

<p>Agenda Item – Resident Group Chair</p> <ul style="list-style-type: none"> ▶ The Role – to provide independent leadership to the Resident Group, ensuring it operates effectively and represents the collective views of customers while acting as a constructive and informed challenge to the Society. ▶ Key Responsibilities of the Role were highlighted. <ul style="list-style-type: none"> ➤ Leadership and meetings ➤ Representation and communication ➤ Scrutiny and challenge ➤ Governance and good practice ➤ Supporting Members ▶ Skills and qualities <ul style="list-style-type: none"> ➤ Strong facilitation and communication skills ➤ Impartial, confident and fair minded ➤ Able to challenge constructively. ➤ Commitment to equality, respect and good governance ▶ Election of Chair – how the chair will be elected. <ul style="list-style-type: none"> ➤ Chair elected by group members by majority vote. ➤ Next meeting, each nominee will be given a short opportunity to introduce and explain why they wish to be chair. ➤ Election conducted by secret ballot at the next meeting. 		
Raised	Feedback During Meeting	Action
Minutes of the Resident Group meetings will be shared with the board moving forward.	N/a	Minutes of meeting to be shared with Board
Is the chair for individual schemes?	The chair will represent the whole resident group, not individual schemes.	N/a
Anyone wanting to nominate themselves for chair to let Erica know before the next meeting	N/a	Nominees to be collected before next meeting.
Election will be completed at the next meeting	N/a	Election to be conducted at the next meeting
<p>Agenda Item – Pet Policy</p> <ul style="list-style-type: none"> ▶ To discuss and review proposals to the Pet Policy ▶ Proposals <ul style="list-style-type: none"> ➤ No permission required for up to 2 small caged/tank pets. ➤ High Rise Schemes - No dogs or cats permitted 		

- **Houses and Maisonettes (non-communal) – up to 2 dogs/cats in total (no permission required unless prohibited or legally restricted breeds)**
- **Communal Living Settings – Consultation with residents of individual schemes (permission will only be considered where 60% or more of responding residents indicate support. (permission may still be refused if the Society consider the scheme unsuitable). Where agreed, max 1 dog or 1 cat per household**

Raised	Feedback During Meeting	Action
Marchwood Court - would we consult by block or scheme?	This would be something we would have to consider- we would possibly look to consult with each block rather than the scheme as a whole	To include this in the consultation plans.
How will we approach residents?	<p>We will look to do a general consultation with residents and then feedback the results.</p> <p>We may have to review the policy periodically at schemes if there is a high turnover of residents, as views/preferences may change</p>	To include this in the consultation plans.
Could we look to include the health and wellbeing benefits of pet ownership in the information we supply during consultation	We will look to include this in the information we send out.	To include this in the information we provide to residents.
<p>What about the residents in high rise blocks who already have dogs/ cats?</p> <p>How do we enforce this?</p>	<p>Cats and dogs are not permitted in our high-rise blocks. If residents of high-rise blocks currently have cats or dogs, this will be a tenancy issue and will need raising with the Housing Team to investigate</p> <p>The Housing team will investigate any reports (via visits, phone calls, CCTV), we will ask the residents to remove/rehome. Lack of action/response may lead to a tenancy breach and or potential court action if unable to resolve.</p>	<p>Residents to let the housing team know if they are aware of any dogs/ cats in our high-rise schemes, so we can investigate.</p> <p>To include an article in future newsletters, reminding residents to let us know if they suspect dogs/ cats in the high-rise blocks.</p>
Are visitors allowed into the high-rise blocks with dogs/cats?	We do not permit visitors with dogs/cats to the blocks. Assistance dogs would be permitted.	N/a

