

# Minutes

**Name of meeting:** Rents and Service Charge Review Project

**Date:** 1 February 2023, 6.30pm-8.30pm

**Venue:** By MS Teams

<p><b>Attendees</b></p> <p><b>Residents</b>          Barbara Cliffe, David Locke, Jean Harry, Julian Cross, Lee Hall, Peter Ashman, Paul Ridley, Roger Hankey, Kerry Sanders</p> <p><b>Milton Keynes City Council</b>          Andrew Hodgson, Roz Duffy, Sebastian Kulig, Rahima Ahmed, Catherine Arnold, Mohammad Bari</p>	
<b>Guests:</b> N/A	
<b>Apologies:</b> N/A	
<b>Note taker:</b> Sebastian Kulig	

<b>1.</b>	<b>Introductions and Apologies</b>	<b>Action</b>
1.1.	<p>AH welcomed all to the meeting and introduced MKCC staff attending and their roles: RD, CA, SK, RA</p> <p><b>Note:</b> Business Improvement Team represented by SK and RA to support with IT functionalities: Emails, Bookings, Teams, Website, Videos, Transcripts</p>	
1.2.	<p>RH requested help with testing Teams before the next meeting. LH suggested providing the group with instructions on how to download Teams app to enable users to benefit from all functionalities of the system.</p> <p><b>Action:</b> SK to arrange a test call with RH before the next meeting  <b>Action:</b> SK to provide the group with instructions on how to download Teams app, and how to use some of its functionalities (e.g., raisinghand)</p>	SK
<b>2.</b>	<p><b>Rents and Service Charge Review Project presentation by AH</b></p> <p><b>Note:</b> Full presentation can be found in the meeting details on the consultation web page.</p>	

3.	<b>Q&amp;A about how the group wants to work in the future</b>	
3.1.	<b><u>Meetings</u></b>	
	<p>3.1.1. Will you accept new members to the group? 3.1.2. At what point will you close membership?</p> <p><b>Decision 1 Accepting new group members</b> Group will be open to new members until the next meeting on 1 March 2023. Before the next meeting, the group should be re-advertised online, by email, and by letter if possible.</p> <p><b>Decision 2 Maximum group size</b> Group agreed that the maximum group size should not exceed 50 members.</p> <p><b>On advertising the group online:</b> BC suggested ways to advertise the group:</p> <ul style="list-style-type: none"> <li>• meeting recording published on Housing Consultation page</li> <li>• meeting recording published on YouTube</li> <li>• news update published on main MKCC website</li> <li>• possibly flyer to be hand-delivered to residents</li> <li>• title should be reconsidered as is not inviting</li> </ul> <p>AH added that this could also be advertised in:</p> <ul style="list-style-type: none"> <li>• letters that would be sent out in February to all residents</li> <li>• presentation will also go to Sheltered Scheme residents</li> <li>• ask Comms Team if corporate social media (Twitter, Facebook) could be used as well</li> </ul> <p>AH added, any decisions to be made will be presented to all residents and not just members of group, hence there are no legal restrictions on the number of group members.</p> <p><b>Action:</b> SK and RA to explore with Communications Teams available channels to advertise the video and re-advertise the group to all residents.</p>	SK, RA

**On splitting the group:** RH asked if group should be divided to better represent different needs (e.g. tenancy types).

AH advised that it is possible members may be divided to focus on different aspects of consultation but at the end it would still be required for them to come back to the whole group so the whole group is informed about some considerations. AH advised that all participants could start initial discussion together, for say the first half an hour, and then break into groups.

Similarly, JH asked if group should be split into tenancy types.

AH advised that where tenants are represented by relatively large group of people, leaseholders and shareholders have only a couple of representatives, hence it would not be suitable to divide the group at this stage.

**Decision to be made:** potential split of the group.

3.1.3. How often would you like to meet?

#### **Decision 3 Frequency of meetings**

Initially monthly, but the group will remain flexible, and the schedule of meetings will depend on the workload. At times, the group may need to meet every 2-3 weeks, some other times e.g., August, there may be fewer meetings.

3.1.4. How, when and where?

#### **Decision 4 How, when, and where to meet**

- Next time the meeting will be online via Teams, on the same day (Wednesday), at the same time (6.30pm-8.30pm)
- In the future the meeting could be face-to-face at Civic (expenses to be covered).

	<p>3.1.5. Would you like to appoint a chairperson?</p> <p><b>Decision 5 Selecting the chair</b>          Andy Hodgson to be the chair for now, and later the group may decide to change this.</p>	
<p><b>3.2.</b></p>	<p><b><u>Decision making</u></b></p>	
	<p>3.2.1. How do you wish decisions to be made? <b>Decision to be made</b></p> <p>AH suggested that the decisions could be made by the group, and those would be further reviewed by the wider audience on the website via a voting system. If professional advice was needed (e.g., regarding statutory items), service area expert would join the group to provide necessary support.</p> <p>3.2.2. What percentage of tenants are needed to agree something? <b>Decision to be made</b></p> <p>3.2.3. How long will you leave questions / consultations open for? <b>Decision to be made</b></p> <p>3.2.4. How do we tell others the results? <b>Decision to be made</b></p>	
<p><b>3.3.</b></p>	<p><b><u>Priorities and Issues</u></b></p>	
	<p>3.3.1. What would you like to look at first? <b>Decision to be made</b></p> <p><b>Action:</b> AH to email all group members with list of service charge items, and some other materials that would help members to decide what needs to be prioritised.</p> <p>3.3.2. What is your highest priority? <b>Decision to be made</b></p> <p>3.3.3. What is your lowest priority? <b>Decision to be made</b></p> <p>3.3.4. Do you have any concerns or outstanding issues now that we need to address? <b>Decision to be made</b></p>	<p>AH</p>

	<p>LH raised issues around services delivered by our repair contractor, and poor condition of the properties, what was confirmed by other participants. More transparency on spends, and better service are necessary. This concerns both, the tenants, as well as shareholders and leaseholders.</p> <p>AH commented that the aim of the project is to collect all feedback, and to listen to residents, to understand:</p> <ul style="list-style-type: none"> <li>• what the ‘Good’ looks like,</li> <li>• what are the expected service standards,</li> <li>• what is the frequency of required services.</li> </ul> <p>KS reported potential conflict of interest as she is actively involved in reporting on social medias issues with our repair’s contractor Mears. AH acknowledged this and reassured any feedback, both positive and negative, are welcome.</p>	
<p><b>3.4.</b></p>	<p><b><u>Core customers</u></b></p>	
	<p>3.4.1. How do we involve 12,200 tenants and 3,000 leaseholders? As per 3.1 SK and RA to confirm channels of communication.</p> <p>3.4.2. What works best for you?</p> <p><b>Action:</b> Presentation to be shared with members via email by RA, but it will also be published on the website by SK</p>	<p>RA, SK</p> <p>RA, SK</p>
<p>All documents and files related to the meeting are available on the website</p>		
<p><b>Date of Next Meeting:</b> 1 March 2023, 6.30pm-8.30pm via MS Teams</p>		