Present: Liz Reeves (Chair), Marion Burchell, Ken Coates, Peter Cooper, Dave Cotter, Valerie Davies, Bob Dean, Shirley Feist, Sylvia Fletcher, Michael Hewlett, Sheila Howard, Jim Mansell, Guy Pile Gray, John Piper, Stephen Pollard, Marilyn Smithies, Robin Sullivan, Maureen Symes, Laurence Taylor, Mick Tyrell, Bob Varney, Kim Wakely and Eric Webb

Councillors: Tony Harris, Michael Neal and Greta Sohoye

Officers: Leonard Asamoah (Housing Supply Manager), Steve Driscoll (Resident Participation Officer), Sian Foley (Head of Safe and Sustainable Communities Manager, Housing Management Services), Hannah Miller (Director of Adult Services & Housing), Judy Pevan (Stock Investment Manager), Margot Rohan (Members’ Services Manager), Chris Stock (Resident Participation & Performance Manager) and David Sutherland (Director of Housing Management Services)

Observers: Phyllis Kirrage (Shrublands Estate RA) and Sheila Taylor

Apologies were received from: Councillor Jane Avis, Mark Burrell and Peter Mason

Declarations of Interest:
There were no Declarations of Interest

Welcome and Introductions
The Chair welcomed all to the meeting, especially those attending for the first time.

Notes of the Meeting held on Tuesday 24 March 2009
The Notes of the meeting held on Tuesday 24 March 2009 were agreed as a true record of the proceedings (date correction – originally sent out as 27 March).

Matters Arising
None

Election of Chair and Vice Chair
Chris Stock took over from the Chair and asked for a round of applause for the retiring Chair and Vice-Chair.

Election for Chair:
Marilyn Smithies nominated Liz Reeves
Guy Pile Gray self-nominated

Guy Pile Gray introduced himself:
- Passionate about working to make things better
- Would give wider range of experience
- Bring something new and fresh to procedures
- Bring a few changes – listen to others how best to move forward
Liz Reeves made a few points about being Chair:

- Chair must go to CHPs
- Must listen to what rest of borough doing
- Must get on with people – whether you like them or not
- Must work with Vice-Chair

A secret ballot was taken: Liz Reeves was re-elected.

Election for Vice-Chair: Michael Hewlett was nominated and elected unopposed.

Feedback

a) Community Network/LSP – Marilyn Smithies:

- Handled out 2 documents – ‘Delivering Croydon’s 6 Priorities’ and ‘Local Strategic Partnership Board – Annual Review of Delivery’ (see Appendices 1 & 2 ONLY AVAILABLE IN HARD COPY)
- Attended every LSP meeting hearing about Community Empowerment Strategy
- Asked why is a representative elected from TLP? – most LSP members are CEs so feel excluded
- How do they intend to empower the community?
- Need to ensure best practice, value for money and meeting deadlines
- Points taken on by Steve Phaure and Damian Roberts
- Jon Rouse gave thanks for the wake-up call
- Email received from Damian Roberts – comments welcome and will explore ways to make you and colleagues in Community Network feel involved
- Pankaj Doshi copied in to ensure issues taken forward by LSP

Q: John Piper: Will they take any notice?
A: Marilyn: When I go, I want to feel included and able to come back to give best possible report.

b) ARCH – Michael Hewlett:

- Association of Retained Council Housing
- Set up 2006
- For all councils which retained housing; they manage the stock – felt they needed to form lobbying group to push views to government about building houses etc
- Tenants sub-group formed - to ensure tenants’ view voiced at meetings – one tenant on executive board – soon to be two

c) London Tenant Federation – Michael Hewlett:

- Represents 2/3rds of boroughs in London
- Brings together London-wide tenant etc federations
- AGM 28 June – 2 projects:
  - Launch of book – ‘Where the other half lives’ (where social housing is)
  - Challenging the Stereotype
- Challenging - Tenants in council housing do not have good reputation
- Making DVD to show tenants are ‘not all villains’
- Other causes – Housing Revenue account
- Secured places on Mayor of London’s Housing Group
- London Tenant Federation considered a strong and well recognised group

d) Mayor’s Community Engagement Sub Group – Chris Stock
- Mayor directs councils on where to spend money
- Funds available for projects on social housing
- Community Engagement sub group – residents from all tenures – to ensure Mayor engages with all residents across London
- Looking at new Mayor’s housing strategy – did not mention Resident Participation but does include it now
- Croydon well represented on Mayor’s Housing Panel – recognised as one of better boroughs – has largest representation

e) Resident Involvement Champions – Chris Stock:
- Encourage all landlords to involve tenants – going from strength to strength
- National conference for Tenant Participation workers – Guildhall in London in November – for officers from all over country
- New website – community tool, sharing good practice amongst Resident Participation workers
- www.residentinvolvement.org.uk

