

Tenant Connecting Meeting – Minutes

Project Title	Better Places Stronger Communities – Mitchell Park Connect
Location	MarionLIFE Youth Centre
Chair	Sara Azadegan
Meeting Date	Meeting 12: Tuesday 11/04/2017, commencing 10.04am

1. Group Members Present and Apologies

- Mitchell Park Tenants present – Marlene Littlewood, Debra McGough, Rob McGough, Irene Lyons
- Junction Australia staff present – Sara Azadegan (acting Tenant Engagement Officer - TEO)
- Services – nil
- Apologies – Sarah Harding (Community Development Officer, Mitchell Park – who arrived just after the close of the meeting for informal discussions with those present)

2. Acknowledgement of Country

Provided by Sara Azadegan

3. Approval of minutes from last meeting

Marlene Littlewood

4. Summary of actions from previous meetings and outcomes

No.	Action Item	Person Responsible	Status
8.1	<i>Tenant Engagement Officer (Sara Azadegan) to present new promotional flyer for Tenant Connect Meetings for final decision, which incorporates feedback from 08-11-16 meeting. Laptop will be brought along for live modifications:</i> <u>On hold pending current review of tenant connect meetings by Junction Australia.</u>	Sara Azadegan	On hold until completion of JA review of the TCM-MP
9.2	<i>Sara Azadegan to provide copy of revised 'Inspection Guide for Tenants' document, once ready for publication, noting revised wording is nearing finalisation:</i> Sara advised that the document is nearing finalisation and once finalised will be disseminated for use to Tenant Service Officers for distribution to tenants for first inspection following this (and noting that inspection dates are staggered and not all at once – for information about a tenant's next inspection dates tenants can call their Tenant Service Officer).	Sara Azadegan	Open
9.3	<i>Sara Azadegan to provide update on coordination of a meeting to discuss the contents of the 'Inspection Guide for Tenants' with MP tenants:</i> <u>On hold until the revised document is published.</u>	Sara Azadegan	On hold until revision of document is published
9.5	<i>Community Development Officer, Sarah Harding to provide update on collaborative works around external communications:</i> As Sarah was an apology to this meeting, this item is deferred until the next meeting.	Sarah Harding	Open
11.1	<i>Sara Azadegan to provide update on flyer for health and safety of elderly tenants (hot weather, securing properties, staying connected):</i> Sara advised that because we included the above information already in the summer 2016 and autumn 2017 editions of the Tenant Connect Newsletter distributed to all tenants, Junction will not be	Sara Azadegan	Actioned and closed

	<p>posting a further, separate flyer about these matters at this point in time. However, Junction will continue to include hot weather safety advice in its Tenant Connect Newsletters approaching warmer months, safety information, and, in the Winter 2017 edition will include a reminder about Police contact numbers for non-emergencies and emergencies. Sara also advised that the theme of the Winter 2017 edition will be isolation and loneliness, and that will therefore include more information and suggestions about the importance of building social connections.</p> <p>On suggestion of the Tenant Connect members, the winter 2017 edition to include a suggestion that neighbours keep an eye out for changes in neighbours' routines, particularly for the elderly and impaired, as this may signal something is wrong and to check in on them.</p>		
11.2	<p><i>With respect to statements provided by Housing SA to Mitchell Park who were transferred to Junction Australia as part of BPSC in 2015 and in particular that Housing SA did not provide final statements to tenants who were transferred, Sara Azadegan to provide this feedback to Junction management to inform the 2017 stock transfer (Morphettville and Fleurieu):</i></p> <p>Sara advised that she relayed this information to management who contacted Renewal SA who advised that the Mitchell Park tenants transferred as part of BPSC in 2015 were provided with the following:</p> <ul style="list-style-type: none"> • Vacating tenants with a credit got one statement after they vacated off Housing SA system • Tenants with the debt they were paying off continued to receive 6-monthly statements • Tenants with a zero balance did not get a statement at all <p>Further, that previous Housing SA tenants can go to a regional office to request a statement.</p> <p>Marlene Littlewood does not agree that Housing SA provided the above, and says that when she has asked for a statement from the regional office she was told that they didn't have that information to give her.</p> <p>Tenants present at the meeting agreed that they hope the 2017 stock transfer tenants do indeed receive the above stated documents and that the learnings from the 2015 stock transfer are implemented in the 2017 stock transfer.</p>	Sara Azadegan	Actioned & closed
11.3	<p><i>Marlene Littlewood to provide copies of historic tenant newsletter publications to Sara Azadegan, to inform possible future efforts in having more localised newsletters for Junction tenants:</i></p> <p>Marlene provided duplicate copies of a number of previous newsletters to Sara Azadegan.</p>	Marlene Littlewood	Actioned & closed

5. JA update / Communications

Sara Azadegan reported that Maria Palumbo will be the incoming CEO replacing Graham, and that she will join Junction on 26 April 2017.

