

Public Document Pack

Tenant & Leaseholder Panel

To: Marilyn Smithies (Chair);

Jill Arboine, Binta Barry, Ishia Beckford, Monica Binns, Aishnine Benjamin, Yaw Boateng, Peter Cooper, Teresa Cox, Bernard Daws, Susan Devonish, Neide Dias, James Fraser, James Gitau, Petra Johnson, Desmond Ojumu, Grace Osoata, David Palmer, Guy Pile-Grey, John Piper, Sharon Swaby, Jamil Tarik and Kim Wakely.

Councillors Pat Clouder, Clive Fraser, Felicity Flynn, Patricia Hay-Justice, Richard Chatterjee, Lynne Hale and Michael Neal

A meeting of the **Tenant & Leaseholder Panel** will be held on **Tuesday, 16 April 2019** at **6.30 pm** in **Council Chamber - Town Hall**

JACQUELINE HARRIS BAKER
Council Solicitor and Monitoring Officer
London Borough of Croydon
Bernard Weatherill House
8 Mint Walk, Croydon CR0 1EA

Kieran Pantry-Melsom
020 8726 6000 x63922
kieran.pantry-melsom@croydon.gov.uk
www.croydon.gov.uk/meetings
Monday, 8 April 2019

THIS MEETING WILL BE WEBCAST LIVE
Click on link to view:
<https://croydon.public-i.tv/core/portal/home>

AGENDA

- 1. Welcome and Introductions**
- 2. Apologies for absence**
To receive any apologies for absence from any members of the Committee
- 3. 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.
- 4. Minutes of Previous Meeting (Pages 3 - 8)**

To approve the minutes of the meeting held on 12 February 2019 as an accurate record.

- 5. Action Plan (Pages 9 - 10)**
Response to action points taken from the previous meeting.
- 6. Waste Collection**
Verbal Report from Duncan Turner (Contracts Technical Officer).
- 7. Health & Safety Panel (Pages 11 - 14)**
Katherine Monk (Resident Involvement Manager).
- 8. Future proposals for Open House newsletter**
Report to follow.
- 9. Scrutiny update**
Verbal report from Yaw Boateng (Tenant Scrutiny Panel).
- 10. Resident Involvement Activity Report (Pages 15 - 18)**
This report is attached for information only.
- 11. Feedback**
 - a) London Tenants' Federation - Jamil Tarik
 - b) ARCH - Yaw Boateng
 - c) Croydon Voluntary Sector Alliance (CVSA) - Guy Pile-Grey
 - d) All Ages Inter-generational update and Youth Provision and Communities Fund - Sian Foley
- 12. Any Other Business**
- 13. Elections**
Chris Stock (Resident Involvement Manager).
- 14. Date of next meeting**
Tuesday 2 July 2019 at 6:30pm in the Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX.

Tenant & Leaseholder Panel

Meeting held on Tuesday, 12 February 2019 at 6.37 pm in Council Chamber - Town Hall

MINUTES

Present: Marilyn Smithies (Chair);
Jill Arboine, Binta Barry, Ishia Beckford, Monica Binns, Yaw Boateng, Peter Cooper, Teresa Cox, Susan Devonish, James Gitau, Petra Johnson, Desmond Ojumu, David Palmer, Guy Pile-Grey, John Piper, Sharon Swaby, Jamil Tarik, Kim Wakely and Oriel Weekes.

Councillors Clive Fraser, Lynne Hale and Patricia Hay-Justice.

Also Present: Patrick Weekes (Resident), Councillor Alison Butler, Interim Director for Council Homes, Districts and Regeneration, Director of Housing Assessments & Solutions, Acting Head of Assets and Involvement, Resident Involvement Manager, Senior Resident Involvement Officer, Finance Manager and Head of Finance.

Apologies: James Fraser, Grace Osoata, Councillor Pat Clouder, Councillor Felicity Flynn, Head of Service Development and the Head of Capital Delivery for Homes and Schools.

PART A

1/19 **Welcome and Introductions (Panel Members and Directors)**

The panel members, councillors and officers in attendance introduced themselves.

2/19 **Disclosure of Interest**

There were no disclosures at this meeting.

3/19 **Minutes of Previous Meeting**

The minutes of the meeting held on 16 October 2018 were agreed as an accurate record.

In regards to the Action Plan table that officers completed from the previous meeting, the Chair commented that the response to Action point six needed to be amended to reflect that the issue had been put on hold.