Elections to other groups
a) Community Network/LSP – Marilyn to continue

b) London Tenant Federation – 3, possibly 4, to be nominated – Michael Hewlett and Ken Coates to continue. Robin Sullivan and Liz Reeves also nominated

c) Election to ARCH – Michael Hewlett to continue

Consultation on the Social Housing Overcrowding Strategy
Leonard Asamoah (Housing Supply Manager) gave a presentation:
- Consultation letters sent out – reviewing Allocations Policy – deciding how properties allocated – to allow for advertising of properties and prospective tenants to bid for preferences
- Looking to get group of residents – to have more detailed review and get comments on plans being developed
- Overcrowding Strategy – anyone who has experience is aware of impact on families, particularly where children – it creates difficulties
- Context: every year in region of about 1,000 properties are let - against demand of about 1,500 households, including those who approach as homeless
- If waiting list stood still, it would take about 15 years to house everyone who approached
- Difficult challenge faced going forward
- Bedroom standard – created through legislation in 1935 – not changed since
- Used to decide on overcrowding
- Croydon now adopted a more generous standard
- Central Government wants to see all councils moving forward
- Croydon proposing to maintain its more generous standard
- If require 3/4/5 bedroom property – longer waiting time
- Average waiting time about 3 years
• Strategy sets out 4 main objectives:
  o To provide range of overcrowding options - solution is not just one
  o To maximise opportunities for developing more social housing
  o To make better use of existing properties:
    - Give money as incentive to get people to trade down by 2 or more bedrooms
  o To develop and promote initiatives in the private sector - in Croydon private sector large part

• Options for overcrowded households:
  o Provide for tenants who opt to consider going into private sector – assist with finding property and payments
  o Participating in home swappers scheme
  o Council’s properties – if opt for area where less property, much longer wait – give tenants more information so can make better choices
  o Talking to tenants about ways in which they can manage the space better – offer assistance with space-saving furniture
  o Learning from what other councils are doing – sharing information
  o Build more bungalows so people can move from larger homes
  o A year ago number of 6-bedroom properties had reduced to one – larger homes extension programme now increased number to 6
  o Increased numbers of 5-bedroom properties

• Strategy for ensuring maximisation of housing stock
• Banding scheme (1-4) – highest priority band 1 – overcrowded households
• Every year go through process to estimate needs, priorities, how many units needed, how to share out housing
• Process allows probable waiting times to be calculated
• Negotiate with landlords for long-term tenancies – up to 5 years
• Bringing 50 properties from private sector to let to tenants
• Sub-region – Lambeth/Kingston/Sutton – raised money from GLA – to offer assistance to tenants who wish to move to other parts of country – working with Relocation Agency – pay fee and they work with household over 6 months to ensure they settle, find new schools, get information etc
• Promote home ownership through assisted purchase scheme
• Targets – to measure progress achieved; want to ensure able to report on targets set out
• Requesting feedback on strategy so it becomes a workable document

Q: There are lots of empty private houses in Thornton Heath – why empty 2-4 years with fabric deteriorating? The council should compulsorily purchase and make them habitable. What is strategy of council? Construction of buildings – bedrooms not only important thing – environment important – can hear through party walls – standards should be improved.
A: Leonard Asamoah: Private sector dominates with empty properties. The council has a strategy – received money from GLA to increase work in that area. Legally, as a last resort, the council has ability to compulsorily purchase property. We identify landlords and work with them to bring properties back into use. Standards of building is a national issue. In Croydon they are addressed through the building regulations and planning department. We are taking forward programmes to ensure the quality of work.

Q: How many people are on the housing register?
A: Leonard Asamoah: 11,693 households are currently registered.
Q: In the private sector, what are we doing to ensure all are secure – the landlord has paid the mortgage etc?
A: Leonard Asamoah: The Procurement Team negotiates contracts. There is a rigorous process to ensure we are able to be certain tenancies have a long life. In the unlikely event a landlord defaults, the team work through with the landlord and the finance company to ensure the tenant continues in the property. If that fails, we find alternative accommodation.

Q: What are the chances of single people getting a house? Do you check the hygiene in temporary accommodation?
A: Leonard Asamoah: Temporary accommodation – there is a restriction in terms of the length of time people can be kept in B&B. As soon as possible, they are moved. Through Housing Associations etc, we are procuring properties to house homeless households. Standards – we ensure properties are of a high standard. Single people compete for 1 bedroom properties. With homeless households in temporary accommodation, we inspect properties before signing agreements with the landlords. The Environmental Health Team inspect regularly.

Q: Councillor Michael Neal: Government recently announced councils should give more priority to local indigenous families.
A: Leonard Asamoah: Objective over number of years – to have open and transparent system – to include bidding and advertising and feedback who has been offered what and what was the competition. Priority is given to those waiting longer. 2 issues considered – banding and waiting time.

**TSA update (including results of National and Local Conversations)**

Chris Stock and Michael Hewlett gave a presentation:

- Tenants’ Services Authority
- New regulator for social housing – to set standards and ensure delivery of high quality housing services
- Questionnaires completed – information sent to TSA
- Development of standards:
  - 63 questionnaires returned to council – others completed online or sent direct
  - TSA draft outline standards
  - Feedback about standards – phone number and website
    Tel: 0845 230 7000
    Websites: www.nationalconversation.co.uk
    www.tenantservicesauthority.org
  - TSA set up national Tenants’ Steering Group – 12 tenants from across the country have been invited to participate – Michael Hewlett has accepted an invitation to join
- One meeting to give outlines – next meeting Tuesday 28 July
- Four sub groups
- Standards not set in concrete
- Consultation will be ongoing
- Want to be in touch with tenants and get feedback
• Timetable:
  o Summer 09 – Informal consultation
  o Autumn 09 – Statutory consultation
  o December 09 – New powers to regulate RSLs (Registered Social Landlords)
  o April 10 – New powers to regulate local authorities and Arms Length Management Organisations (ALMOs)

• Feb/Mar 2010 – Conference to look at standards and see where Croydon needs to improve services

• Results of Questionnaire – only small sample and mainly older people:
  o Not too different from national sample
  o How satisfied with landlords’ services – 70% comp with 78% nationally
  o What does landlord need to do better – 11 said ‘repair service and maintenance’ –
    (Dave Sutherland: last meeting agreed to put together sub group of tenants (still to be done) – large improvements planned – lot more staff being trained to answer calls)
  o Examples of organisations giving really good services – top was Health service – about customer service (listen, treat with respect, helpful, ring back, polite and friendly)
  o How could landlord do better? – consulting listening, repair service – respect of tenants
  o What does landlord do well? – giving chance to have say, health & safety, keeping informed
  o 3 most important things in landlord – repairs, health & safety, security (ASB & looking after neighbourhood rated very low)
  o 3 most important priorities for new Tenants’ Services Authority – ensuring reasonable and affordable rents, keeping homes up to date and in good condition, information from landlords to tenants (nationally repairs and maintenance rated higher)

Q: Once standards are set, will Croydon keep them?
A: Chris Stock: Inspectors will do desk top exercises – Audit Commission will probably be involved. Inspectors will come to meetings to observe how work together. Monitoring services – will involve TLP

Resident Participation Annual Performance Report (see Appendices 3&4)
Chris Stock summarised the report and gave headlines:
• Sounding Board – membership stable – about 800 people – would like 1,000
• Surveys, mystery shoppers, estate inspections etc
• CHP – membership dropping – reduced housing panels from 10 to 7
• Special interest groups – attendance remained healthy
• Opportunities for involvement – 20% dissatisfied
• Impact Assessment – looking at impact of neighbourhood voices and extending mystery shoppers, interviewing people on how to improve services
• More publicity
• Regular reports detailing findings of surveys
- Resident Involvement Impact Report – Audit Commission keen for organisations to introduce – sets out all functions – type of involvement – example of what document would look like *(see Appendix 7)*:
  - Why it’s there – ‘Type of Involvement’
  - What’s happened
  - Looks at outcomes – anything changed/improved?
  - Value for money – is it worthwhile?

Q: John Piper: How do you work out the costs?
A: Chris Stock: 3 meetings a year – look at travel, time at meeting etc – rough costs

**Youth Provision Adult Panel Members Selection**
Sian Foley (Head of Safe and Sustainable Communities Manager, Housing Management Services) gave a verbal update:
- Sent out invitation letters to those on HSB expressing interest in Youth Services and attending meetings
- Sent out 199 info packs
- Received 12 completed forms
- Completion date 24 July
- Signed up 6 young people from Corporate Youth Participation Practitioners Group – 13-18 years, with experience in consultation and attending local meetings
- Training sessions with young people this week
- Applications shortlisted by 31 July
- Shortlisting using 3 young people w/c 7 August – supported by 2 officers
- 3 new panel members will be appointed – one per district – by 14 August
- Confirmation letters to be sent out by 21 August
- Full Young People Panel Meeting by 3 September

Q: John Piper: Why did the form look like a job application?
A: Sian Foley: Form explained process with guidance notes. We want people to give views why they should be on panel and how they can contribute and help. We tried to keep it as simple as possible and to have guidance notes to help people.

Q: Marilyn: Why do the next applicants have to have a vetting process when the existing 3 did not?
A: Sian Foley: This year it was decided to set up the process. For continuity, the existing members with experience will still be on the panel this year but next year they will also go through the interview process with everyone else. Best practice to get young people to select the candidates

Q: Are the young people Croydon residents – from social housing – representative across the borough?
A: Sian Foley: There is a high number of girls and young people from different faith communities - from across the borough. They are all Croydon residents.

