

Residents Forum

Tuesday 25th June 2024. 10:30am-12:30pm.

Strategy

The refreshed strategy was summarised and presented to the forum, the DH&E focussed on the goals relevant to residents such as Communities and Housing. It was discussed how work to reduce anti-social behaviour can contribute to local communities.

Residents acknowledged the Digitalisation goal in the strategy and asked if there had been any developments in creating an app for residents. The positives and negatives of using an app were discussed including the barriers to technology that some residents may experience. It was also considered if WhatsApp could be used when residents are reporting maintenance issues or anti-social behaviour, as residents highlighted that they have experienced problems when sending photographs and videos via email.

Exploring options for the digitalisation of reporting complaints and contacting housing team was added to the action log. It was suggested that the Head of IT could join a future Residents Forum to advise on possible options.

Governance

The DH&E explained how the Residents Forum provides a key opportunity to ensure that residents have a voice within St Anne's, the new action log for the Forum will hold St Anne's accountable and on track to make progress.

Residents were informed of the opportunity to represent residents on the Board of Trustees and at Committees, this was welcomed by residents at the forum. Further information about what the role will entail is to be provided at a future Residents Forum.

Complaints Policy

Following the review of the complaints policy at previous Residents Forum, a new infographic was presented which clearly explains the steps to be taken when reporting a housing complaint. Residents will be provided with a copy of the infographic to add any comments and feedback. Training on handling complaints is arranged for September 2024 for the Housing Team.

The DH&E addressed that the culture of complaints at St Anne's requires improvement, and that complaints should be welcomed as an opportunity to make improvements. It was identified that complaints are often downgraded to concerns, the planned training and revised policy will prevent this from happening.

Tenant Satisfaction Measures results

The DH&E presented the results of the 2024 Tenant Satisfaction Measures and outlined the context for the survey. It was reported that 77% of tenants feel satisfied with the housing services provided, the goal presented in the strategy is to achieve 90% satisfaction by 2026. An action plan was developed based on the survey results and the Residents Forum will track the progress of the actions.

Some residents raised that they did not know when staff would be visiting to complete the survey, therefore they did not to answer the door as they were not expecting St Anne's to visit.

Feedback from residents was provided in relation to the survey results. Residents agreed that they are satisfied with the St Anne's Maintenance teams, however they have concerns about the contractors and felt let down by them. For example, the gardeners did not clean up the garden waste.

It was suggested that quality checks could be completed on the work to ensure that St Anne's are getting value for money from the contractors.

A discussion was had about the possibility of residents or volunteer groups contributing to the gardening. Later this year the landscaping contract is to be reviewed to consider other options.

Feedback was received about residents being reluctant to raise complaints with certain members of staff as they feel that some individuals are unlikely to report the problem back to Head Office. This comment was acknowledged and will be followed up by, the DH&E reassured residents that the updated policy and training session will address how staff identify and escalate complaints.

Tenant Satisfaction Measures Action Plan

- Contract management and quality testing of contractor's work.
- Anti-social behaviour policy to be reviewed at the next Residents Forum.

Void Standards

Residents raised that last year they completed property visits and created a voids standards checklist; it was asked if this has been implemented. The DH&E advised that this will be revisited and will update on this at a future meeting.