4/19 **Housing Revenue Account - Rent, Service Charge, Garage Rent and Budget Setting**

The Finance Manager reported that:

- Rent levels for council properties decreased by 1% in 2019/20 against the 2018/19 rate.
- Service charges, Garage rent and parking space charges would continue to be charged at 2018/19 rates.
- Heating charges would continue to be charged at 2018/19 rates.
- Due to the rent decreasing by 1%, rent income was reduced by £739,000
- The high value levy had been lifted and was no longer being implemented by the government.

It was also stated that:

- £38 million had been allocated for the HRA for 2019/20, approximately £27 million was for on-going maintenance and fire safety works
- £1.5 million to extend units in blocks to accommodate larger families

In response to questions regarding Thames Water charges, panel members were told that Thames Water was now collecting payment for water charges directly from tenants. The council was no longer collecting payments on their behalf.

A question was asked as to what the council would do in response to the potential increase of business rates. It was said that it was not entirely clear that this would occur, however more business rates going to local authorities would lead to the government taking away their grants. Members would be briefed in more detail of this at the next TLP meeting.

Members of the panel **NOTED** the contents of the report.

5/19

Housing Capital Investment Programme 2019/20

The Acting Head of Assets and Involvement reported that:

- The council had 13,494 homes and 2,392 leasehold homes that benefitted from works carried out on 1,104 blocks of the HRA.
- Section 2.3 of the report contained the aims of the capital investment programme which included providing houses that meet and exceed statutory requirements and minimising risk within properties to tackle health and safety issues.
- “Type 4” fire risk assessments had been commissioned and were being carried out.

- Section 3.1 of the report listed the council's 2018/19 performance which included the replacement of 61 roofs, modernised kitchens for 336 homes and the installation of 207 double glazed windows.

In response to questions the presenting officer stated that there was no statutory requirement for which level of assessment was used for fire risk checks. Type 4 was the most intrusive and required the compartmentalisation of individual dwellings and communal areas to be checked and secured.

Panel members were also informed that the council has made many requests to the government to provide funding for sprinklers. However, to date the government has not provided funding to any authority for the retrofitting of sprinklers. The council continues to lobby for funding for essential fire safety works.

Members of the panel **NOTED** the contents of the report.

6/19 **Review of Service Improvement Groups**

The Resident Involvement Manager reported that the Council wanted to continue to involve residents and improve the way they worked with each other.

Members were informed of a number of proposed initiatives that would help improve the delivery of housing services, these were listed within the report.

In response, each member of the TLP shared their thoughts on the report and its proposals. The main points raised were:

- The merging of Service Improvement Groups (SIGs) would leave little or no time for residents to discuss every important issue or ask questions.
- The Head of Services attending SIG meetings, which was supported by TLP members, it was emphasised how important it was for residents to hear from them.
- Useful Training courses for SIGs and the position of Chair needed to be available for residents because it's necessary for them to develop the appropriate skills and some had not been provided with the opportunity.
- Attendance and better engagement with residents in response to their feedback and suggestions was necessary if SIGs were to succeed.

The Resident Involvement Manager responded to the comments made by the TLP about training programmes and merging meetings amongst other topics.

It was recommended that panel members test the proposals for a few meetings to see how effective it would be and then it could be revised if members had problems with it.

The Resident Involvement Manager stated that a meeting outside would be arranged to discuss the matter of service improvement groups so the next step could be presented at the next TLP meeting.

Members of the panel **NOTED** the contents of the report.

7/19 **Celebrating 100 years of Council Housing**

The Resident Involvement Manager informed the members of the panel about the Council's plans to celebrate 100 years since Parliament agreed to build Council homes in 1919.

It was said that an exhibition would be held in the Croydon Clocktower, August 2019 to showcase the history of council housing. This would include old archived photos of tenants and anecdotes of former and existing Croydon tenants about their experience living in Croydon.

There was scope to take the exhibition to libraries and museums which would benefit young people who weren't aware of the history and origins of council housing. A task and finish group was being formed to help organise the exhibition and panel members were encouraged to participate and tell their stories.

Panel members expressed interest in the exhibition and were very supportive of the idea. It was emphasised that this was be good opportunity to disprove the negative stereotypes of tenants and demonstrate why being a tenant was a positive thing.

Members of the panel **NOTED** the contents of the report.

8/19 **Scrutiny Update**

Yaw Boateng informed the panel that:

- The Scrutiny Panel was dealing with the complaints process and collating their findings.
- There were delays in finalising this because of the Council staff restructure.
- Focus groups were being organised to understand resident's views and experiences of registering complaints.
- A written report would be produced outlining what had been completed so far.

Members of the panel **NOTED** this update.

9/19 **Resident Involvement Activity Report**

This report was attached for information only.

10/19 **Feedback**

a) London Tenants' Federation - Jamil Tarik

The panel was informed that:

- London Tenants' Federation (LTF) represented and supported social housing and affordable housing groups.
- Members were encouraged to go to the website to find important information - <http://www.londontenants.org/>
- Stop Press could also be found on the website which helped get residents' views across at the Mayor's Assembly and Parliament.

b) ARCH - Yaw Boateng

The panel was informed that:

- There were a lack of tenants at the last ARCH Conference
- Other ways for tenants to engage would be useful such as having the option to skype in to meetings if they cannot attend
- Benefit to Society campaign, which tackled stereotypes of social housing tenants was being re-established and members' support was encouraged.

The Resident Involvement Manager also informed panel members that the Council encouraged residents to attend the ARCH conference and were able to pay for their travel and accommodation. 5 people were needed for the next event.

c) Croydon Voluntary Sector Alliance (CVSA) - Guy Pile-Grey

The panel was informed that:

- CVSA were meeting next week and a report would be produced following this.
- Training for CVSA was also available and members would be notified if there was an opportunity to participate.

d) All Ages Inter-generational update and Youth Provision and Communities Fund - Sian Foley

The panel was informed that:

- In Sian’s absence, the Chair was provided with a document which outlined the updates of the All Ages and Youth Services.

The Chair read out the key points of the document which was published and circulated to panel members after the meeting.

11/19 Any Other Business

Panel members raised the following as topics of discussion:

- Election of the Chair and Vice-Chair to be held at the next panel meeting.
- Veolia’s standard of performance - it was said that Veolia staff and the contact manager could be invited to respond to panel member’s queries specifically regarding bin storage for homes
- Drug use in homes – the TLP heard that this could be investigated by the council in collaboration with the police if there was clear evidence of this.
- Responding to queries – the TLP heard that a report could be provided to assess reporting mechanisms such as the ‘Don’t Mess With Croydon’ app, however the ground maintenance issues raised was not a housing service and would need to be addressed by other officers.

12/19 Date of next meeting

Tuesday 16 April at 6:30pm in the Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX.

The meeting ended at 8.28 pm

Signed:

Date:

.....
.....

TENANT & LEASEHOLDER PANEL

MEETING DATE: 12 February 2019

ACTIONS:

ITEM	AGREED ACTION	WHO BY	COMPLETION	Comments
Resident training	Panel members to be sent training needs assessment forms.	Chris Stock	1/3/19	Forms will be sent to all active residents during April
Review of service improvement groups	Chris Stock to arrange another meeting with panel members	Chris Stock	4/3/19	Meeting took place on 4/3/19
100 years of council housing	Panel members to contact the Resident Involvement Team if they have any memories that they would like to share or know anyone else who has. Volunteers are also sought to be part of the planning group.	All panel members	1/4/19	Publicity has been widely circulated and interest from residents is being followed up
Scrutiny panel update	Panel members to contact resident involvement team if they have made a formal complaint and want to participate in	All panel members	1/3/19	Several panel members responded but were not able to participate as they had not made a

	the scrutiny panel's survey			formal complaint to the council.
Cleansing & Waste	Service manager to be invited to next meeting	Chris Stock	16/4/19	

**TENANT AND LEASEHOLDER PANEL
16 April 2019**

Lead Officer: Kirsteen Roe, Director of council homes, districts and regeneration

Wards: All

Agenda Item:

Subject: - Croydon Council resident health and safety group

1. Recommendations

1.1 The Panel is asked to support the establishment of a resident health and safety group and comment proposed terms of reference for the group.

2. Summary

2.1 This report outlines a proposal to establish a residents' health & safety group in response to recommendations following the Grenfell fire contained in the Hackitt Report and last year's Housing Green Paper..

3. Background

3.1 The tragic fire at Grenfell in June 2017 was a national disaster that has thrust tenant involvement and the tenant voice, amongst other issues into sharp focus. The Hackitt Review report published in May 2018 and the Housing Green Paper address a further exploration of safety, involvement and complaints and called for the government to improve how it engages with residents and give them a much stronger voice in building safety.