**ACTION**: to come back about number from social housing.

**Any Other Business**
None

**Date of Next Meeting**: Tuesday 20 October

There being no further business the meeting closed at 8.30 p.m.
Appendix 3
Tenants’ & Leaseholders’ Panel
21 July 2009

Housing Sounding Board

Membership of HSB

Involvement of HSB members in year 08/09

Examples of activities in which HSB Members have been involved in 2008/09:

- Satisfaction survey
- Open House survey
- Mystery shopping
- Neighbourhood voice
- N. voice working group
- M. shopping working group
- Stock investment working group
- Environmental improvement panel
- Estate inspections
- Resident involvement group

- Gearing up for the future conference
- Training
- Testing e-forms
- ASB workshop
- Panels: Performance monitoring
- Housing disability
- Leaseholder
- Housing minority ethnic
- Community housing
- Sheltered housing
Appendix 3
Tenants’ & Leaseholders’ Panel
21 July 2009

**HSB Membership by District**

- North: 33% (268)
- South Central: 42% (338)
- East: 25% (211)

**For Comparison, Council Properties Area Breakdown - Jan 08**

- North: 29%
- South Central: 39%
- East: 32%

**Tenure**

- Council Tenant: 69%, 567
- Leaseholder: 9%, 70
- Home Owner: 12%, 102
- HA Tenant: 3%, 26
- Private Tenant: 1%, 9
- Living with relative/friend: 6%, 53
- Unknown: 33%, 270

**Age**

- Under 18: 5%, 37
- 18 to 24: 4%, 33
- 25 to 39: 13%, 105
- 40 to 59: 20%, 167
- 60 to 74: 24%, 198
- 75 & over: 33%, 270
- Unknown: 1%, 7

*For Comparison, Council Properties Area Breakdown - Jan 08:*

- South Central: 39%
- North: 29%
- East: 32%
We are in the process of collecting more detailed equalities information, the following charts indicate how many members we have obtained this information from, so far.
Community Housing Panel Attendance

Overall CHP Attendance

<table>
<thead>
<tr>
<th>Year</th>
<th>Spring</th>
<th>Autumn</th>
<th>Winter</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>93</td>
<td>83</td>
<td>61</td>
</tr>
<tr>
<td>2006</td>
<td>103</td>
<td>61</td>
<td>59</td>
</tr>
<tr>
<td>2007</td>
<td>81</td>
<td>62</td>
<td>50</td>
</tr>
<tr>
<td>2008</td>
<td>103</td>
<td>62</td>
<td>50</td>
</tr>
<tr>
<td>2009</td>
<td>110</td>
<td>61</td>
<td>60</td>
</tr>
</tbody>
</table>

Average attendance:
- 2004/05: 93, 83, 61
- 2005/06: 83, 61, 59
- Spring 06: 103, 81, 62
- Autumn 06: 81, 62, 50
- Winter 06: 93, 61, 59
- Spring 07: 110, 81, 62
- Autumn 07: 100, 61, 59
- Winter 07: 83, 61, 59
- Spring 08: 110, 81, 62
- Autumn 08: 83, 61, 59
- Winter 08: 83, 61, 59
- Spring 09: 101, 81, 61
- Autumn 09: 93, 83, 61
- Winter 09: 93, 83, 61

Panel members vs. Total attendance

Individual CHP Membership April 09 (Overall Total = 81)

<table>
<thead>
<tr>
<th>Location</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add/Ash/Wood</td>
<td>9</td>
</tr>
<tr>
<td>BG/Waddon/Fair</td>
<td>12</td>
</tr>
<tr>
<td>Coulsdon E/W</td>
<td>5</td>
</tr>
<tr>
<td>CSS&amp;B</td>
<td>0</td>
</tr>
<tr>
<td>Heath/Shirley</td>
<td>15</td>
</tr>
<tr>
<td>New Add/Fway</td>
<td>16</td>
</tr>
<tr>
<td>Norbury/Upper N</td>
<td>10</td>
</tr>
<tr>
<td>Purley/Kenley</td>
<td>0</td>
</tr>
<tr>
<td>Selhurst/South N</td>
<td>9</td>
</tr>
<tr>
<td>Theath/WBM</td>
<td>5</td>
</tr>
</tbody>
</table>
Specialist Panel Attendance

Average 04 22 27
Average 05 25 28
Average 06 20 23

Jan-07 16 18
Mar-07 19 21
Jul-07 24 28
Oct-07 19 20
Jan-08 18 22
Apr-08 15 20
Jul-08 22 25
Oct-08 19 20
Jan-08 23 29
Mar-09 22 25

Average 04 18 21
Average 05 15 27

Mar-06 20 22
Jun-06 18 22
Oct-06 25 31
Jun-07 26 31
Oct-07 25 33
Feb-08 18 24
Jun-08 25 35
Oct-08 25 33
Feb-09 20 31

Average 04 6
Average 05 14
Average 06 14

Feb-07 10
May-07 12
Aug-07 13
Nov-07 8
Feb-08 14
Jun-08 14
Sep-08 10
Dec-08 13
Mar-09 9

Tenant & Leaseholder Panel Attendance

Panel Members Total Attendance

Sheltered Housing Panel Attendance

Panel Members Total Attendance

Performance Monitoring Panel Attendance

Panel Members
Panel Members Total Attendance

Disability Panel Attendance

Housing Minority Ethnic Panel Attendance
Residents' views of Resident Participation in Croydon
(Satisfaction Survey, Feb 09 - 366 members of HSB surveyed)

% Satisfaction levels of residents with their opportunities for involvement

- Very satisfied: 18%
- Fairly satisfied: 49%
- Neither/No opinion: 26%
- Fairly dissatisfied: 5%
- Very dissatisfied: 2%

Trendline - % Resident Satisfaction with Opportunities for Participation

- Apr-01: 60%
- May-02: 66%
- Apr-04: 66%
- Jun-05: 74%
- Apr-06: 70%
- May-07: 61%
- Feb-08: 54%
- Feb-09: 67%

How satisfied are residents that the Council takes their views into account?

- Very/fairly satisfied: 53%
- Fairly satisfied: 39%
- Neither/No opinion: 14%
- Fairly dissatisfied: 8%
- Very dissatisfied: 12%
* Question adapted in 2009 - previously 'How much do residents feel the Council takes their views into account when decision making? - a lot, a little, not at all, don't know'.

Trendline - % residents who consider that the Housing Sounding Board encourages residents to give their views

Awareness of involvement options
(white box indicates any change from last year)
Meetings Evaluation Questionnaire Results
Trendlines for key questions from the questionnaire. Completed by residents at all RP panel meetings and analysed 3x a year.

Are you satisfied with the progress of the action plan? % who answered yes.

Overall, did you find the meeting useful? % who answered yes.

Meetings Effectiveness Questionnaire
Jan - March 2009

- Was the meeting useful?
  - Yes: 90%, Partly: 3%

- Did people listen to what others had to say?
  - Yes: 86%, Partly: 12%

- Did the right people attend the meeting?
  - Yes: 65%, Partly: 23%

- Was the progress of the action plan satisfactory?
  - Yes: 68%, Partly: 18%

- Do you think the meeting was well run?
  - Yes: 87%, Partly: 12%
# Residents’ Associations Status Report

**June 2009**

<table>
<thead>
<tr>
<th>Name of Association</th>
<th>District</th>
<th>Previously Recognised?</th>
<th>Date last Monitored</th>
<th>Recognition requirements currently met?</th>
<th>Grant last paid</th>
<th>Action/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgrave &amp; Grosvenor Road</td>
<td>North</td>
<td>No</td>
<td>N/A</td>
<td>No</td>
<td></td>
<td>No prospect of group reforming</td>
</tr>
<tr>
<td>Bell Court</td>
<td>North</td>
<td>Yes</td>
<td>May 06</td>
<td>Yes</td>
<td></td>
<td>Does not apply</td>
</tr>
<tr>
<td>Laxton Court</td>
<td>North</td>
<td>Yes</td>
<td>Nov 01</td>
<td>Yes</td>
<td>Feb 00 £134.00</td>
<td>The Laxton Court RA ceased in 2006, however following support from the RPO the block has been incorporated into the Gillett &amp; Garnet Towers RA to form the GGLRA.</td>
</tr>
<tr>
<td>Gillett and Garnet Towers RA</td>
<td>North</td>
<td>Yes</td>
<td>March 06</td>
<td>yes</td>
<td>March 07 £246.00</td>
<td>Successfully held AGM in 2007. Elected new members to a full committee. They produce regular newsletter and hold monthly meetings. They have organized a number of coach trips which other sheltered RA’s are invited on. They organized a North District networking event in October. They have amalgamated Laxton Court into the existing group and have renamed the RA to GGLRA (Garnet, Gillett &amp; Laxton Court RA).</td>
</tr>
<tr>
<td>Kuala Gardens RA</td>
<td>North</td>
<td>No</td>
<td>Sept 06</td>
<td>Yes</td>
<td>October 06</td>
<td>This RA was formed in September 2006. Due to Decent Homes Standard the main block on this sheltered estate is being extensively refurbished, requiring it to be totally decanted. The RA is facing a difficult time. It is hoped to run a newsletter to be distributed to members living elsewhere and the secretary is hoping to devise a welcome pack in preparation for the re-opening of the block. In the meantime it is hoped to hold an AGM in November.</td>
</tr>
<tr>
<td>Name of Association</td>
<td>District</td>
<td>Previously Recognised?</td>
<td>Date last Monitored</td>
<td>Recognition requirements currently met?</td>
<td>Grant last paid</td>
<td>Action/Comments</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------</td>
<td>------------------------</td>
<td>---------------------</td>
<td>-----------------------------------------</td>
<td>----------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Marion &amp; Pawsons Road</td>
<td>North</td>
<td>No</td>
<td>N/A</td>
<td>No</td>
<td>N/A</td>
<td>Two very well attended ad hoc meetings have been held so far, a third is scheduled for November. An RA is not wanted however residents are interested in the Neighbourhood Voice project.</td>
</tr>
<tr>
<td>Purvis House TA</td>
<td>North</td>
<td>No</td>
<td>Sept 06</td>
<td>Yes</td>
<td>October 06</td>
<td>Newly formed group which meets monthly – well attended. Has started to join in with networking events with other sheltered RA’s. AGM held in late September.</td>
</tr>
<tr>
<td>Queens Road Estate</td>
<td>North</td>
<td>No</td>
<td>N/A</td>
<td>No</td>
<td>N/A</td>
<td>The RPO held a meeting with residents from Windmill Grove in September. A second meeting is planned for October. The new Neighbourhood Voice project is going to piloted here.</td>
</tr>
<tr>
<td>Regina Road &amp; Sunnybank</td>
<td>North</td>
<td>Yes</td>
<td>Sept 02</td>
<td>No</td>
<td>Jan 03 £204.00</td>
<td>Do to lack of interest there is not currently a group here.</td>
</tr>
<tr>