<p>Would assistance dogs be allowed to live in high rise blocks?</p>	<p>Assistance dogs are exempt from pet restrictions. We would assess the property and in high rise blocks any reasonable management or safety arrangements would be considered.</p> <p>Emotional support dogs are different to assistance dogs and wouldn't be allowed in high rise blocks.</p>	<p>To include this in the policy and consultation plans.</p>
<p>It was raised about dogs/ cats being in season and implications this may cause, including damage to property (pets trying to get out) and attraction of other cats/dogs to the scheme.</p>	<p>Discussion around neutering and whether this should be included in the policy with cats especially and looking to potentially include in the policy that cats living in a communal setting would need to be neutered.</p> <p>Also raised about including micro chipping in the policy, as is a legal requirement and pet owners' responsibility.</p> <p>Any damage caused by a pet to property would be rechargeable.</p>	<p>To review and then include this in the policy and consultation plans</p>
<p>To provide information on the website about dogs homes, advice sites about responsibilities of pet owners and what pet ownership involves.</p>	<p>N/a</p>	<p>To update website once policy approved</p>
<p>We are looking to take the reviewed pet policy to board hopefully in March and then implement May/June 2026.</p>	<p>Once implemented</p>	<p>To take reviewed policy to the next board</p>
<p>Agenda Item – Missed appointments and no access policy</p> <ul style="list-style-type: none"> ▶ Where access to a property is required for a repair, inspection, or tenancy-related visit, an appointment will be agreed in advance with the tenant. The tenant will be advised that a recharge may apply if they fail to keep the appointment. ▶ If access is not provided at the agreed time and no prior notice given to the society or contractor, the Society reserves the right to charge a £30 missed appointment fee. ▶ If an agreed appointment isn't made or prior notice not given by the Society, then the charge will not apply ▶ Vulnerabilities, health conditions and mental health issues will be considered when applying the policy 		

- ▶ In line with Equality Act 2010 the society will consider and make reasonable adjustments to appointment arrangements and the applications of charges for tenants with disabilities or protected characteristics
- ▶ The fee may be paid in instalments and the charge may be waived or withdrawn at the Society's discretion.

What would happen if emergency access needed? Does the Society have master keys	<p>The society holds master keys for a small number of schemes. We would only use master keys in exceptional circumstances, and the society would exhaust all options to contact the resident before using a master key. The society would always send 2 officers when using a master key.</p> <p>If residents are unable to provide access for repairs and are willing to allow use of the master key, we ask that a permission slip is signed by the resident for this.</p>	N/a
Need to make residents aware of the policy	<p>We could conduct a Facebook campaign and include in newsletters, to make residents aware.</p> <p>Ensure our contractors and staff are up to date with the policy and make residents aware when booking appointments. Also need to ensure any text reminders/ confirmation of appointment text or letters includes that the Society reserves the right to charge the missed appointment fee.</p>	<p>To update Facebook, include in newsletters and ensure contractors/staff are aware of the policy and make residents aware when booking appointments.</p> <p>Include in any appointment confirmation texts/letters about the potential charge and reinforce with the Team to send reminders before visiting.</p>
Any other business:		
Raised	Feedback During Meeting	Action
Lights in Dickson & Hammond House are coming on quite late and it is quite dark at times	We will investigate this	To review the timings on the lights at Dickson & Hammond House
Hammond House front entrance door	We are currently working on this and anticipate that this will be fixed within days.	To provide residents with the new fob for the front door
Imperial Court gates next to houses.	We are currently looking into the options available for Imperial Court with gates and access.	To liaise and consult with residents of the houses about any changes to access/ gates at Imperial Court

Windows at the Bottlekiln	Trickle vents can be added to the windows. The window contractors are returning in the coming weeks so can fit for residents when on site if needed	To let residents know when contractors will be returning and residents to let us know if they would like vents to be fitted when onsite.
Stoke on Trent City council are bringing in a no smoking policy for residents in their flats- is this something that we are going to do?	We've not heard of this, and not something that we are aware of, we will look in to see what is happening and the reasons why?	To investigate
Storage heaters at Marchwood Court are we going to be changing them? Resident raised about the high cost of bills Also raised about the settings of the heaters and how to use them efficiently	We are not looking at changing the type of heaters at Marchwood Court as they have been renewed in the last few years, we can refer residents to Beat the Cold for help and support with heating costs We could update documents with useful and clear guidance on how to use the heaters. We could do information sessions at individual schemes. Hubs for the heaters can be purchased by residents to help control them. Some residents have done this and found them quite useful.	Referral to Beat the cold for residents that need Arrange for the Property Team to go out and visit the affected residents to check heating settings and provide guidance on how to use. Look at putting helpful videos on how to use the heaters on our website. Look into information sessions and updated information documents on the heaters.
Chutes at Dickson & Hammond House – items left on the floor inside chute area	We could put more signs up on the doors into the chute areas, to remind residents that they will be recharged for rubbish/items left.	Look into putting signs up. Continue to remind residents in future newsletters.
Next meeting ideas:		
<ul style="list-style-type: none"> ➤ Election of the chair ➤ To bring the results of the Tenant Satisfaction Survey and compare with results from 2 years ago 		
Newsletter feedback /ideas		
Importance of letting us know if aware of dogs/cats in high rise blocks	Missed appointments – potential £30 charge	
Next meeting: Tuesday 21st April 2026 at 11am to be held at The Wade Conference Centre.		