3.2 Another key theme that runs across the Green Paper and the proposals is the intention to make building and fire safety information available and accessible to residents. Also involving residents on building safety processes and procedures and making it easy for residents to report concerns on building safety.

The recommendations included:

- Ensuring information on building and fire safety procedures are available in accessible ways to residents
- Helping to improve residents understand of building safety
- Easy access to information about fire safety, including Fire Risk Assessments
- A resident engagement strategy which shows residents rights and responsibilities, how information is shared with residents and involving residents in work that may impact on resident safety

- A clear system and process for residents who want to raise concerns about safety in buildings.

4 . The Proposal

4.1 We are proposing a new **resident led health and safety advisory panel** to place residents at the very heart of Croydon's commitment to deliver these recommendations and comply with requirements and expectations raised since the Grenfell fire.

4.2 While there will be a focus on fire safety, the group will address other aspects of health and safety in buildings, including:

- Fire safety
- Gas safety
- Electrical safety
- Asbestos
- Legionella/water
- Housing Health and Safety Rating System (HHSRS), Decent Homes criteria
- Trips and falls
- Lifts

5. Outcomes/impact

5.1 Residents living in council homes and buildings are often the best people to understand the risks in the buildings where they live. Empowering residents, giving them new skills and getting them involved in making decisions creates a culture of trust and demonstrates that the health, safety and wellbeing of our residents is important to us. Other benefits include:

- Greater awareness of risks specific to where residents live
- Better control and identification of risk
- Helps to develop a positive health and safety culture where risks are managed sensibly
- Buildings become safer and healthier
- Less accidents and ill-health
- Talking, listening and cooperating can help to identify joint solutions to problems
- Creates a desire to improve the overall environment in a building

6. About the group and how it will work

6.1 It's critical that membership of the group is representative of a diverse mix of tenants and leaseholders, including those living in high rise buildings, street properties, sheltered blocks and in general needs blocks. The resident involvement team will review membership as the group develops and target specific groups of residents are necessary to ensure a diverse range of participants.

6.2 Members will be invited to join a closed group which will be hosted on

Facebook to enable residents who are unable to engage face to face or attend meetings to have an equal opportunity to contribute to discussions. A face to face 'launch' event, hosted by the resident involvement team, will be organised as the group starts to take shape. The closed Facebook group will be administrated, managed and moderated by the resident involvement team.

7. Looking ahead

7.1 It is anticipated that smaller task and finish groups will form to focus on specific themes, for instance, safety advice and information for residents living in high-rise blocks. The resident involvement team will facilitate engagement with key stakeholders such as the London Fire Brigade, councillors and council officers from the repairs, capital delivery, tenancy, safety compliance and other services as required.

7.2 As the group evolves over the coming months, and becomes representative of a diverse range of residents, a core steering group or panel will be proposed. This panel will support relevant council officers and ensure that tenant and leaseholder voices are at the heart of the council's approach to buildings safety.

8. Implementation timetable

Activity	When	Notes
Awareness raising and promotion	Nov 18-March 19	Publicity in Open House, social media, website and recruitment drive.
Communication / invitation sent to residents who have registered their interest	April 19	Gauge involvement preferences, area of interest
Discussion group evolution with themes emerging	April / May 19	
Question relating to health and safety included in STAR survey	May 19	STAR survey distributed to all Croydon tenants and leaseholders
STAR survey distributed and feedback gathering	June 19	
Emerging themes from resident feedback and group discussion	July/August 19	
Begin to shape themes into specific work streams or task and finish groups and reflect back key themes to residents	July/August 19	
Initiate steering group development and host resident safety group networking meeting.	September 19	Stakeholder engagement as appropriate
Invite residents to and group members to submit applications for steering	September 19	

group. Draft terms of reference developed.		
Steering group established and 'work plan' development.	October 19	

