

Resident Advisory Panel (RAP) Minutes



19th November 2025

Oxford House, Derbyshire Street, E2 6HG

Attendees:

- Jaydee Anciro – Specialist Services Team Manager (Chair)
- Karen Stuart – Director of Operations
- Mary Kneafsey – Assistant Director Client Services
- Abdi Wakil – Head of Resident Services
- Denise Kent - Board Member
- Lynn Vickery – Board Member
- Ilyas Abdulle - Resident Engagement Coordinator
- Henry Nyero-Anywar - Support Worker Crimscott St
- Taiwo Olanrewaju Taiwo - Support Worker Providence House
- Mahfujul Numan - Senior Recovery Worker Heather Lodge
- Zuleka Rahman - Support Worker Heather Lodge
- MAP volunteer
- Crimscott St resident 1
- Crimscott St resident 2
- Crimscott St resident 3
- Crimscott St resident 4
- Providence House resident 1
- Providence House resident 2
- Heather Lodge resident 1
- Heather Lodge resident 2
- Heather Lodge resident 3
- Heather Lodge resident 4
- Field House resident 1

Agenda items:

1. Opening Round - Introductions
2. Minutes of last meeting 5th March 2025
3. Awaab's Law
4. Safeguarding
5. Complaints Update
6. House Proud and SHARP
7. Any other items for discussion.

What is RAP? Members of Senior Management and the Management Board meet with residents to discuss important issues which are reported to the Board.

RAP is an opportunity for residents to be involved in services that affect where they live and services they use, acquire meeting skills and experience, build confidence speaking in public and meet new people.

RAP does not address individual issues but residents have the opportunity to speak to Senior Management after the meeting.

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DISCUSSION:

ACTIONS:

Agenda item 1: Introductions made and Apologies given

- Jaydee thanked everyone for attending, gave an explanation about the meeting for residents new to the panel and introductions were made.

Agenda item 2: Minutes of last meeting in March 2025

- The Resident Engagement Strategy is in the design stage. Once it has been finalised, copies will be circulated to the schemes.

Agenda item 3: Awaab's Law

- Awaab's Law is a new law that came into force on 27 October 2025. Awaab Ishak was a two-year-old boy who tragically died in December 2020 from a respiratory condition caused by prolonged exposure to mould in his social housing flat in Rochdale. His death led to a public campaign and the introduction of new regulations, known as "Awaab's Law", which requires social landlords to investigate and fix damp and mould issues within strict timeframe.
- Karen Stuart explained that at PRHA we see the building as a whole and take into account individual and family needs. We do a Risk Assessment and our Surveyor and cleaners inspect properties together at the same time to treat and clean the mould.
- We ensure we listen to residents and that we are keeping them safe. We conduct weekly Health & Safety checks and Karen emphasised the importance of staff requiring access in order to make residents' properties safe.
- 13 reports of Damp and mould were made in 2024-25
- 25 reports of Damp and mould were in 2025 so far.

Agenda item 4: Safeguarding

- Mary asked residents what they understood Safeguarding to mean. A resident said it was about keeping your room, your property and yourself safe and secure.
- Mary explained that all staff are trained in keeping everyone safe and joint training will be delivered for both staff and residents to attend.

DISCUSSION:

ACTIONS:

- Mary added that if residents have any concerns about their safety and of others to speak to their keyworker, staff and Manager at their scheme.

Agenda item 5: Complaints Update

- Jaydee explained that residents were invited to help review template letters that are sent to residents to acknowledge complaints they raise and when responding to their complaint. Currently the letters are long and formal and not very user friendly. With the help of our Literacy Tutor Sarah Halsey, she gave suggestions on the layout and the language. Key points that Sarah advised was:
 - Using a dyslexia friendly font.
 - Ask in the acknowledgement letter for people to say if they need a large print or translated version of the letter and keep the answer on file for use for future letters (rather than asking each time).
- Jaydee thanked Deepak, a resident from Crimscott St who attended the meeting to help review the letters. The revised complaint template letters will be rolled out.

Agenda item 6: House Pledge and SHARP

- Karen explained that PRHA is an anti-racist organisation and we have signed up to the **SHARP (Social Housing Anti Racism Pledge)** to combat racism and ensure we are listening and learning from a wide variety of voices.
- We have also signed up to **LGBTQ+ House Pledge**, a pledge that demonstrates our commitment to LGBTQ+ residents so that they can freely express themselves without fear and prejudice. Karen added that as an organisation, we want to make sure LGBTQ+ residents have a voice and are visible.
- This is already happening through a Festivals and Celebrations Event programme where schemes have been celebrating 'Black History Month' in October and 'Pride month' in June.

Residents were ask if there were any other festivals and cultural events to celebrate to let us know.

Agenda item 7 : Any other items for discussion

- Steven, MAP (Maintenance Advisory Panel) Coordinator promoted the MAP inspections that were starting next week and any residents who were interested in joining the team to let Jaydee know. The team inspect the outside of buildings and communal areas and report back health & safety issues to Property Services to follow up.

Residents interested in joining MAP to contact Jaydee.