

Neighbourhood Management Focus Group

13th November 2025

Minutes of Meeting

Attendance: Sarah Gallager, Paris Copley, Craig Goddard, Katy brown

		Action
1	<p><u>Welcome</u></p> <p>Sarah opened the meeting by outlining:</p> <ul style="list-style-type: none">• The aims of the estate• The purpose of the residents' group• The importance of residents having a voice <p>Initial discussion questions raised:</p> <ul style="list-style-type: none">• Would residents like to meet with managers directly?• Are there specific topics residents would like to discuss?• How do residents feel about working relationships with staff?• Why do residents think this group exists?	
2	<p><u>Apologies</u></p> <p>Apologies were received from Stewart</p>	
3	<p><u>Introductions</u></p> <ul style="list-style-type: none">• Katy Brown – Anti Social Behaviour (ASB) and Tenancy• Craig Goddard – Head of Operations (caretaking, cleaning, bulk waste)• Paris Copley – Estates administration (email enquiries for caretaking, bulk waste, and cleaning teams) <p>Sarah reiterated the importance of the group representing residents' voices.</p>	
3	<p><u>Group Purpose and Structure</u></p> <p>Discussion points:</p> <ul style="list-style-type: none">• Tenant feedback indicated the estate had previously been very active, but engagement has declined.• Suggestion made for meetings to be held for 2 hours monthly.• Sarah explained the group's purpose is to bring residents and managers together to discuss performance and find practical solutions. <p>Training and communication:</p> <ul style="list-style-type: none">• Residents requested improved staff training, particularly in customer service and knowledge of individual blocks.• Katy suggested shadowing opportunities for staff.• Sarah mentioned the use of QR codes and estate presentations to improve awareness. <p>Group composition:</p> <ul style="list-style-type: none">• Importance of including a diverse range of residents, including younger	

	<p>voices.</p> <ul style="list-style-type: none"> • Request for Estates Manager attendance at future meetings. <p>Chairing meetings:</p> <ul style="list-style-type: none"> • Residents encouraged to take turns chairing meetings. <p>Meeting frequency options discussed:</p> <ul style="list-style-type: none"> • 2 hours monthly • 1 hour monthly • 2 hours every two months <p>Sarah confirmed efforts are ongoing to encourage wider resident participation.</p>	
4	<p><u>Decision Making and Group Rules</u></p> <p>Agreed group rules:</p> <ul style="list-style-type: none"> • No speaking over others • All views are valid • Conversations to remain confidential • Raise hands to speak • Regular updates to be shared <p>Additional decisions:</p> <ul style="list-style-type: none"> • Proposal agreed to rename the group to “Neighbourhood ASB Focus Group” • Group effectiveness to be reviewed every 6 months <p>Sarah expressed confidence that the group will be successful and invited any further points from attendees.</p>	
5	<p><u>ASB Policy Discussion</u></p> <p>Issues discussed included:</p> <ul style="list-style-type: none"> • Noise (household noise, construction noise, echoing in buildings) • Aggressive behaviour, abuse, and criminal activity • Clarification of acceptable vs unacceptable behaviour <p>Key points clarified:</p> <ul style="list-style-type: none"> • Washing machine noise is not considered ASB (Katy) • Eviction is not possible after only a few reports • Residents are reminded to be respectful when sharing communal spaces (Sarah) 	
6	<p><u>Resident Feedback</u></p> <ul style="list-style-type: none"> • A resident shared distress experienced due to ASB. • Emphasis placed on mutual respect within communal areas. • Katy advised that the office can help compile justification and investigate ASB cases where appropriate. 	

7	<u>Date of next meeting</u> <u>22/01/2026 – 10:30am</u>	
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Actions from Meeting (to be completed in meeting)

For Resident Engagement – You Said, We Did uploaded