Report Author: Katherine Monk , Resident Involvement Manager

Resident involvement team update

January - March 2019



Panel meetings	
Leaseholder group	The panel did not meet this quarter but is due to meet again on 25 April.
Resident involvement group (RIG)	The group met in March to discuss the proposal to replace some of the service improvement groups with a performance monitoring panel.
Housing complaints panel	<p>The panel met at the end of February and looked at performance reports on complaints, as well as Access Croydon and the contact centre which the panel also monitor. The main focus of the meeting was informing the panel about IT improvements to the check in systems in Access Croydon and the new telephony system which is due to be rolled out late summer.</p> <p>There were no complaints adjudications this quarter. The panel are due to meet again in May.</p>
Sheltered housing panel (SHP)	A working group is continuing to review the panel. Several meetings have taken place with residents and officers from tenancy, sustainable communities, repairs and Axis. The working group now has a representative from extra care housing who will champion issues on behalf of residents in these blocks. The next pilot meeting is due to be held at Freeman Court (an extra care housing block), in April. After this, a schedule will be drawn up and meetings will take place in different blocks across the borough over the next year. It is hoped that these meetings will take place once a month and will be in line with the council's new "Localities" model. There are also plans to increase engagement in general with residents in extra care housing over the next six months.
Housing disability panel	The role of the panel is still under review. The possibility of having housing related items on the agenda of existing adult social care panels is one option that is being considered. Work is on-going with colleagues in adult social care who have involvement with existing panels.
Resident health and safety advisory panel	This panel is being set up and recruitment is underway. The panel will enable residents to be better informed about health and safety issues and to make it easier for them to raise concerns. It will be possible for panel members to 'meet' virtually online through the creation of a closed Facebook group to encourage wider and regular participation. Proposed membership, format and terms of reference of this to be reviewed by TLP.
Performance monitoring panel	The proposal to replace some of the service improvement groups with a performance monitoring panel has been agreed. The RI team is look at the performance information that will be provided and meeting with residents in April to discuss this further.
Resident scrutiny	

Housing scrutiny panel	The complaints scrutiny exercise is ongoing. The panel continue to meet fortnightly and have looked collectively at the corporate complaints procedure and identified areas for improvement/change. The panel are currently reviewing and collating information gathered throughout the exercise. A focus group was held which comprised residents who have gone through the formal complaints procedure to find out their experience and any areas for improvement. A further focus group is planned. Staff interviews are also being arranged as the panel reaches the final stages of the exercise.
Neighbourhood voice (NV)	Residents continue to provide us with monthly information about the services they receive, such as caretaking, litter picking and grounds maintenance. We are just completing the re-branding and updating of our information pack. We have now doing a big recruitment drive to enlist new members particularly in under-represented areas of the borough.
Mystery shopping	<p>The libraries mystery shopping exercise ended in October 2018. The service has since been restructured and the report used to assist in shaping the service moving forward. The final report was presented to mystery shoppers in March and they had a chance to feedback directly to library service managers regarding their experiences during the exercise. Mystery shoppers were updated regarding proposed refurbishment of libraries throughout the borough, which includes improved signage, an IT upgrade and a new out of hour's self-service facility. Some of the recommendations from the report are already being introduced. For example, one of the libraries was noted as being particularly unwelcoming by shoppers and it has since been remodelled to remove the large reception desk at the entrance which gives a more open and welcoming impression. Staff also received additional training.</p> <p>The next service area to be mystery shopped has already been identified and managers are currently working on developing scenarios for the exercise.</p>
Estate based involvement	
Roadshows	<p>The feedback received by residents living on Regina Road, Sunny Bank, Handcroft Road, Monks Hill and Fieldway estates has been collated and circulated to the council's resident & gateway, community development and asset management teams, as well as waste contractors, Veolia, for them to put forward a response and possible solutions to some of the issues raised. After investigation the lifts at Regina Road are due have new flooring and lighting in the lift cars and the door entry systems on Sunny Bank are being costed for upgrade or renewal. This will be taking place on the 2019/2020 capital investment programme. Feedback to residents will be given within the letters informing them about the works.</p> <p>The team will be scheduling in more roadshows in the coming months.</p>
Resident forums (RF) & associations (RA)	<p>Our recent work with RF and RA groups includes the following:</p> <ul style="list-style-type: none"> • Tollgate estate RF met in March. Residents met representatives from BxB and Quinn (the developer) to discuss their concerns about the pending development on the estate. It was agreed that residents will now meet with BxB and Quinn on a monthly basis. Residents were introduced to their new tenancy officer who will be following up concerns raised with regards to anti-social behaviour, refuse collection and fly-tipping. The next forum meeting is in June.

