**Meeting notes for REACH Residents Group**

**Date:** 11/12/2024

**Time:** 2.00pm

**Chair of meeting:** Tahir Idris, Respect & Inclusion Partner

**Attendees:** **Mrs Zohra Shaikh, Mrs Peepel Watson,** Mrs Agnes Stevens

**Apologies: Mrs Puvaneswary Sabaratnam, Austin Grant**

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| **Title of agenda item** | | **Summary of discussion** | **Actions agreed including assignments and deadlines** |
| **1.** | Welcome & Introductions |  |  |
| **2.** | Terms of Reference for the Group | Tahir went through each section of the terms of reference and amendments were suggested as follows:-  **Section 2** **Membership**: suggest a min quorum of 3 residents given the number of the whole group is so low.  **Section 5** **Meetings:** Residents expressed support for a face to face meeting during the summer in a convenient geographical location. | **Tahir to update** |
| **3.** | Your view and experience of being a resident at Housing 21 | There was general feedback of great positivity for Housing 21 and the value of its accommodation and services. Residents were grateful and indeed ‘thrilled’ to be living at a Housing 21 court. The general living space and gardens are wonderful.  Specific constructive feedback related to the refurbishment process and repairs: -  Refurbishments: There was consistent feedback on the accessibility of the kitchens and bathrooms despite recent refurbishments. For example, the refurbishment at Stoneleigh Ct felt rushed through, with superficial consultation, a poor contractor and dissatisfactory outcomes.  Worktop spaces were not maximised, appliances are crowded into one corner, taking up valuable socket provision. The quality of fittings was low but H21 accepted this.  Particularly disappointingly, the highest cupboards are far too high to reach, some toilets are really high to sit on and some bathrooms don’t have cubicles which causes flooding.  The lack of thought and accessibility is made worse given H21 exists for an older client group so should know better. Is there a Housing 21 standard specification? | **Tahir to feed back to relevant department head** |
| **4.** | What more can we do? | Need accessible height kitchen cupboards; carousels in cupboards where apt; adjustable shower seats in showers, real choice and complaints taken seriously by a contractor who listens.  Agnes appears to be in a wheelchair accessible room and would prefer a shower cubicle and normal height toilet. | **Tahir to feed back to relevant department head** |
| **5.** |  | **Repairs:**  General maintenance around the schemes could be better. Issues like raining-in can take too long to be fixed and curtains can get mouldy for example. These are our homes not just flats. Need to be more proactive in spotting repairs. |  |
| **6.** | **Date of Next Meeting** | **19 Feb 2024 11.00** |  |

**Date of next meeting: 19 February**

**Time of next meeting: 11am**