**MINUTES:** **Of the EROSH London Network meeting held at The Mercers’ Company, 6 Frederick’s Place, London, EC2R 8AB**

**22 May 2019**

**In Attendance**

 Sarah Oliver, The Mercers’ Company (Joint Chair)

 Cheryl Whittle, Waltham Almshouses (Joint Chair)

Sadie Pharo (The Mercers’ Company)

Jude Leighton (United St Saviour’s)

Jessica Wray (Catalyst)

Zoe Macgregor (Lewisham Homes)

Tina Bavington (Lewisham Homes)

Muriel Uwalaka (Christian Action Housing)

Liz Abbott - Walthamstow and Chingford Almshouse Charity

**Apologies**

Moji Coker (The Mercers’ Company)

Amanda Critoph

Peter Mokogwu (Lambeth)

Danielle Michel (Eleanor Palmer Trust)

Vivienne Lyons

Dan Prentice - Radcliff

Samantha – Glebe

Elena Benato – Church of England

1. **Introductions**

Sarah Oliver and Cheryl Whittle welcomed everyone and introduced the group.

1. **EROSH Update**

Sarah Oliver circulated the recent presentation EROSH put together for the EROSH AGM. The AGM was recently held in Wales. The financial accounts were presented and it was noted there was a surplus. The EROSH website has now been updated and revamped. Members were advised to log-in to check their credentials and navigate the new set up. Currently it is free to advertise on the EROSH website.

Cheryl Whittle passed on thanks to everyone that had attended the AGM, this was an extended thank you from the Robin Dean, Chair to the Trustees. Cheryl Whittle explained she is stepping down from her role, the group thanked her for her commitment.

1. **Around the table discussions / updates**

The group discuss various project and demands they face and discussed various topics;

How often are rent statements sent to residents? Cheryl reported she carries this out every ¼ . Some of the other providers were annually.

Void turn around were discussed. There was a variation in turnaround from 19 – 41 days.

The group also discussed rent arrears and the percentage they experience. Some said their rent arrears percentage are between 5-7%.

Lewisham homes said that their Trustees are looking to change/remove the 24 hour alarm service. The group discussed their current providers, service and costs. Some of the attendees also mentioned that they are looking at the future and costs of tunstall systems and may replace with alertacall.

Catalyst housing have experienced major issues and unexpected costs to treat bed bugs. Other providers reported similar issues. Other providers have enforced a policy against residents having second hand furniture.

The group discussed residents taking holidays/leave away from their property, as this now impacts housing benefits payments.

When discussing maintenance charges the group discussed their WMC charge rates and how they set their charges. A few members of the group reported they used support solution who liaise with the local authorities that you work with to work out what the local authority would be willing to pay as a maximum.

1. **Future topics**

The group discussed various hot topics that they think outside speakers would benefit;

The group asked for the following items for future meeting topics;

* Dementia
* Support Solutions (Charge structure advice)
* Workshop on value for money
* Sharing policies

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**The next meeting is planned for 3 October 2019 @ 10.00am – 12.00pm.**