

Public Document Pack

Tenant & Leaseholder Panel

To: Marilyn Smithies (Chair)
Colin Wood (Vice-Chair)
Syed Ahmed, Jill Arboine, Aishnine Benjamin, Yaw Boateng, Peter Cooper, Bernard Daws, Sandie Fernando, Sylvia Fletcher, James Fraser, Sheila M Howard, Jim Mansell, Sheila Mitchell, Grace Osoata, David Palmer, Guy Pile-Grey, John Piper, Sharon Swaby, Maureen Symes, Jamil Tarik, Laurence Taylor and Kim Wakely
Councillors Richard Chatterjee, Pat Clouder, Maddie Henson, Lynne Hale, Mike Fisher, Oliver Lewis and Wayne Trakas-Lawlor

A meeting of the **Tenant & Leaseholder Panel** will be held on **Tuesday, 10 October 2017** at **6.30 pm** in **Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX**

JACQUELINE HARRIS-BAKER
Director of Law and Monitoring Officer
London Borough of Croydon
Bernard Weatherill House
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Monday, 2 October 2017

AGENDA

1. Disclosure of Interest

Members will be asked to confirm that their Disclosure of Interest Forms are accurate and up-to-date. Any other disclosures that Members may wish to make during the meeting should be made orally. Members are reminded that unless their disclosable pecuniary interest is registered on the register of interests or is the subject of a pending notification to the Monitoring Officer, they are required to disclose relevant disclosable pecuniary interests at the meeting

2. Welcome and Introductions

3. Apologies for absence

To receive any apologies for absence from any members of the Committee

4. Minutes of Previous Meeting (Pages 3 - 10)

To approve the minutes of the meeting held on Tuesday 4 July 2017 as an accurate record.

- 5. Fire safety update (including sprinkler installation programme)**
Verbal report from Kirsteen Roe (Head of Partnerships and Engagement)
- 6. Review of Tenant & Leaseholder Panel (Pages 11 - 14)**
A report by Chris Stock (Resident Involvement & Scrutiny Manager) is attached.
- 7. Scrutiny update**
Verbal report from Yaw Boateng (Tenant Scrutiny Panel)
- 8. RI activity update (Pages 15 - 18)**
This report is attached for information only.
- 9. Feedback**
 - a) London Tenants' Federation - Jamil Tarik
 - b) ARCH - Yaw Boateng
 - c) Croydon Voluntary Sector Alliance (CVSA) - Guy Pile-Grey
 - d) Croydon Congress - Marilyn Smithies
 - e) All Ages Inter-generational update and Youth Provision and Communities Fund - Sian Foley
- 10. Any Other Business**
- 11. Date of next meeting**
Wednesday 17 January 2018 at 6:30pm in the Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX.

Tenants and Leaseholders Panel
Minutes of the meeting held on Tuesday 4th July 2017 at 6:30pm in The Council Chamber, The Town Hall, Katharine Street, Croydon CR0 1NX

Present: Marilyn Smithies (Chair), Colin Wood (Vice-Chair), Syed Ahmed, Jill Arboine, Yaw Boateng, Peter Cooper, Bernard Daws, James Fraser, Jim Mansell, David Palmer, John Piper, Sharon Swaby, Jamil Tarik, Laurence Taylor and Kim Wakely

Councillors: Councillors Lynne Hale, Maddie Henson, Oliver Lewis, Wayne Trakas-Lawlor and Alison Butler (Deputy Leader (Statutory) - Cabinet Member for Homes & Regeneration)

Observers: Leonard Asamoah (Head of Housing Solutions), Sian Foley (Head of Service Development), Mark Meehan (Director of Housing Need), Yvonne Murray (Head of Tenancy and Neighbourhood Services), Judy Pevan (Service Manager Stock Investment), Kirsteen Roe (Head of Partnerships and Engagement), Sylvie Saunders (Senior involvement support officer), Chris Stock (Resident Involvement & Scrutiny Manager), Stephen Tate (Director of District Centres & Regeneration) and Elaine Wadsworth (Head of Housing Strategy & Commissioning)
Committee Manager: Margot Rohan

Absent: Councillor Pat Clouder, Aishnine Benjamin, Sandie Fernando, Sheila Howard, Sheila Mitchell, Guy Pile-Grey, Sylvia Fletcher, Grace Osoata and Maureen Symes

Apologies: Councillor Pat Clouder, Aishnine Benjamin, Sandie Fernando, Sheila Howard, Sheila Mitchell, Guy Pile-Grey

A26/17 Disclosure of Interest

There were no disclosures at this meeting.

A27/17 Welcome and Introductions

The Chair welcomed everyone to the meeting. The panel members then introduced themselves.

A28/17 Minutes of the meeting held on Tuesday 4th April 2017

Agreement of the minutes of the meeting held on Tuesday 4 April 2017 were proposed by John Piper and seconded by James Fraser and these were agreed as a true record of the proceedings

A29/17 Fire Safety Review

Kirsteen Roe ((Head of Partnerships & Engagement) gave a presentation (see attached). This item highlighted the actions Croydon Council has taken following the disastrous fire at Grenfell Tower in Kensington & Chelsea Borough on 13-14 June:

- To reassure residents of fire safety precautions
- 2005 Regulatory Reform (Fire Safety) Order - have to carry out regular fire safety inspections
- London Fire Brigade enforces the order and monitors how it is being carried out
- Carry out risk assessments for every building - specialist contractor (Frankhams) completes these
- 88 blocks high risk - every year; 475 medium risk - every 2 years; 176 low risk - every 3 years
- Putting things outside doors (pot plants, bicycles, floor mats, buggies etc) pose a fire risk
- High rise - 6+ storeys - 39 in Croydon
- No blocks are above 12 storeys
- Cladding - 16 blocks have cladding:
 - 4 were clad by the same sub-contractor as Grenfell Tower
 - Looked at original specifications to ensure what provided matched
 - Looked at building control and planning records
 - Surveyed each building with cladding by 23 June
 - All made of cladding with mineral wool insulation; 3mm aluminium powder coated exterior - good fire retardant material with low fire risk
- Substantial programme over last 10 years to put in essential fire safety measures to be compliant with Regulatory Reform Order (fire safety) 2005
- Written to all residents in blocks - within one week - hand delivered letters
- Any repairs to do with fire safety get priority
- Double checks regularly
- Sprinklers - will install systems in 25 blocks
 - Estimated start in autumn
 - Prioritising tallest blocks first
 - Working with LFB to ensure any fire safety precautions are updated as necessary
- Took action within 48 hours
- Within one week had number of actions
- Produced a planned programme of works arising from inspections
- Offered support to Kensington & Chelsea - response team worked closely with them over the last few weeks
- Published FAQs on the web
- Sheltered block resident session this week to answer any questions
- Planning special edition of Open House focusing on fire safety

- Working closely with London Fire Brigade
- Our processes are robust but can always review and make improvements
- Resident safety is a priority

The following concerns and comments were raised:

- Block of 4 floors - do not have dry rises etc - why only considering blocks under 12 floors for sprinklers?
- All blocks should have the same safety precautions.
- There should be notices about what to do.
- Not all residents in blocks received a letter.

Kirsteen Roe: Not all blocks have dry rises. Each building will have a separate risk assessment and will take the advice of the London Fire Brigade (LFB) which will determine for each building what is there. Regarding having fire safety leaflets - we will look into that idea. We do have signs in blocks and will check they are up to date.

Mark Meehan: It was a huge exercise - you should have received a letter. We will investigate.

Stephen Tate: There is a lot of information in Open House.

- There are no communal fire doors.
- Some doorways in blocks keep getting blocked.
- There should be a communal fire alarm.
- Block with 44 flats but only one staircase
- At Toldene Court (Coulsdon) there is an alarm test every day - lot of people are over 70 years old.

Kirsteen Roe: Fire doors should not be propped open. Blocked corridors - given recent events, caretakers will have to take a much harder line. Fire alarms - we will take advice from LFB. LFB updated their website and there is a lot of information. LFB do not want all buildings to have fire alarms.