6. Tenant Engagement

Sara Azadegan advised that Junction Australia is continuing to critically and strategically reviewing community development and tenant engagement across the organisation (housing and community development portfolios) with the assistance of an external community development specialist, and that this process will likely conclude in May, with the aim of having an organisation wide, unified framework, strategy and principles for what we do and how we do

it. The outcome of this will help to guide the review the Terms of Reference for the Mitchell Park Tenant Connect Meetings.

Sara also advised on the progress of the Sharing Meals Making Friends incentivised offer and the current focus on promoting increased social capital for our tenants and in their communities.

7. Community Development

Sara Azadegan reported the Mitchell Park Amazing Race took place on 26 March 2017, attended by about 50 people and very well supported by the local business community who generally donated thousands of dollars of prizes. Marlene Littlewood attended the event and spoke about the day and her involvement. Marlene suggested that the production of a run-sheet for the day including times and responsibilities would have been helpful to better guide volunteers like her supporting the event on the day.

Marlene Littlewood reported that she doesn't believe the monthly community BBQ's being held at the Mitchell Park Neighbourhood Centre are working in achieving what she understands was the intention for having the BBQs – that is, to introduce people in the community to activities and goings on in the local community. She reflected that there was only 1 attendee at the last community BBQ in support of her comment. She asked Sara Azadegan to relay this feedback to the Community Development Officer, Sarah Harding.

8. Review of Terms of Reference

On the suggestion of Sara Azadegan, it was agreed by those present to defer this review until the next Tenant Connect Meeting, noting that the current Junction-wide review of tenant engagement and community development in the organisation should be complete by then and will help to guide the review.

9. Open Forum

- Compliments:
 - Marlene Littlewood said she recently had her gutters cleaned and overhanging tree branches clipped. The clippings were meant to be removed the following Monday, but no one came on Monday. Marlene rang her Tenant Services Officer (Kerry) the following day (Tuesday) and Kerry was very responsive as the clippings were removed the following day (Wednesday) and the contractor apologised for not being able to come on the Monday. Marlene expressed her satisfaction with Kerry's responsiveness and the contractor's sincerity in apologising for the delay.
 - Marlene also advised that she had contacted her Tenant Services Officer (Kerry) for a copy of her statement ledger, which Kerry provided to her within 3 days. Marlene again expressed her pleasure with the Kerry's responsiveness.
 - Marlene also said that she did not require any of the changes offered through Junction via the point system (as she had already made the improvements she needed in this regard), so she contacted Junction Maintenance (and spoke to a female member of staff) and asked whether she could therefore and instead have her old vinyl flooring replaced, which was more than 20 years old and tired. She said she made this request at lunchtime, and that the same afternoon she received a phone call from Carpet Call to arrange for a viewing etc. Carpet Call were very good and kept her informed by phone call throughout the process, and the work is now completed and is very good. Marlene expressed her pleasure at the responsiveness of Junction Maintenance and the professionalism of Carpet Call.
- Sara Azadegan reminded all tenants present that if they require maintenance that they should preferably contact Junction Maintenance directly, and ensure to answer their phone calls in the week following their requests. Sara advised that where tenants neither answer their phone calls or respond to emails that it is extremely difficult for Maintenance to get in contact with them in response to their requests and to action their requests. Sara

also noted that sometimes phone numbers from Maintenance or their contractors may not display, and that if tenants do not take no-numbers calls that maintenance and contractors are severely hindered in their ability to be responsive.

- Marlene Littlewood noted she had received a letter from Centrelink to advise that water concessions will no longer be paid directly to her Community Housing Provider but to the tenant directly, with the effect that the CHP may charge water directly from the tenant. Marlene hasn't received anything from Junction yet about the changes. Sara Azadegan will check to see whether Junction intends to send any communication to tenants about how this change will affect them.
- Debra and Rob McGough do not use their email and the internet often, and asked for Sara Azadegan to text them to confirm the date of the next Tenant Connect Meeting (pencilled in for 13 June 2017).

Next meeting date –Tuesday 13 June 2017, 10 am – 12pm, MarionLIFE Youth Centre

Meeting closed 11.06am.