

Rushleigh House, Brettenham Road & Benjafield Close

Annual General Meeting

AGENDA – 12th November 2026

1. Welcome and introductions
2. Election of Committee Members
3. Minutes of last meeting and matters arising
4. Housing Management Team
5. Caretaking & Waste Services
6. Repairs Services
7. Any Other Business (Open to the floor)
8. Date of Next Meeting – To be confirmed

Minutes

Meeting:	Rushleigh House TRA AGM Meeting				
Date:	9th July 2026	Time:	1pm to 3pm	Held at:	Communal Room
No. of Residents Present:	Inez Corbin (Gloria) - Secretary John White – Committee Member Nijole Germa - Vice Chair Stephen Ali – Chair Yoland Francis – Treasurer				
No. of Residents Present:	5				
Officers Present:	Daniel Henman – Community Independent Living Officer Jany Badoye (JB) - Resident Engagement Officer, Minute taker Vilma Skapinskiene – Caretaking Manager Terrence Dixon – Community Independent Living Manager				

Item No	Details	Action
1	Welcome, introductions and apologies	
	Stephen, the Chair, welcomed everyone.	
2	Election of Committee Members	
2.1	Legal Notice and Quorum Jany clarified that a 30-day legal notice is required for the AGM and that at least four committee members and at least five residents must be present for the election to be valid.	
2.2	Postponement and Consequences Due to low attendance of residents, the election was postponed to the next meeting; Jany explained that if quorum is not achieved then, the TRA will be dissolved and replaced by a focus group with only two meetings per year, chaired by the Resident Engagement Team.	
2.3	Encouragement for Participation	

	Jany encouraged all present to bring additional residents to the next meeting to ensure the election can take place and the TRA can continue functioning.	
3	Minutes of last meeting and matters arising	
3.1	Minutes and actions from the last meeting were read.	
4	Housing Management Team	
4.1	First Response and Communication Issues Residents raised concerns about difficulties contacting the first response team and clarity on who to call in emergencies, with Jany promising to liaise with Clinton Knight to improve communication and ensure residents have up-to-date contact information.	
5	Caretaking, Waste and Grounds Maintenance Services	
5.1	Benches and Tables Selection Vilma explained that four new benches would be installed, with the park team advising on quality and price, and asked residents to specify if they preferred new benches, tables, or other features.	
5.2	Resident Input and Deadlines Residents were asked to finalise their choices for benches, tables, and flowerpots by 16th July, as changes after installation would not be possible.	
5.3	Maintenance and Materials It was agreed that if wooden benches are installed, residents will maintain them, and existing benches may be refurbished with new wood rather than replaced entirely.	
5.4	Planters and Planting Activities: Vilma confirmed that planters would be provided and residents could request specific plants, such as tomatoes or flowers, for personal or communal use.	
6	Repairs Services	
6.1	Boiler and Heating Problems: Gloria and others raised ongoing boiler and emergency heating issues; Daniel agreed to raise repair calls and ensure job reference numbers are provided, while Jany confirmed that repairs had been attempted but further follow-up was needed.	
6.2	Window Repairs: Residents described problems with window mechanisms and installations; Daniel was tasked with escalating these issues to the council for a comprehensive plan to replace or repair affected windows	
6.3	External Lighting Timings: The group discussed the timing of external lights, agreeing on new schedules for summer and winter, and Daniel committed to discussing these changes with the repairs team.	
6.4	Recycling Bin Collection Concerns about missed recycling collections due to bin contamination were addressed, with Jany explaining council policy and promising to liaise with Aaron Waller to resolve ongoing issues.	
6.5	Other Repairs Additional issues such as the washroom sink for hairdressing and general repairs were noted, with Daniel and Jany agreeing to raise these with the repairs team.	
6.6	Asbestos Checks and Resident Safety Residents questioned the status of asbestos inspections in their flats, with Jany and Daniel confirming that checks are conducted as needed	

	and promising to follow up with the relevant team to provide documentation and reassurance.	
7	Any Other Business (Open to the floor)	
7.1	Digital System Upgrades Jany and Daniel explained that analogue systems are being phased out in favour of digital solutions, with cost and suitability for elderly residents considered in the transition.	
7.2	Care Packages and Relocation It was noted that residents requiring higher levels of care would be assessed by adult social care and, if necessary, relocated to more suitable accommodation.	
8	Follow-up tasks:	
8.1	Benches and Outdoor Improvements Collect final preferences from residents regarding benches, tables, and flowerpots for outdoor improvements and communicate these to the park team for procurement.	
8.2	Planters and Planting Activities Inform Vilma of any residents interested in planting personal items (e.g., tomatoes, roses) so arrangements for plants or planters can be made. (Jany)	
8.3	Sheltered Housing Action Plan Prepare all necessary documents detailing costs and funding for the sheltered housing action plan as requested by Aaron. (Jany)	
8.4	Forum Attendance Confirmation Confirm with Yolan and other relevant residents who will attend the forum at Green Towers on 16th July and ensure questions for Aaron Waller are prepared. (Jany)	
8.5	Pre-Delivery Site Walkaround Arrange and conduct a walkaround with Yolan before delivery of outdoor improvement items to confirm requirements. (Jany)	
8.6	Boiler and Emergency Hot Water Repairs Raise a repair call for Gloria's emergency hot water system and ensure a job reference number is provided and followed up. (Jany)	
8.7	First Response Officer Communication Contact Clinton Knight to clarify the current first response officer arrangements and ensure all residents are informed whom to contact in the absence of a first response officer. (Jany)	
8.8	Bushes Cutting Schedule Arrange for the bushes to be cut after 27th July, in line with legal requirements regarding nesting birds. (Jany)	
9	Date of Next Meeting	
9.1	Deferred AGM - 12th November 2026 at 1pm	