



**MINUTES OF RESIDENTS' FORUM MEETING HELD ON MONDAY 26TH NOVEMBER
2007 AT THE SOUTHVILLE CENTRE AT 6PM.**

Agenda Item	ACTION
1. INTRODUCTIONS:	
1.1 Residents: M K, R V, M G, N O, S G, Board: M R, K O -board chair, Staff: P V, J S	
2. APOLOGIES:	
2.1 Residents: D A, V S, T S, S C, J R, D Cl, M W Board: C M Staff: S W	
3. Minutes Of Last Meeting & Matters Arising:	
3.1 My Home, home contents insurance, it was discussed at the last Editorial meeting to also add the price comparison with the advert. It will go into the spring newsletter and the flyer will go out with the rent statements due to be sent in January.	JS
4. Budget constraints	
4.1 Unanimous to make future meetings at SOLON offices, to save on costs of room hire and using venues expensive in house caters.	
5. Taxis	
5.1 Persistent problems with different cab companies during the last year has often left members late, infuriated and tonight 2 members weren't able to attend meeting at all. It was decided that for future meetings that people arrange their own travelling arrangements and SOLON will re-in burse costs on production of a receipt or pay the driver directly on arrival.	
6. Anti-Social Behaviour Policy	
6.1 R V and S W-customer services director are discussing SOLON's anti-social policy at length and are currently amending to produce a revised draft policy that takes into consideration lessons learnt from a recent necessary eviction.	
6.2 Please find a draft copy of the Anti-Social Behaviour procedures, changes have been highlighted in red, if you have any comments please can you contact S W.	SW
6.3 Stealing electricity-Margaret reported this was discussed at a board meeting as a health & safety issue	
7. Residents participation in Equal Opportunities	
7.1 J S will find out the practicalities of translating newsletter after a request for it to be produced into Arabic.	JS
7.2 M G offered to translate and converse with people in Urdu, Hindi, Punjabi, Saraiki, Kashmiri, Pahari and Hindkoh, we will advertise in the spring newsletter. Ask for translating volunteers in the newsletter willing to come into the office and go through the newsletter with other tenants.	JS

8.

ACTION PLAN:

Members are invited to make comments and suggestions directly to our RICO.
J S will review and update in consultation with residents and other staff to reflect what is achievable!

9.

Prize Draw

9.1

M T won £20 M&S