Kirsteen Roe: In larger blocks, they are designed to have compartmentalised firewalls. We will await what comes out of the Grenfell recommendations. We will continue to take advice and update procedures and fire safety.

Mark Meehan: About doors being left open, blockages etc. - collectively we have to bring about behaviour changes in our residents. Any obstructions will be removed. The Fire Brigade will not leave buildings until all blockages removed. There cannot be anything to prevent people from escaping from a building. There will be zero tolerance for anyone causing an obstruction.

- Keeping of gardens - need to be kept trimmed so not a fire hazard.
- High rise - how many fire escapes are available?
- People ought to know the drills - doubtful if many in these blocks know what to do.
- Not seen anything about fire drills - need to incorporate in the programme

Kirsteen Roe: It is important to provide information and education. If additional requirements are needed for buildings, this will be looked at. LFB will look at evacuation planning for buildings and encourage anyone to invite LFB to visit.

Cllr Alison Butler: Thanks to all officers who all came in early and have done a huge amount of work to ensure all our blocks are safe. Staff worked over the weekend. We have shown that Croydon is a safe borough.

- More details are needed about sprinkler systems

Kirsteen Roe: We are working with the current contractors to plan the work - when we have got the level of detail, we will engage with residents and explain.

Marilyn Smithies reported that residents' feedback from the letters sent out will go in Your Croydon and Open House.

A30/17

Parking on council estates – future plans

Lolita Shirto (Lettings Manager) gave a verbal report.

- Following the survey of tenants and residents completed in 2016, the results reported a number of residents' inability to park on estates.
 - The Council wanted to improve the situation, and arranged for surveys to be carried out with the affected residents, in order to get their views about introducing a parking scheme on their estate.
 - Residents could choose the scheme that they most favoured.
 - Initially officers completed the surveys through home visits, however, they discovered that not everyone was available during their home visits, so it was decided that officers should carry out postal surveys instead.
- Consultation with residents is ongoing
- 52 blocks are included in the survey - results confirmed that residents from 40 blocks are in favour a parking scheme
- Residents from 5 blocks are not in favour
- Council will continue to consult with residents

- Parking permit £27 for first permit (£42 for two)
- Parking space £7 per week
- Nothing yet decided
- Fines for parking without a permit to deter illicit parking?
- Parking permit scheme for 33 blocks are already operating
- First year permit is free (exclusive to permit type), then £10 per year
- Sheds used by tenants - sometimes leave but do not return the key
- Writing to tenants to identify who is using the sheds
- Charge (£2) to rent out sheds to encourage people to return the keys?

The following issues were raised:

- Totally frustrating that illegal parking is going on and residents cannot find out who should be enforcing - Highways or Housing?
- Illegal parking stops people accessing disabled bays, getting in and out of their drives etc
- Need notices to put up to stop people parking where they should not
- Parking on very narrow road in New Addington

Mark Meehan: Tonight it is about giving information to identify what residents want.

- Shrublands - Do not want Sunday morning traffic wardens who come very early and give parking fines to residents - do not want permits either.
- Why charge for letting sheds?
- Why can't residents be given a free ticket to park on their estate and stop non-residents parking?
- Building new flats with no parking, exacerbates the parking problem.

Lolita Shirto: Shrublands does not have parking permits. We are considering it as there have been some enquiries. There is a problem with residents not returning shed keys and the cost to replace them. If we charge, it will encourage residents to return keys.

Cllr Alison Butler: Generally all parking schemes are resident-led. Permits are already hugely discounted on estates. New developments follow the London Plan on parking regulations with planning applications.

- Traffic wardens come round at 10:30am and then people just park as they know they will not get a ticket until 10:30am the next day.
- What extra service are you offering residents to pay for parking?

Lolita Shirto: For a number of years permit costs have not increased. All authorities are charging for parking as a way of controlling it. It has to be done and enforced.

Mark Meehan: If residents are interested, we will set up a group to discuss the issues. If residents don't want permits we will not force it on them. They will not solve parking but may go some way to improving the situation.

