



**MINUTES OF RESIDENTS' FORUM MEETING HELD ON MONDAY 11TH FEBRUARY
2008 AT SOLON'S OFFICES 1, NEWFOUNDLAND COURT, ST PAUL STREET,
BRISTOL, BS2 8AN AT 6PM.**

Agenda Item	ACTION
1. INTRODUCTIONS:	
1.1 Residents: KB, MT, AC, SG, MW, JR, MG, MK, MR, F D. Staff: Sarah Wilde (Customer Services Director), Jess Sneddon (R.I.C.O), Laura Weeks (Housing Assistant)	
2. APOLOGIES:	
2.1 VS, NO, KL, RV, TS, DC, DA, SR, SG Charlie Mosse (Board Member)	
3. PRESENTATION FROM IAN THOMPSON FROM HOMESWAPPER:	
3.1 Tenants in social housing use Homeswapper to exchange homes. Solon has signed up so all residents can use the Homeswapper service. This allows you to exchange your home locally or nationally for a property that matches your needs. Tenants need to have their housing officer permission. Homeswapper covers the whole of the UK, and 70% of new members are matched to properties within 24 hours. You can have email or text alerts of properties and select up to 9 areas to swap. Details were advertised to residents in the winter newsletter 2007 and Solon will be adding information and link on to our website.	JS
4. TALK FROM LAURA FROM THE HOUSING TEAM RE: CHOICE BASE LETTINGS:	
4.1 A new system has now been launched to improve how properties are let in Bristol. People on the register are already using the new banding system. Now they will also be able to 'bid' for properties they think they are suitable for – in person, by text, phone or internet – so long as they are in the correct band for that home> Under the new HomeChoice Bristol system, properties will still be awarded by priority and by who has been waiting longest. Available homes will be advertised on the internet, in a local newspaper and at Customer Service points in the city.	
5. SECURITY – BOGUS CALLER:	
5.1 One of Solon residents wanted to make other residents aware of bogus callers after he had a very serious incident, which could have been avoided if only he had a chain fitted to his door. He had been living in his property for 12 years and nothing like this had ever	

happen before.

Unwanted visitors can be stopped at the door if you have a proper safety chain or door bar fitted. Don't be tricked into letting someone into your home. Instead, follow the golden rule:

LOCK... STOP... CHAIN... CHECK

This helps you to behave calmly and remember how to protect yourself. First lock the back door and take the key with you, then stop and think about who you might be expecting, then put on the chain and then check who is there.

Solon will be covering this issue in the spring newsletter, so the whole resident community is made aware. JS

6. FEEDBACK FROM TPAS MEETING – MUNAWAR GONDAL:

6.1 Solon residents were invited to Gloucester on February 8th 2008 for the South west regional meeting of TPAS(Tenant Participation Advisory Service) , two Solon residents went along with transport being provided by Jess (R.I.C.O)

6.2 There was a presentation by Lyn Scudamore and Philip Amos for Gloucester City homes they spoke about equality and diversity, in the morning.

6.3 After lunch Miriam Minty from the Cabinet Office, gave information and asked to resident's feedback as the cabinet office is presently reviewing "Involving communities in fight against crime".

6.4 The next TPAS meeting is on Tuesday 8th April 2008 in Chippenham; the meeting is open to all Solon residents and if you wish to attend please fill out the form attached to the minutes and send back in the SAE enclosed.

7. FOCUS GROUP TO LOOK AT ACTION PLAN:

7.1 Jess (R.I.C.O) asked if any residents are interested in forming a focus group to look at the involvement action plan. With this group of residents, Jess also hopes to look at impact assessment, the involvement strategy and the involvement statement. She will send out a date for the meeting sometime in May 2008.

8. MINUTES OF LAST MEETING:

8.1 My home contents insurance: ½ page spread in the spring newsletter with the price comparison. Also Solon needs to place this information on the website. JS

8.2 Taxis: The new system of residents arranging their own transport to the meetings and events is working really well, people to be re-burse on proof of receipts or pay the taxi driver directly on arrival.

8.3 Resident's participation in Equal Opportunities: The translation of the newsletter worked out to be a rough estimate of £470 for 2600 words. It was decided it would be more cost effect to ask for volunteers to translate, and MG offered his services. This advert will go into the spring newsletter.

The residents thought it would be a better idea to look for support in English courses rather than paying for translations. Jess to look for JS

courses and advertise in newsletter and on the website.

9. PRIZE DRAW & DATE FOR NEXT MEETING

9.1 MT won £20 of Marks and Spencer gift vouchers.

9.2 The next meeting is to be held at Solon offices on Monday 28th April 2008.

10. CLOSE: