

Estate Champion Meeting: 11.10.2017

Attendees:
 Alex Wotherspoon Norse
 Mr E Slater
 Mr M Falkner
 Mr R Jefford
 Jo Thornton-Pickering Mears
 Mrs I Forster
 Jodie Miller
 (Community Development Officer MC)
 Emma Ditton (partnership & policy manager MC)

Apologies:
 Chris Rourke
 Mr B Mayo-Bedford
 Mr J Morgan
 Simon Davis
 Mrs M Butcher

1. Minutes of last meeting:	Action
Agreed	
2. Updates	
<p>Mick: There is an abandoned motorbike near the old caretaker's office that has been there for a few months. BBQ in the children's play area at James St flat. Cherry tree branches on the corner of James St are touching the guttering of the flats. The Bin on the path outside Saunders Street flats needs a new inner metal container, was noted at the evening estate inspection.</p> <p>Robert: Since the last meeting the stairwells have been clear. Smoking from staff at Oasis academy has ceased. Tree team doing a very good job at Tintagel at the moment. Questions around use of a property nearby JM to notify tenancy officer.</p> <p>Eric: Car parking lighting upgrade has been very well done; the ops were very polite and courteous. Fly tipping is still a huge issue especially at weekends. Youths are parking out the back of Keswick court smoking cannabis. Weeding outside of the flats had not been completed.</p> <p>Irona: Only half of the front gardens in the close have been cut. JM advised that the contracts have been agreed and the front gardens remain resident responsibility therefore it may have been a misunderstanding of the ops. Fly tipping is an issue however not sure on how to report, JM to send details. TV aerial is still malfunctioning. MF mentioned a filter he was sent as a new mast interfered with his TV https://at800.tv/.</p> <p>When can residents start decorating and when will the snagging jobs going to be completed. Trees in the alleyway behind number 13 need cutting Housing officer to update.</p> <p>Alex: Norse is out on the estates weed spraying at the moment.</p> <p>Shirley: Down pipe between 6 & 2 Victory manor has come away from the wall.</p> <p>A neighbour had asked for general needs residents in flats, who deals with any issues with fire alarms. JTP advised Mears maintain them however if the battery needs replacing it is tenants responsibility, even though they are hard wired they also have batteries that need replacing.</p> <p>SG required an update from JPT on whether the door entry system at Flaxmans court had been fixed</p> <p>Jodie: Has recently met with Krishna Devi whom is the community</p>	<p>DC JM</p> <p>LT</p> <p>JM MF</p> <p>DC</p>

<p>engagement officer for Medway Hospital. JM asked the champions if they would mind Krishna coming along to one of the meetings to meet them to inform them of her work at Medway Maritime. All agreed.</p> <p>Jodie then mentioned having a gathering for all champions youth, engagement ambassadors and HFIL reps at Christmas time so they can all meet each other to share their experiences of resident involvement and celebrate their work over the year.</p>	
<p>3. Bulky waste: AW Norse</p>	
<p>Alex explained how Norse work in partnership with Medway Council's environmental team moving bulky waste from HRA areas, placing the items within a location that is best suited for health and safety reasons. There have been some requests from environmental team that haven't been possible for Norse to move items due to h&s issues.</p> <p>McCudden row communal door lock was reported as broken by one of the residents JTP advised that anything like that needs to go through call desk, as it's not the main entrance to an individual dwelling the response time is different.</p> <p>Norse hasn't been receiving job numbers from Mears when logging repairs. Cross hatching at the bottom of James St has been an issue due to a vehicle not moving.</p> <p>Norse are unable to remove propane bottles from now on as they haven't any way of disposing them due to the recycling centres changing regulations.</p>	<p>SD</p> <p>JTP</p>
<p>4:Norse Operational meeting update BMB</p>	
<p>Not present, was unable to attend the last Norse op meeting.</p>	
<p>5: Annual report</p>	
<p>Emma Ditton presented a draft version of the annual report asking the champions to take a look and suggest what they think residents would like to see that may be missing. (attached with minutes)</p> <p>ED explained previous editions have been 20pages + published online and the page has only 70 clicks therefore this year the document will be more of an infographic poster style and condensed into 3 or 4 pages to be displayed around the estates for residents to see.</p> <p>RJ suggested that partnership working should be highlighted as he has accessed various public health activities via the joint working agreement. ED advised that government requires more performance information for this document however the residents' magazine would be a great place to share that success story JM to liaise with RJ for an article for the next edition.</p> <p>The group went on to discuss the role of champions and perhaps the champions to create a document to advertise to residents in their area who they are and what they do. Discussion around managing enquires and the role not affecting their day to day life and privacy therefore suggested using the resident involvement email address for JM to then send onto relevant champion. Agreed.</p>	<p>JM</p>
<p>It was also raised that during meetings it's important that all members allow each other to speak and that no one attempts to speak over or dismiss anyone's comments. JM reminded everyone about the code of conduct that</p>	<p>ALL</p>

<p>the champions signed and that it needs to be adhered to otherwise membership will be reviewed, constructive relevant comments or questions are welcomed but at the appropriate time.</p> <p>RJ suggested that the champions whom have more experience perhaps share their knowledge and experiences to the newer members of the group. All agreed and decided to share personal email addresses, JM highlighted this was for them to manage communications amongst themselves and isn't a requirement of the champions to share their personal details with each other.</p>	
<p>6. Environmental policy</p>	
<p>The draft policy was handed out to champions as time was running out it has been asked for feedback to be sent to Jodie by 20.10.17 It has been asked that champions check the documents style is understandable, and whether there are any points they disagree with or don't understand to highlight. (attached with minutes)</p>	
<p>7. AOB</p>	
<p>JTP Mears open day for national customer service week last week was a great success. Champions were invited to Mears to see how the service works behind the scenes. The morning started off with an information session, overview of the contract and service requirements. JM passed on a special thanks from John Morgan whom attended and said how well put together the day was and informative.</p> <p>JTP handed out a leaflet asking champions for suggestions for a social value project they would like to see and help deliver. There is funding of £500, however the project needs to meet at least one of Mears social value goals and have longevity. (see attached)</p> <p>JM advised that she will soon be delivering tenancy training to new tenants that are placed in Medway Council accommodation. JM asked once she has prepared the material for the training for champions to take a look and comment and on a rotational basis attend the sessions to talk about resident involvement and community development opportunities. All agreed.</p> <p>JM advised that the Welfare reform team are holding weekly drop in events at the Twydall Community Hub. Asked the champions to promote this to other residents. Link to time and dates of the drop ins www.medway.gov.uk/debtsupport</p> <p>ES mentioned the Rainbow room and its potential use for drop in and community events. JM to chase access to the room.</p> <p>Discussion around the new Self testing emergency lighting system being installed at Benenden Manor. JM to ask Lee Gilbert to provide a briefing note for tenants.</p>	