



Minutes of Resident Liaison Committee Meeting held on Tuesday 11 August 2026 at 5.15pm, in person.

Present:

Carmen McCormack (CMcC) – Member Responsible for Complaints (MRC)

Sonia Kelly (SK)

Tracey McLaughlin (TML) Barbara Ekin (BE)

Sue Missin (SM) – Board member

QUORATE REQUIRED 3

Apologies Ann Evans (AE)

In attendance: Angela Aldis (AA), Operations Manager

- 1 **Welcome and Introductions.**
CMcC welcomed everyone to the meeting
- 2 **Apologies**
See above.
- 3 **Code of Conduct and Confidentiality and Minutes of Previous Meeting**
The Nat Fed Code of Conduct 2026 was circulated prior to the meeting for members to read. CMcC commented that it puts members on a same line as staff with how they should behave. All agreed and accepted the code.
4. **Minutes of last meeting**
Members all agreed with the minutes and made no amendments.
5. **Performance Reports - Verbal**
AA advised members of the 2 reports that are provided to Board and discussed at RLC. The first was on Health and Safety and AA advised that the Association was on target 17 out of 18 areas. The one area not on target was due to the refusal of one resident to allow the contractors into her home to install the new fire detection required as part of the Fire Risk Assessment. This access has still not been provided and the resident refuses to engage with the Association, therefore court action to get an Injunction to allow entry to the resident's home was the only option available. **Members felt it was extremely frustrating that the resident had pushed the Association' into taking this action, they fully support taking the legal action and they were content that all reasonable action to work with the resident had been done. There were no other comments.**

The second report was the Operational report and AA provided a verbal update on the key areas for the RLC. The Association was on target 16 out of 23 target areas

AA advised that the rent arrears at end of the last quarter was just below target at £22,629 target is £23,000 and this was down to timing. The quarter end was 28 June (Monday) many payments made end of month or the 1st of the month but had not been received by the quarter end as the cutoff date was prior to those payment dates. AA confirmed at the end of July the figure reduced to £19,048 which was below the year end figure at the end of March. **Members noted the comments and were happy with performance.**

In respect of repairs service AA advised in the last quarter there were no emergency jobs and performance on the repairs service was above target at 96.5%, when taken with delayed jobs to fit in with residents the performance would be 99% **Members were pleased that there has been a sustained improvement in the performance and residents experienced the improvement in the repairs service.**

Complaints – AA advised that in the quarter HHA had received 3 complaints and 8 Service requests. Two of the complaints had been escalated from service requests. AA went through the details of the complaints and then the lessons learnt to help to manage complaints in the future. AA advised that complaints and lessons learnt are also discussed in the Housing Huddle meetings with staff. 1 complaint was resolved to the satisfaction of the resident at resolution stage. AA advised that there have been 2 complaints from the same person and whilst 1 went to stage 2, the other has had the stage 1 response but due to the health and wellbeing issues of the resident this is held in abeyance for the moment. What the complaints from the same resident has raised is that staff are dealing with challenging situations from residents suffering with their mental health, The Association has had a member of staff trained on Mental Health first aid but as each case is different it doesn't give specific advice on how to manage individuals. AA has also met with Housing Diversity Network to look for advice and support in how we are managing those with mental health issues and the positive outcome of the meeting is that we are doing everything they would expect us to do. AA also raised that these cases also could have an impact on staff and that this needs to be recognised too. **Members noted the comments and the issues highlighted, felt it was encouraging that staff are dealing with residents suffering with their mental health with care and compassion and offered their support, they appreciate the impact on staff when dealing with challenging circumstances. CMcC also will attend the next complaints annual conference with the Ombudsman. ACTION AA to sort this and get in touch with the chair.**

AA advised that the Helping Hand fund in the previous quarter had provided assistance to 4 households to a value of £804 for the provision

of baby furniture, new cooker, and removal of household items.

Members noted the good work done.

Starbeck Fest and Positive Footprints – AA advised on the success of the festival where HHA were able to showcase the investment in the local community and this was very well received by the local public, councillors etc. One of the highlighted events was Positive Footprints and AA advised that Board approved the funding of the 2 existing schools for the next 3 years as well as 2 further schools Willow Tree and Hookstone Primary. **Members were pleased on the positive outcome at Starbeck Fest and supported the investment into the Raising Aspirations project in 2 further schools.**

6 **Policies**

EV Charging Policy – Members were provided with a copy to read prior to the meeting. There were no issues raised on the content, AA did advise that as the growth in electrical vehicles develops the policy will need to be revised to fit in with demands for charging points on properties that do not currently have driveways. **Members read and noted the policy and approved the content.**

Resident Engagement Strategy – this was provided prior to the meeting for reading and comment. The policy focused on the improvements delivered in the last 12 months and AA drew members attention to that, members discussed the newsletter and next one due in September, discussion around content, it was confirmed that the outcome of CSS survey will be included but also TML and SK agreed they would work with AA on doing an article on rubbish that was being dumped and the abandoning of supermarket trolleys. **Members noted the strategy and approved the content. ACTION AA to contact TML and SK to produce the article.**

7 **Customer Satisfaction Survey Update**

7.1 Members were advised that to date 105 full surveys out of a required 159 received and 93% overall satisfaction. Members agreed to encourage other residents to respond. **Members noted the outcome of survey to date.**

8.0 **Renters Right Act Presentation**

8.1 AA provided members with a presentation on what the Act means, who is affected and what that means to the Association going forward. **Members thanked AA for highlighting the impact and how this affects Awaab's Law 2 and HHSRS**

10.0 **AOB**

Resident Conference

Members requested a different date to ensure that they were able to attend. This would need to change from a Wednesday to a Tuesday. Discussion around a theme for the conference was debated and AA to

work on delivering this. **ACTION AA to facilitate another date and delivery of a themed event.**

Application Rejection

AA asked to present an application for housing into a new build property. The applicant was rejected due to former tenant rent arrears, aggressive and abusive attitude towards staff and the income from a legal case that he provided information on that would take him above our allocation policy threshold. **Members agreed that the right decision was taken to reject the applicant and they supported the actions of staff.**

11.0 Dates of Next Meetings

- 7 October 2026 – Resident Conference – Change of date required
- 10 November 2026
- 2 February 2027
- 6 April 2027