- When will charging be implemented?
- Who do I approach about using sheds?

Lolita Shirto: No set date yet. We have to identify who is using the sheds first.

A31/17

Choice Based Lettings

Leonard Asamoah (Head of Housing Solutions) gave a verbal report:

- Changes to the scheme
- Introduced advertising to properties, inviting tenants to make bids and be shortlisted
- Aimed at giving applicants greater involvement to create greater transparency
- Context - nearly 5000 housing applicants - let about 800-1000 properties
- Putting applicants at the centre of the process
- Ensuring applicants can see the properties available
- Have to register and go to Choice Based Lettings website to check
- There are criteria e.g. a single person cannot apply for a 5-bed property
- People manage their own expectations
- Show priority of applicants and how long they have been waiting to give applicants a better view
- As soon as property available, it is advertised
- Every property has information and picture(s)
- Criteria - to indicate eligibility
- Applicants can place up to 3 dates for viewing properties
- Special sheltered schemes
- Went live 2 May 2017
- Advertised 104 properties so far

- 40 successfully taken up tenancies
- Dedicated email address - uk.gov.croydon@CroydonChoice
- Website: uk.org.croydonchoice.www
- Those who do not have internet access can go to a Library or the Digital Zone at Access Croydon

There were no questions.

A32/17 Scrutiny update

Yaw Boateng (Scrutiny Panel member) gave an update on the latest Tenant Scrutiny Panel survey:

- Currently scrutinising responsive repairs
- Interviews with selected parties are taking place
- Report will be finished shortly

A33/17 RI activity update

This report (attached) was for information only.

All panel members were invited to an informal meeting in September to look at how Tenants' & Leaseholders' Panel may function in the future. It will be an opportunity to look at forward planning for the agenda.

A34/17 Feedback

a) London Tenants' Federation - Jamil Tarik

- Focusing on the regeneration of London

b) ARCH - Yaw Boateng

- Meeting planned with Gavin Barwell MP but due to election it was cancelled
- Hope new Housing Minister will attend next meeting
- Conference in September
- June - panel ratified nominations of all representatives
- Discussed Grenfell Tower situation - waiting for report - will then be ongoing on the agenda
- Benefit to Society - educating press on way they report on social housing tenants (see attached Strategy Summary)
- National situations to put to ARCH - forward to Marilyn so Yaw can take to next meeting

**c) Croydon Voluntary Sector Alliance (CVSA) - Guy Pile-Grey
(not in attendance)**

- No update

d) Croydon Congress - Marilyn Smithies

- No meeting since 23 October 2016

e) All Ages Inter-generational update and

f) Youth Provision and Communities Fund - Colin Wood

- Residents' Youth Services Panel - meeting quarterly with youth service providers
- Will continue to monitor the delivery of service to ensure receiving at least the same level as before
- Residents' panel will meeting without officers monthly
- Croydon Young Residents' Panel - being developed along lines of TLP but including young people who are not necessarily council tenants
- Youth Contracts - youth provision forms one of six streams
- More details in future in terms of sessions and costs
- Budget £200,000pa
- £150,000 to one and £50,000 to other

Sharon Swaby asked about the possibility of funding to support the formation of a Youth Panel on Shrublands.

Sian Foley: We will look at ways we can support it.

A35/17 Any Other Business

Sharon Swaby suggested having an Action Plan to take forward issues raised at TLP meetings.

Chris Stock explained that there is not one currently but it could be something to put forward at the discussion meeting in September.

A36/17 Date of next meeting

Tuesday 10 October 2017 at 6:30pm in the Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX.