	<ul style="list-style-type: none"> • The Longheath Gardens RF met in March. Residents discussed their concerns with the major works being undertaken by Mulalley coinciding with the BxB development on the estate. Issues were also raised concerning garden allocations, refuse collections, fly-tipping and litter-picking which are being followed up by the relevant service managers. • Northdowns RA met in March. The meeting was attended by the tenancy officer for the area along with the police and local ward councillors. The next meeting is due to take place in June, which a representative from waste management will also attend. • Laxton Court Resident Group in Thornton Heath are now a recognised RA. The RI team have supported the group in setting the association up and will continue to work with them going forward. Around 20 residents attended a 'social prescribing' pilot event along with various housing staff, library services, the police, and volunteers from Croydon Voluntary Action. Feedback from this event was positive and is now being used in the on-going work around the locality model.
Brick x Brick (BxB)	We are supporting BxB's engagement with residents on the following estates: Auckland Rise, Longheath Gardens, Kingsdown Avenue, Ravensdale Gardens, Tollers and Tollgate with a more sites starting by summer 2019. The sites at Ravensdale Gardens and Auckland Rise are nearing completion and interest is being registered for these newly developed properties.
Planned maintenance and project consultation	
Partnering contracts	The team carry out resident engagement and consultation in relation to the partnering contracts, working with residents to ensure they have a voice and their views are considered in the planning of works. These can include lift refurbishment or replacement, window replacement, external decoration in addition to major works projects.
Fire safety	Engagement with residents continues across the borough relating to essential fire safety works. This includes works to temporary accommodation blocks. These works can include fire stopping and compartmentalisation works, renewal of communal fire doors in blocks and renewal or repair of property front doors to ensure they are fire safety compliant. In addition, engagement has now been completed with residents in blocks where sprinkler systems are being installed.
Special major works projects	Resident involvement officers work with project teams to ensure affected tenants and leaseholders have the opportunity to give their views and receive consistent, accurate information regarding works in both pre-delivery and delivery stages. Works undertaken for special projects can include, but are not limited to, cladding, window replacement, roof works, security measures and landscaping. Current major works projects include 98-176 College Green, 56A-76D Chertsey Crescent, Davidson Lodge and Longheath Gardens.
Communications	
Newsletters and social media	The review of resident involvement comms is continuing and our new branding is being rolled out across our leaflets, newsletters and online platforms. The latest issue of Open House was published in March with both paper and online versions distributed to those who had requested it. Proposed changes to the way we publish Open House are to be considered by T&LP, these include a streamlined printed version, sent quarterly with rent statements to all tenants and a digital version produced more frequently which will be distributed via mailing lists and links from the website and social media.

	<p>The resident involvement pages on the council's website have been updated to include the new RI branding and simplified information. Our Facebook page is now being used as a more productive engagement tool. It is updated daily with posts that encourage ongoing interaction with residents and other sites. 'Likes' have increased from 96 to 142. Popular posts have included features relating to the 100 years of council housing (see below) and a resident profile.</p> <p>The integrated multi-media approach is intended to build more interactivity between the resident involvement team and residents, with the aim of encouraging a broader range of tenants and leaseholders to get involved.</p>
Other activities	
Surveys	<p>The following surveys have been carried out recently:</p> <ul style="list-style-type: none"> • Anti-social behaviour (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. • Programmed works – ongoing. Surveys are sent out to residents following completion of work to gauge satisfaction with all aspects of the service provided including consultation and quality of work. Results are fed back to the contract managers on a regular basis. • Sprinkler surveys – surveys have been sent out to residents in blocks where sprinkler installation has been completed. • Parking surveys – residents are asked their views on parking in their local area and the results are fed back to housing service managers to assist in reviewing parking options. • STAR survey – the RI team are preparing to start ongoing telephone satisfaction surveys in partnership with Acuity. Quarterly survey results will be fed back to housing service managers and residents. • Repairs surveys – the RI team have been assisting the responsive repairs team with completing boiler and central heating repair satisfaction surveys in order to increase the number of completed questionnaires
Involvement database	<p>Membership of the resident involvement database (formerly Housing ID) is being reviewed. All current members have been invited to re-join and we are also recruiting new members through publicity in newsletter, social media, exit surveys and roadshows. All new and re-joining members will be entered into a prize draw for a chance to win shopping vouchers. Members have also recently been invited to take part in the scrutiny focus group and the new resident health and safety advisory panel.</p>
Residents' training	<p>There was no resident training this quarter. However, the committee of the newly constituted residents association at Laxton Court will receive committee skills training within the coming weeks.</p>
100 years of council housing	<p>The RI team is leading on a project to commemorate the centenary of council housing. The main focus will be an exhibition to be held at Croydon Clocktower over the summer followed by a tour of libraries across the borough. The exhibition will include stories, photos, films and other memorabilia from residents and staff as well as official documents from the council archives. We are currently promoting this project through social media and the website and will be producing a special edition of Open House in the summer.</p>