



FORUM MEETING

Thursday 29th May 2008

Boardroom, Marybone

Present:

Sue Ward	Chair
Tim Hall – Smith	Vice Chair
Alan Heague	Forum Member
Ginger Ryland	Forum Member
Bob Gleig	Forum Member
Brian Gibson	Forum Member
Pauline Davis	Forum Member
Alf Beach	Forum Member
Vikki Cierpicka	Forum Member

Cosmopolitan:

Alec Gaston	Operations Director
Steve Loftus	Resident Involvement Co- coordinator
Ria Simon	Resident Involvement Officer
Sasha Buckley	Resident Involvement Assistant

Apologies:

Mary Gibiliru	Forum member
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Introductions/ Apologies:

Everyone was welcomed around the table. The Forum agreed to send Mary a get well card.

ACTION

Matters Arising:

- **Reception Sign**

Ria has liaised with the Graphic designers and they have suggested pictures of the forum taking part in activities would be appropriate for the reception sign. It was advised that Ria could use the Halton Lodge action day pictures and to look for some of the forum in previous activities they had taken part in

RS

- **Governance Training**

The Governance training has been postponed and all dates that were given out have been cancelled due to lack of interest so far. Beatrice Fraenkel who is chair of the board is sending out a letter with the newsletter to gain a wider interest. Sue Ward asked for all staff to be actively recruiting for Board members when out visiting residents.

ACTION

- **Budget**

The Forum budget for last year was £10,300 it has gone up 3% and the budget for this year is £10,609. Ria explained that she had projected costs for the next 12 months based on last year figures but reduced or increased amounts where she thought applicable. Sue suggested Ria try to revise travel cost of each forum member to gain a closer estimate for this year.

- **CIH Course**

Tenants from Cosmopolitan as well as tenants from other associations took part in the CIH course which was a 16 week course. Four tenants from Cosmopolitan successfully completed the course. Steve informed the forum of costs for both the Level 2 and Level 3. Steve asked the forum if this was value for money. Some of the Forum agreed that level 3 was far too expensive, however for level 2 some forum members registered an interest of going on the course.

- **Vulnerable Tenants Policy**

Alec stated that he is in the process of reviewing the vulnerable tenants policy but is also looking at the vulnerable tenant repairs policy. This will merge into one. A draft copy will go out to the Forum and for the forum to feedback with any comments. Sue said she will be happy to support this. At the moment there is not a specific Gas servicing policy in place but one needs to be produced. Alec stated that there will be legislation put into it and is working on one at the moment. Alec will circulate draft copy to RRT and discuss in more detail. Members of the RRT to feedback to Forum.

- **Hard To Reach Group**

The forum completed the Hard to reach group activity. Ria is going to make amendments and send out to the forum. Sue asked if Darren has nearly finished working on the profile of tenants? Pauline informed the forum that Steve Biko had there own outreach worker. She also informed them that Crawford house are running ESSOL classes. She thought it would be a good idea to form links with this.

DH

- **Halton Lodge Community Action Day**

The Lodge Community Group held a Halton Lodge Community action day. Ria explained that the new Cosmopolitan Roadshow attended this day as a start to running roadshows in the local boroughs instead of one Resident Day. Ria contacted the chair of the Forum who agreed to two forum members attending however Sue could not attend herself. Therefore Tim and Bob were asked and accepted the invitation to attend and promote Resident Involvement and the Forum. The day was a great success and later on in the year two more road shows will take place this year in Runcorn and Sefton. Alan raised his concerns that all of the Forum was not contacted to attend the Action Day. Ria explained that they went to the list of forum members and systematically called the chair, vice chair, and Bob who was next on the list. There was only a requirement to have to have two members of the Forum at the event.

ACTION

- **Publicity/ Stationery**

Ria explained that Housing Services have all been issued with a tshirt which has the Association's logo on it, to be used at the road shows. Ria suggested that the Forum could get t-shirts made with the cosmopolitan logo and Forum member printed on them. Ria had a quote of £140 in total, Members of the Forum asked if Ria could find how much it would be for V-neck instead of round necks.

RS

It was also suggested that the forum could look at the budget and might want to buy key rings, rulers, pens etc. The forum asked for a timetable to be produced so they are aware of dates and events to attend to help promote the forum. Ria suggested that the Forum could use the road show as a way of consulting with residents to get feedback on what residents think about the Forum, or why people do not want to get involved. To put on July agenda.

RS

- **Progress Update on Mystery Shopping**

Steve advised the Forum that Julie will be working on the Mystery Shopping project alongside residents and is currently pursuing training opportunities. Sue proposed that the off tenants would be good to look at in the future. Also to look at voids which Tim informed that the RRT had done. Sue asked if an update on the mystery shopping could be presented at the next meeting.

SL

- **Training Suggestion**

Ria asked if any individual forum member was interested in any training to contact herself or Sasha. Ria gave an example of the editorial subgroup, and suggested that this group may want to start receiving training on putting together a newsletter and forging links with the graphic designers. Ria agreed to still work alongside this group but thinks that the newsletter would be better coming from Forum members instead of herself. The group agreed with this, and Ria will look into this further. All forum members agreed this was a good idea. To put Newsletter as Agenda item for next meeting. If anyone has any ideas for the newsletter to let Sue, Ria or Sasha know or alternatively bring along to the next meeting.

RS

Tim presented the forum with TPAS information about their conference which will be taking place Friday 1st August – Sunday 3rd and will be held in Birmingham. Steve Loftus will be carrying out a workshop at the event on Saturday 2nd August. Tim asked if anyone would like to attend to feedback to him.

FORUM

- **Any other Business**

Alf brought to the forum a complaint he had, but Steve explained that the Forum meeting could not be used for personal issues and this is stated in the constitution. Sasha to send out complaints information.

SB

The Next meeting will take place Thursday 26th June 2008 at 12pm.