The meeting ended at 8:29pm

TENANT AND LEASEHOLDER PANEL 10 October 2017

Lead Officer: Executive Director of Place

Wards: All

Agenda Item: 6

Subject: Review of the Tenant & Leaseholder Panel

1. Recommendations

- 1.1 The Panel is asked to note the contents of this report and support the recommendations to:
- a) Make immediate changes to improve the operation of the Tenant & Leaseholder Panel
 - b) Review the membership criteria of the panel
 - c) Review the remit of the panel and the wider resident involvement framework

2. Summary

- 2.1 This report proposes that a review of the operation of the Tenant & Leaseholder Panel takes place, together with residents, with the aim of increasing the opportunity for residents to influence housing policies and strategies.
- 2.2. The report also recommends some immediate changes to the operation and membership of the panel.

3. Background

- 3.1 The Tenant & Leaseholder Panel was established over 20 years ago bringing together representatives from all residents' associations on council estates across the borough. The panel has always been part of the council's committee framework and councilors are nominated to attend by their respective parties.
- 3.2 Initially the panel provided an opportunity for residents to raise issues about their housing services and be consulted on any proposed service or policy changes. Over time the role of the panel has evolved. It is now part of an involvement framework which aims to provide opportunities for all tenants and leaseholders to become involved in ways that are convenient to them and in areas of the service which they have an interest in.

- 3.3 As a result the Tenant & Leaseholder Panel should focus on housing policy and strategy which affects all housing service users. Matters regarding the delivery of housing services should be raised locally where there are residents' associations or resident forums. Alternatively, residents can join a service improvement group which monitors service performance.
- 3.4 However it has been increasingly common for discussions at this panel to focus on service delivery issues which should be or are being addressed at the meetings mentioned on paragraph 3.3. This can lead to duplication and impact on its ability of this panel to address strategic and policy matters.
- 3.5 At the last meeting of this panel it was agreed that an informal meeting of panel members be arranged to discuss its future operation. Prior to this meeting taking place a short survey was emailed to panel members and the results helped to shape the agenda and discussion at the meeting.
- 3.6 The meeting took place on 6 September and was facilitated by Phil Morgan an independent expert in resident involvement. The meeting was well received by the 10 members who attended.

4. Detail

- 4.1 The survey showed that many residents wanted officers to be more accountable for the services they deliver, have a say on working practices and be consulted on important housing issues. However a number of residents were content just to attend meetings to hear what is going on.
- 4.2 There was also concern about the number and diversity of panel members. It was clear that few younger residents were engaging with the panel and felt that more needed to be done to ensure that membership reflected the communities who live on our estates. Others felt that more engagement should be done digitally to attract a wider group of residents to make their views known.
- 4.3 At the meeting the strongest single message was that they wanted greater accountability for the services they receive as tenants and leaseholders. There was frustration that issues were raised at meetings and did not seem to be dealt with. Panel members wanted answers, action plans and accountability from officers responsible for delivery of services.
- 4.4 There was also concern raised about why some panel members attended but did not contribute to the discussions, make suggestions for service improvements or ask questions.

5. Recommendations

- 5.1 It is clear that the council needs to review the existing involvement framework to provide opportunities for a wider range of residents to make their views heard. It is important that residents are provided with the opportunity to raise service delivery issues but these should not be raised at this panel under its current terms of reference.

- 5.2 The resident involvement group will meet over the coming months to review the remit of the Tenant & Leaseholder Panel, taking into account the views in Phil Morgan's summary and good practice by other social landlords. The group will report back to this panel with its recommendations.
- 5.3 There are also immediate actions the council can take to address some of the concerns raised by panel members. This will include the following:
- Report forms to be issued at all meetings to enable panel members to report personal housing issues and not raise them during the meeting
 - The resident involvement activity report (included on all panel agendas) to include more detailed information on the issues being discussed at the service improvement group
 - Future minutes to include an action plan detailing the action, responsible officer and completion date.
 - A recruitment drive for new panel members
- 5.4 It is recommended that the membership criteria for the panel be reviewed. It is proposed that all residents who wish to be a member of the panel will be required to complete a self-assessment application form on which they will be asked to set out why they wish to be a member and how they will contribute to the work of the panel. The details of this process will be agreed with the resident involvement group.
- 5.5 The expectation is that using a selection process will ensure that residents who sit on the panel do so to represent their wider community and/or to bring a relevant professional knowledge or experience to the panel. The selection process should ensure that residents' personal interests or skills are applied to the most appropriate group or activity.