<td>Sevenoaks &amp; Tonbridge now Known as Independent Tenants Social Union</td>
<td>North</td>
<td>Yes</td>
<td>April 06</td>
<td>No</td>
<td></td>
<td>The whole committee of ITSU resigned in August following an investigation against the Chair. RP Team currently supporting the setting up of a new RA to take their place.</td>
</tr>
<tr>
<td>Selden</td>
<td>North</td>
<td>Yes</td>
<td>May 05</td>
<td>Yes</td>
<td>June 05 £188.00</td>
<td>Following the death of the Chair (Jean Coates) last year the group has struggled to maintain regular business. They met infrequently at weekends. The RP team paid for a remembrance plaque for Jean in April. The RPO continues to offer support to the group.</td>
</tr>
<tr>
<td>Torrington Square</td>
<td>North</td>
<td>Yes</td>
<td>April 04 Pending following recent AGM</td>
<td>Yes</td>
<td>April 04 £150.00</td>
<td>Due to health and work pressures the group failed to hold regular meetings in the first half of 2007. However a well attended AGM was held in September and a new committee was formed. Monthly meetings will be held and monitoring will follow shortly.</td>
</tr>
<tr>
<td>Whitehorse Road Estate RA</td>
<td>North</td>
<td>No</td>
<td>October 06</td>
<td>Yes</td>
<td>October 06</td>
<td>Formed in 2006. Thriving group which meets monthly. Has managed to get estate improvements carried out. AGM due in Oct 2007.</td>
</tr>
<tr>
<td>Name of Association</td>
<td>District</td>
<td>Previously Recognised?</td>
<td>Date last Monitored</td>
<td>Recognition requirements met?</td>
<td>Grant Paid</td>
<td>Action/Comments</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>--------------</td>
<td>------------------------</td>
<td>---------------------</td>
<td>-----------------------------</td>
<td>------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Wingate Crescent</td>
<td>North</td>
<td>No</td>
<td>N/A</td>
<td>No</td>
<td>N/A</td>
<td>RPO currently meeting with a group of residents, meetings being held at Archbishop Lanfranc School. Second focus meeting to be held at the end of October.</td>
</tr>
<tr>
<td>District Sheltered RA Networking event</td>
<td>North</td>
<td>No</td>
<td>N/A</td>
<td>No</td>
<td>N/A</td>
<td>This event began in May 2007. It enables all members of Sheltered RA’s to meet up and get to know each other. Next event is being hosted by GGLRA on October 5th.</td>
</tr>
<tr>
<td>Arthur Court</td>
<td>South Central</td>
<td>Yes</td>
<td>Feb 06</td>
<td>Yes</td>
<td>Feb 06 £152.00</td>
<td>RA recently relaunched with practically all residents signed up</td>
</tr>
<tr>
<td>Lower Addiscombe Rd (LARA)</td>
<td>South Central</td>
<td>Yes</td>
<td>Jan 05</td>
<td>Yes</td>
<td>Jan 05 £206.00</td>
<td>This group is struggling a bit as the main Point Member is unwell. RPO has tried unsuccessfully to contact other committee members to arrange committee meeting. RPO to continue to attempt contact with a view to supporting the group.</td>
</tr>
<tr>
<td>Ashburton Community Association</td>
<td>South Central</td>
<td>Yes</td>
<td>Nov 04</td>
<td>Yes</td>
<td>Nov 04 £388.00</td>
<td>RA relaunched in 2004/05 with membership of 265. They hold regular meetings; provide newsletters though they have had limited success at arranging activities. They have applied for grant in 2006/07 but missed last year.</td>
</tr>
<tr>
<td>Handcroft Road</td>
<td>South Central</td>
<td>Yes</td>
<td>06</td>
<td>Yes</td>
<td>May 05 £264.00</td>
<td>Active group, meet regularly and work with the CDT as well as RPO. Present committee well organised and arrange activities and events</td>
</tr>
<tr>
<td>Shout Loud Leighton &amp; Albion</td>
<td>South Central</td>
<td>Yes</td>
<td></td>
<td>No</td>
<td></td>
<td>Group inactive Propose derecognition of RA</td>
</tr>
<tr>
<td>Longheath Gardens</td>
<td>South Central</td>
<td>Yes</td>
<td>April 02</td>
<td>No</td>
<td></td>
<td>Group not officially recognised however they arrange meetings when a need arises and officers are invited.</td>
</tr>
<tr>
<td>Tollgate</td>
<td>South Central</td>
<td>Yes</td>
<td>Oct 04</td>
<td>No</td>
<td>Jan 05 £274.00</td>
<td>Group has been revived and has a new committee. Meet regularly and have organised several events. New committee members need support and training.</td>
</tr>
<tr>
<td>Name of Association</td>
<td>District</td>
<td>Previously Recognised?</td>
<td>Date last Monitored</td>
<td>Recognition requirements met?</td>
<td>Grant Paid</td>
<td>Action/Comments</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-------------------</td>
<td>------------------------</td>
<td>---------------------</td>
<td>--------------------------------</td>
<td>-----------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Bramley Hill &amp; Albury Court</td>
<td>South Central</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
