

Summary of the first Residents' Council meeting 12th April 2019

The new Council is a group of 12 customers recruited from people who were involved on the Councils and other groups of the legacy organisations. They are a mixture of tenants and homeowners. 6 members have a role in leading customer scrutiny and the other 6 members take a lead on different areas of the business. The lead areas are; Communications, Property, Homeownership, Equality & Diversity, Estate Management and Health & Wellbeing.

Jane Ashcroft, Chief Executive and Chris Munday, Managing Director of Operations welcomed all to the meeting and outlined the current external and internal situation for Anchor Hanover. This included: The green paper and the National Housing Federation initiative "Together with Tenants"

- Anticipated building regulations changes
- An imminent Government decision about funding for supported housing.
- The Regulator for Social Housing has no concerns about Anchor Hanover.
- The size of Anchor Hanover gives us a loud and influential voice.
- Anchor Hanover to build around 3000 properties over the next 8 years.
- Our business plan for the next 3 years is being shared with colleagues.
- Management of leasehold properties will be split from rented housing and services and properties better tailored. Senior colleagues recruited include a Director of Rented Housing, Director of Home Ownership and a Head of Extra Care and Support.
- Over the next 6 to 9 months we will work with customers to shape our offer based on what they want and what we can provide. The offer will reflect the differing expectations and aspirations of our customers' ages range (52-102). We will plan how to work honestly in partnership with the Council and wider customers to make this the best offer possible.

The Council requested a regular update on the business

Agreeing how the Council will work

- Members agreed their terms of reference, the details of the scrutineer and lead roles on the Council and how the Council will communicate with Anchor Hanover's Board and Executive.
- They agreed how they will communicate their work with wider customers, including a summary after each meeting.
- The Council discussed their workplan going forward and agreed to discuss it again once the Lead members had met with the relevant Directors in the business. They want to understand what initiatives in that area could affect customers to include the key ones on the Council's workplan

Customer Engagement

- The Council considered the recommendations from RSVP, the steering group of colleagues and residents that did the initial work looking at how customers can

engage in the new organisation. The recommendations were based on a survey asking a large number of customers how they prefer to engage.

- Automatic opt-in of new customers to become members of Intouch and the Customer panel. The panels will be merged in the future, but unfortunately data protection laws do not allow automatic opt in.
- The Council agreed to an away day working with Executive and Engagement colleagues and Board members to put together a full engagement strategy.