Report Author: Chris Stock, Resident Involvement and Scrutiny Manager,
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Contact Person: As above

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Tenants' & Leaseholders' Panel 10 October 2017
 Resident involvement & scrutiny team update



July - September 2017

Activity	What has happened
<p>Service improvement groups</p>	<p>Service improvement groups (SIGs) involve residents looking at the performance of a particular service and discussing opportunities for improvement with managers.</p> <p>Tenancy and neighbourhood services This group met in September. They looked at performance information and also identified their priorities resulting from the STAR survey – Anti-social behaviour (ASB), improving neighbourhood services and contact with tenancy officers. They will be looking further at these topics in future meetings. There was an extensive discussion on fly tipping and an exchange of ideas of how this problem can be tackled through education of residents and joined up working. The group was also updated on the current situation on fire safety and measures being implemented by the council. The review of the neighbourhood voice scheme was circulated to the group and will be discussed at the next meeting in December.</p> <p>Income and welfare benefits The group met in September and residents were provided with recent performance information for the service. They had a presentation from the family link team about their work with vulnerable families. The group also heard about the continued impact of the introduction of Universal Credit on tenants and what steps the council are taking to soften the impact. The group meets again in December.</p> <p>Leaseholder group The group met in September and were presented with recent leaseholder service performance information. Leaseholder survey results were provided and there was discussion relating to this. The group was also updated on the progress of the leaseholder guide and the pending sprinkler installation work to certain blocks.</p> <p>Responsive repairs group The group met in July. Lorraine Smout, head of service, gave a presentation on fire safety, including the council's immediate response following the Grenfell Tower fire, what inspections and work we have carried out to date and what the position is going forward. There was also a presentation of the Q1 performance for the repairs service. The group had been provided with papers prior to the meeting so had the opportunity to prepare and ask questions relating to the performance. Future agenda items were discussed for the next meeting which is scheduled for late October.</p>

Activity	What has happened
Service improvement groups (contd)	<p>Capital investment group The group met in July with fire safety as the main topic following the Grenfell Tower fire. The terms of reference for the group were also agreed. The group meets again in October with home improvements performance, the process used to select door entry systems and fire safety on the agenda.</p> <p>Resident involvement group (RIG) RIG has not met this quarter.</p>
Sheltered housing panel (SHP)	<p>The panel met in July and agenda items included a presentation from Axis about the repairs service, delivered by Ian Rhodes, divisional manager, a report from Churchill on the cleaning contract, information for residents on fire safety and an update on the mobility storage scheme.</p> <p>The next meeting is in October. Agenda items include: a presentation from the ASB team (as they were unable to attend July's meeting), and proposals to change the way SHP is currently delivered and updates on the mobility storage scheme and cleaning contract.</p>
Housing disability panel	<p>The panel met in March. Discussion focussed on Universal Credit and active lifestyles. Officers from the welfare rights team and active lifestyle team attended the panel to facilitate discussions. Feedback was given on the March TAASC event.</p> <p>The panel have not met since March as there have not been enough agenda items to hold a full meeting. There is also a lack of suitable venues for this group now the community space is not available. Rachel is to meet with Ken Constantine, sustainable communities manager and Andrew Slegg, PCP Coordinator, adult social care in regard to a possible joint initiative for HDP going forward.</p>
Your Housing, Your Questions	<p>There were no YHYQ events this quarter.</p>
Housing ID	<p>The Housing ID currently includes 489 residents. Members have recently been invited to take part in mystery shopping, neighbourhood voice, a leisure centre engagement event and sprinkler installation engagement work.</p>
Surveys	<p>The following surveys have been carried out this period:</p> <ul style="list-style-type: none"> • Parking – a number of surveys are being carried out in areas and on estates where complaints are being made by residents regarding unauthorised parking. This engagement is gauging how much support there is from residents for the introduction of resident parking permit schemes • ASB – an ongoing follow up telephone survey of tenants who have reported ASB which has then been investigated by their tenancy officer. Views are sought on how the tenant feels the complaint was investigated and if it was resolved to their satisfaction.

