RSP Meeting Minutes

Wednesday 06 December 2023 18:00 – 20:00

Attendee	Position
RSP Member	
Alistair Lark (AL)	Scrutiny Panel Member
Johanne Freeman (JF)	Scrutiny Panel Member
Osman Jalloh (OJ)	Scrutiny Panel Member
Philip Martin (PM)	Scrutiny Panel Member
Tim Kavanagh (TK)	Scrutiny Panel Member
Brian Young (BY)	Scrutiny Panel Member
Miriam Zendle (MZ)	Scrutiny Panel Member
Karen Boothe (KB)	Customer Engagement Officer - Notes
Theo Scott (TS)	Customer Experience Manager

Not in attendance	Position
Pamela Okyere (PO)	Scrutiny Panel Member
Steven Smith (SS)	Scrutiny Panel Member
Michael Guest (MG)	Scrutiny Panel Mentor
Martin Bright (MB)	Scrutiny Panel Member

1. Welcome and apologies

TS opened meeting and introductions were given by members.

Apologies received from PO and MG. MB confirmed that he may be late due to work commitments.

2. Minutes and Matters Arising from Meeting held on 15th June 2023

Not applicable.

3. Complaints Scrutiny Project

TS thank everyone for contributing to the report.

The following points were raised, discussed and actions noted:-

- The report can be presented to the Board in the New Year on 25 January 2023 at 5.30pm at TCH office in Tunbridge Wells.

  Action: TS will check if it can also be held online and if a cover sheet will be needed.

- Two members and MG can attend to give a 15 minute presentation including Q and A within the allocated time. The

format needs to be decided, verbal or PowerPoint by the presenters.

- All members present agreed that AL and PM should attend as they were the key members throughout the process to interview staff, meet with residents and right through to the report completion.

- TS and KB met with MG during this week and he is aware of the management response and Board Meeting date.

- AL and PM process will need to decide on a suitable date and time to meet in New Year to plan the presentation format. TS stated that MG is happy to support them.

  Action: KB will send an email to them to find out availability.

- MZ asked for a summary of the complaints scrutiny as she missed some meetings due to work commitments. TS explained the stages of the complaints process including Management Response for the 6 recommendations from RSP.

- RSP will monitor progress of the Management Response and Rosebery to provide evidence during this time.

- The final stage will be to circulate to all residents and staff on the outcome.

4. Next Scrutiny Project

TCH has recommended that Rosebery RSP members investigate Damp and Mould for a 360º degree view as TCH RSP members have just completed this for their scrutiny project.

TCH RSP will be looking at complaints as their next project.

Discussions were held on damp and mould being a big issue within the Housing sector.

Action: TS will share TCH Damp and Mould Scrutiny Report to RSP members and vice versa with TCH RSP seeing the Complaints Scrutiny Report.

AL commented that it would be interested to see if it is household lifestyle/habit or building. TS responded that the Housing Ombudsman emphasises the following *"Landlords should avoid inferring blame on residents due to 'lifestyle', when it is often not solely their issue, and take responsibility for resolving*

problems".

AL suggested scrutinising the merger between TCH and Rosebery in the near future and that TCH residents may feel the same.

Concerns were raised on service charges 4% increase since the merger including underpayment of £150 for major works to be completed. Also it was noted that this was passed through the courts where no notification needs to be given to residents.

TS commented that the Customer Experience Team receives a high volume of calls from residents regarding the 20 pages document sent to them, but the team had limited information.

MZ expressed that she had to read the document a number of times which is unsatisfactory as not many residents would be able to comprehend.

5. Rosebery and TCH RSP Merger

All resident involvement structures will be merged. The RSP will be merged and start in April 2025 for 12 members.

The new Resident Engagement Strategy will be launched in the New Year once it is approved at the Board meeting on 25 January 2024. There will be opportunities to get involve in the new involvement structures outside other than RSP should any member wish to divert.

TS confirmed that it will mainly be face to face meetings. AL raised concerns about meeting in person to go through scrutiny process which will be difficult.

TS mentioned, that it's hoped that a few numbers will be ring fenced in the first tranche to have a blend of both TCH and Rosebery residents.

It could be a split with 70% TCH and 30% Rosebery residents reflective of TCH and Rosebery property sizes but discussion will be held beforehand.

AL stated that there could be an imbalance with 70/30 split with voting processes overruled on TCH having the majority scrutiny members on the panel. TS responded that areas for investigation will have evidence which can be argued should the voting process is deemed unfair.

AL commented that the renumeration for RSP monthly allowance is under minimum wage hourly rate. TS responded that going forward

	the new panel will receive £1,400 per annum from April 2025 and has recommended that current Rosebery panel members should get a pay rise. The first 6 months in 2024 will be covering the next scrutiny project. Both panels to present their report to the Board in October 2024. TS gave an update on the Board who are looking to recruit 2 residents as members which will be a higher renumeration package **Action:** TS is waiting for further details which will be shared to RSP members.
6	**Any Other Business**
	KB confirmed that 3 members will need to collect their IPads.