<td>N/A</td>
<td>Resident Forum continues to meet either in marquee or in foyer of one of the blocks. Currently has representation from 9 &amp; 18 Bramley Hill and Albury Court blocks.</td>
</tr>
<tr>
<td>Birchfield &amp; Southlands</td>
<td>South Central</td>
<td>Yes</td>
<td>N/A</td>
<td>No</td>
<td></td>
<td>Recent attempts to form a Residents Association have temporarily ceased. Problems with finding meeting venue. RPO to continue to seek suitable venue.</td>
</tr>
<tr>
<td>Southlands Sheltered</td>
<td>South Central</td>
<td>Yes</td>
<td>05/06</td>
<td>Yes</td>
<td>Jan 06 £178.00</td>
<td>Active Association. New Chair and committee members. The Association continue to meet and organise activities for residents. Most residents are signed up members.</td>
</tr>
<tr>
<td>Heathfield Gardens</td>
<td>South Central</td>
<td>Yes</td>
<td>July 01</td>
<td>Yes</td>
<td></td>
<td>RPO has received information that a new association exists on the estate and has written to one of the involved residents offering support. No response to date. RPO to continue to attempt contact.</td>
</tr>
<tr>
<td>Parsons Pightle</td>
<td>South Central</td>
<td>Yes</td>
<td>March 06</td>
<td>Yes</td>
<td>March 06 £122.00</td>
<td>Active though very small group. Recent AGM was successful and group achieves various actions etc.</td>
</tr>
<tr>
<td>Tamworth Road</td>
<td>South Central</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>RPO has met recently with a core group of residents with at view to initially setting up a Residents’ Forum. The group have met twice.</td>
</tr>
<tr>
<td>Cromwell Road/Duppas Court/Duppas</td>
<td>South Central</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>RPO, CDO and Tenancy Officer have recently met with a group of residents who are very keen to set up an Association to represent the 3 Blocks. RPO to provide support to move this forward.</td>
</tr>
<tr>
<td>Hill Lane</td>
<td>South Central</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>RA reformed and committee are well organised. Monies from old association transferred. Membership drive and schedule of activities planned.</td>
</tr>
<tr>
<td>Tollers Estate Association</td>
<td>South Central</td>
<td>Yes</td>
<td>March 06</td>
<td>Yes</td>
<td>April 06 £146.00</td>
<td>Resident Forum have met several times. Small group of mainly elderly residents who raise housing related issues.</td>
</tr>
<tr>
<td>Davidson Lodge</td>
<td>South Central</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name of Association</td>
<td>District</td>
<td>Previously Recognised?</td>
<td>Date last Monitored</td>
<td>Recognition requirements met?</td>
<td>Grant Paid</td>
<td>Action/Comments</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>------------</td>
<td>------------------------</td>
<td>---------------------</td>
<td>-------------------------------</td>
<td>------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Waddon</td>
<td>South Central</td>
<td>Yes</td>
<td>July 04</td>
<td>Yes</td>
<td></td>
<td>Group have not held regular meetings for a while and they are now agreed to meet monthly. RP Team are providing a higher level of support in order to improve affectivity of group's core activities. However, they are working with other local community organisations and play a major role in the annual Waddon Festival.</td>
</tr>
<tr>
<td>Layton Crescent Sheltered Association</td>
<td>South Central</td>
<td>Yes</td>
<td>Jan 04</td>
<td>No</td>
<td>N/A</td>
<td>Group inactive. There were some personality clashes and these have led to the committee collapsing and the group are subsequently not meeting.</td>
</tr>
<tr>
<td>Alford Green</td>
<td>East</td>
<td>Yes</td>
<td>June 02</td>
<td>No</td>
<td>Dec 01 £182.00</td>
<td>RPO is currently attempting to generate some interest from the local area by using the Housing Survey Team. No further progress, although recommendation as an area to promote Neighbourhood Voice.</td>
</tr>
<tr>
<td>Beech House</td>
<td>East</td>
<td>Yes</td>
<td>Feb 03</td>
<td>Yes</td>
<td>Sept 02 £174.00</td>
<td>Association relaunched by RPO 19/4/07. Grant applied for. Committee members need training. Group subsequently had training. Regular meetings being held both general and committee. Beech House RA have also become part of the Entertainments Committee with Ashwood Gardens &amp; Cedar House and have organised joint events throughout 2008 culminating in the Christmas Fair.</td>
</tr>
<tr>
<td>Name of Association</td>
<td>District</td>
<td>Previously Recognised?</td>
<td>Date last Monitored</td>
<td>Recognition requirements met?</td>
<td>Grant Paid</td>
<td>Action/Comments</td>
</tr>
<tr>
<td>---------------------</td>
<td>----------</td>
<td>------------------------</td>