Activity	What has happened
Scrutiny panel	The responsive repairs scrutiny is ongoing. As part of the exercise panel members conducted several focus group meetings with residents from a range of locations. This was followed by a visit to Axis offices to observe operations. Interviews with staff from Croydon and Axis were undertaken in August and September. The panel continue to meet fortnightly and will be having an information gathering day in October to start compiling the report for this exercise.
Housing complaints panel	<p>The panel met to adjudicate on one complaint in September.</p> <p>The panel did not physically meet in July as scheduled. However, all information was sent out electronically to panel members. They were able to feed back their observations and comments to the complaints manager and contact centre manager. The panel will meet again in November.</p>
Your rent, your say	The group did not meet this quarter.
Local resident involvement – Residents' associations, forums & surgeries	<p>Longheath Gardens Resident Forum met in July. Topics for discussion included the Brick by Brick development, general building works taking place on the estate and the potential formation of a resident group for the estate.</p> <p>A meeting of the Tollgate Resident Forum took place in July and residents were able to ask questions regarding the management of estate, work of their local councillors and progress on the Brick by Brick project.</p> <p>Monks Hill residents had a successful celebration of the 70th Anniversary of the estate and are formally launching their community association on 16 September.</p> <p>Chertsey Crescent High Rise had their AGM in June and the committee for the next twelve months were elected.</p> <p>A resident forum meeting was held at Laxton Court in July to address concerns from residents regarding anti-social behaviour in the block and look at potential for forming a resident group. The tenancy sustainability officer, Nicola Payne, came along to introduce herself and the neighbourhood safety officers also attended.</p>
Neighbourhood voice (NV)	<p>86 NV forms have been completed by 41 residents so far this quarter.</p> <p>Neighbourhood voices across the borough continue to give a valuable insight to services delivered to residents. Where service issues have been identified council officers having been proactive in solving problems. Neighbourhood voices have also been encouraged to attend joint estate inspections with officers.</p> <p>The review of the scheme has been completed and an action plan produced. The report was taken to the tenancy and neighbourhood services group for consultation with group members.</p>

Activity	What has happened
Neighbourhood voice (NV) (contd)	The monitoring form (both paper and online versions) have had questions added regarding any fire safety issues that residents are concerned about along with any suggestions for minor estate improvements.
Mystery shoppers	A new mystery shopping exercise is about to start. A training session with potential shoppers was held in mid-September with the shopping taking place in September and October. Results will be analysed and a report drafted and presented to service heads for discussion in subsequent months.
Residents' training	Mystery shopping training was carried out with 12 residents taking part. Feedback was positive with all attendees finding the training useful and clearly presented.
Newsletters	A one-off paper edition of Open House newsletter was put together in July and delivered to all residents in blocks with three or more storeys. The newsletter focused on fire safety and the work being carried out by housing services following the Grenfell Tower fire. Involvement e-newsletter was last sent out in July and included a link to the online version of Open House.
Additional activities	<p>Asset management team The RI team are continuing to provide support for the asset management team on pre-work engagement with residents for major works and special projects. This is administrative and frontline support, working with project officers and managers at engagement meetings and drop-in sessions to ensure all affected tenants and leaseholders have the opportunity to give their views and receive consistent, accurate information regarding proposed works</p> <p>Consultation & resident liaison team The consultation and resident liaison team have recently moved over to resident involvement from the homes and schools improvements team. Their main role is to deliver a programme of consultation with residents relating to planned and major works programmes prior to delivery. Consultation involves communication with affected residents on a number of work streams including, but not exclusive to, external decoration, communal flooring, lift renewal and major refurbishment and improvement works</p> <p>Fire safety engagement work The resident involvement team has been heavily involved with the ongoing fire safety work following the Grenfell Tower fire. This included co-ordination of letter deliveries and door knocking in blocks, producing Open House newsletter, organising and attending fire safety drop in sessions and starting engagement work around the installation of sprinklers.</p>