management.</p> <p>CC: Stated that consultation structure should be properly broken down. Suggested that SGTO should write to all TRAs.</p>	NS
4.	<p>Update on Scrutiny Panel</p> <p>CC: Informed all present that Sarah King will be invited. In addition, NS will be invited to present Resident Involvement update and TRAs will be back on the agenda because they will like resident to speak at all meetings.</p> <p>AS: Asked if a date has been set.</p> <p>CC: Explained that they will need a representative from the Tenants' Forum AE & CC to co-ordinate.</p>	
4.1	<p>GIG (Get Involved Grant)</p>	

	JT: Informed all present that the portal has not been fully set up, but we are making progress. Also stated that any TRA with over £15,000.00 in their account will not be eligible for the GIG payments.	
4.2	Southwark Council 2030 Plan Apologies received from Moushumi Bhadra (MB). Proposes to attend next meeting.	MB
4.3	Feedback -Repairs Improvement Board (RIB) JH: Presented the document which showed the structure of the RIB. JH informed all present that he will continue to update the Tenants' Forum. CV: Asked how people were elected to the RIB JH: Explained to all present that Jessica Leach (JL) was present at the Tenants' conference and advised interested tenants to put their names forward. JH also mentioned that they want to increase the number of RIB members. Following this BD, JQ & CV put their names forward to be part of the RIB.	All Delegates
4.4	Agreed Tenants' Forum Code of conduct CV: Expressed that she has a different view and stated that Tenants' code of conduct should not be in place. BA: Emphasised that the group should have a code of conduct. JH: Reminded all present that delegates agreed the code of conduct in July 2024 and to remove declaration of interest section in the revised draft code of conduct.	
5.	Regulator of Social Housing Update AS: Asked what plans does Southwark have, in moving forward following the Regulator of Social Housing (RSH) recommendations? HO: informed the Tenants' Forum that Southwark was awarded a C3 grade and main areas of concern for the RSH are: <ul style="list-style-type: none"> • Electrical, building and fire safety compliance issues • FRA: Outstanding FRA task not completed • Stock: Southwark does not have up to date stock condition record • Landlord Services: Regulators complimented Southwark for funding resident engagement, but the council could not evidence how the level of investment in resident engagement was translating in embedding the voice of residents in landlord service improvement. • Allocation of properties: Southwark has allocated properties fairly but has not reviewed the allocation policy for 5 years. • When we publish our performance, we colour it to make it look as we are doing well. • Strategic focus across the Council and Politician. There is a big focus that we have evidence to get things right. At the time of the 	

	<p>inspection the Council was not doing all the things that were identified hence the grading.</p> <p>Action Plan</p> <p>The Leader of the Council wrote to all residents identifying where we have failed.</p> <p>Housing Improvement Board: Engagement process has been designed and a wide range of consultation is to be carried out which will be published on our website. HO: stated that this is a public document, and it has to be shared, in addition we need to understand what we need to do to satisfy our residents.</p> <p>AS: Expressed concern about how do we capture residents who do not have access to internet?</p> <p>NS: Explained to all present that Resident Involvement Team have been carrying out outreach work and have been proactive by visiting residents and gave examples ensuring that residents have access to all the services that is provided and how it can improve.</p> <p>AS: Not satisfied with the NS response</p> <p>BD: Suggested that all information provided by the Council including surveys should be in different languages.</p>	
6.	<p>Consultation</p> <p>NS: stated that Resident Involvement Officers, have been proactive on the estate carrying out surveys. In addition, each officer from the Resident Involvement Team has individual target to achieve by interviewing 100-150 residents and to continue to engage with residents. NS also added that we have over 100 TRA groups. Draft Action plan to be shared with delegates.</p>	
6.1	<p>Resident Board:</p> <p>NS informed all present that 63 people have responded to the letter from the Leader of the Council to become members of the Housing Board.</p> <p>JH: as for clarification on the role of resident board and what it entails.</p> <p>KG: asked if TRA groups have regular meetings with the Council? NS confirmed that yes TRAs have regular meetings with officers of the Council.</p> <p>LD: Would like collaboration event with other TRA Chairs all present This was agreed. In addition, the Council should recognise the contribution of TRAs at a yearly event.</p> <p>JH: Stated that most street properties do not have active TRAs, and all Tenants should be invited to the Tenants Conference. JH also suggested that we should have a radio station as part of the consultation process.</p> <p>AS: gave an example of what she has been doing with her TRA group. The TRA organise raffle tickets for the youth to attend meetings and also invite ASB Officers to meetings for advice.</p>	<p>NS</p> <p>NS</p> <p>NS</p>

	KG: all meetings must be open	
6.2	<p>AOB</p> <p>AS: Encouraged all present to attend the Tenants' Conference because there will be people to answer their questions. In addition, Fire Safety Team will be present at the conference.</p> <p>KG: stated she is part of the Fire Safety Board.</p> <p>AS: expressed her dissatisfaction with the rent setting engagement meeting in December 2024 and the concerned that the Council proceeded with the rent increase without proper consultation with tenants.</p> <p>HO: apologised to AS on issues relating to the rent setting & explained to all present that the meeting held on the 10th of December 2024 was not a rent consultation. It was an engagement meeting with tenants and council homeowners.</p> <p>LD: advised all present that their well-being is very important and should look after themselves. All present agreed</p>	<p>NS</p> <p>HO</p>