<td>---------------------</td>
<td>-----------------------------</td>
<td>------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Cedar House</td>
<td>East</td>
<td>Yes</td>
<td>Feb 06</td>
<td>Yes</td>
<td>Feb 06 £182.00</td>
<td>AGM September 6th 2007. Committee meeting on a regular basis – New Committee need training. Group subsequently had training. Regular meetings being held both general and committee. Cedar House RA have also become part of the Entertainments Committee with Ashwood Gardens &amp; BeechHouse and have organised joint events throughout 2008 culminating in the Christmas Fair.</td>
</tr>
<tr>
<td>Fieldway</td>
<td>East</td>
<td>Yes</td>
<td>Apr 02</td>
<td>No</td>
<td></td>
<td>RA has not met or operated formally for a number of years. Identified as Neighbour Voice promotion area from April 2009.</td>
</tr>
<tr>
<td>New Addington</td>
<td>East</td>
<td>Yes</td>
<td>Feb 03</td>
<td>No</td>
<td></td>
<td>Chair resigned as she moved out of area. Consequently RA is now inactive. Status as per last report.</td>
</tr>
<tr>
<td>Monks Hill</td>
<td>East</td>
<td>Yes</td>
<td>Feb 03</td>
<td>Yes</td>
<td>May 04 £500.00</td>
<td>Committee meets on regular basis. Have organized a fun day in June 2007. No AGM held to date. Elaine Collins has resigned as Chair due to ill health. Kim Wakely is now Chair and new committee elected. Held very successful Fun Day in September 2008 and another is planned for September 2009. Regular committee meetings are held and RPO working with RA towards holding AGM.</td>
</tr>
<tr>
<td>Name of Association</td>
<td>District</td>
<td>Previously Recognised?</td>
<td>Date last Monitored</td>
<td>Recognition requirements met?</td>
<td>Grant Paid</td>
<td>Action/Comments</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------</td>
<td>------------------------</td>
<td>---------------------</td>
<td>-------------------------------</td>
<td>------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>North Downs</td>
<td>East</td>
<td>Yes</td>
<td>Dec 02</td>
<td>No</td>
<td>Jan 05 £182.00</td>
<td>This group has maintained membership AGM 11.9.07. Group meets on a regular basis and has recently organized a coach trip for residents. Group still meeting on regular basis. Annual outing arranged during Summer 2008. Group membership being maintained.</td>
</tr>
<tr>
<td>Ashwood Gardens</td>
<td>East</td>
<td>Yes</td>
<td>Feb 03</td>
<td>No</td>
<td>Sept 02 £150.00</td>
<td>RPO currently working with residents to re-launch RA October 2007. RA re-launched 6th November 2007. Regular meetings being held both general and committee. Ashwood Gardens RA have also become part of the Entertainments Committee with Beech &amp; Cedar Houses and have organised joint events throughout 2008 culminating in the Christmas Fair.</td>
</tr>
<tr>
<td>Chertsey High Rise</td>
<td>East</td>
<td>Yes</td>
<td>March 06</td>
<td>Yes</td>
<td>March 06 £148.00</td>
<td>Number of committee members have resigned. Currently Housing Survey Team are visiting residents to discuss future of RA at request of RPO and Chair (October 2007). Chertsey High Rise Group has been wind up following a meeting held with residents on 3rd June 2008. After consultation with residents two options for the disposal of assets were consulted on and the decision was made to donate monies remaining to the New Addington Pop In. Residents recognised that some form of group representation is required especially with the proposed redevelopment of Central Parade and thus agreed that a resident forum for Chertsey Crescent should be created. This subsequently had its first meeting on 11/3/09 to deal specifically with anti social behaviour issues.</td>
</tr>
<tr>
<td>Name of Association</td>
<td>District</td>
<td>Previously Recognised?</td>
<td>Date last Monitored</td>
<td>Recognition requirements met?</td>
<td>Grant Paid</td>
<td>Action/Comments</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>---------------</td>
<td>------------------------</td>
<td>---------------------</td>
<td>------------------------------</td>
<td>------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Shrublands Community Association       | East          | Yes                    | Feb 05              | Yes                          | Feb 05     | £288.00
Group has met once in 2007, though no AGM to date (October 2007). Group has been inactive, having no meetings in 2008. |
| CMA (Croydon Minorities Association)   | Borough-wide  | Yes                    | Jan 06              | Yes                          | Jan 06     | £387.00
This group provide specialist support to local refugees (primarily from Somalia) They are well organized and meet regularly. They arrange a variety of social and supportive activities to their members |