

**MINUTES OF THE
TENANT LGBT OPEN MEETING**

**Held at
SHIVER OFFICES on 9th November 2010**

**Attending
5 customers**

**Sandy Grundy
Peter Jefferson
Andy Thompson (Shiver staff)**

Item		Action by /before
	<p><u>1. Welcome</u> Sandy welcomed everyone and thanked them for attending.</p> <p><u>2. BCH commitment to E & D (equality and diversity)</u> Peter spoke about the importance BCH places upon consulting with our customers and listening to everyone. He stressed that we place E & D in every aspect of BCH daily work and strive to consult all out customers whatever their needs and ensure that we provide the correct facilities for individual needs.</p> <p><u>3. What do you want from us?</u> Sandy asked the members to consider the different areas which make up BCH i.e. rents, repairs, leasehold etc and consider what they would like to include in the new local offers and the service standards. Rents: continue to provide debt advice for all aspects of financial debt. Ensure that there is an explanation of what the rent 'free' week means and how rent is set out throughout the year. ASB: provide a regular update to those who have initiated a complaint on what is happening with the case. Repairs: Liked the idea of property MOTs and the reduction in time priorities from 5 to 3. Keep the text reminders. Liked the a.m. p.m. slots for work apts. Decent Homes: Keep people informed in each area when they will be receiving any decent homes work of cyclical work. i.e. queens park were asking about their area in particular. Environmental issues: ensure that all communal areas in blocks are cleaned on a regular basis. Make sure that grass is cut on time. Can we pick up grass cuttings? Lettings: Can we provide out of hour appointments for viewings for those tenants who work and cannot get to 9 – 5 appointments? Get Involved: LGBT girls group. Transport of get to meetings. Paperwork before attending meetings be sent out.</p> <p><u>4. Girls Group?</u> Sandy noted that there is a distinct absence of ladies at enGAYge and asked if we should try to establish a girls group? All members present in favour.</p> <p><u>5. Stonewall Update</u> BCH are now listed for this coming year in the annual employers book which lists those employers who are LGBT friendly. This</p>	

years entry includes information on enGAYge.

6. Public Census

Sandy noted that next year 2011 would be the ten years UK census. She encouraged that everyone needs to return the form. For every form which is not returned there will be a financial implication. This being per person not returning it Blackpool would lose funding of £5000.

7. How often to meet

The group confirmed that they would still like to meet on a monthly basis.

8. Any Other Business

Andy noted the next LGBT forum and PACT meeting dates. World Aids awareness day is 1st December. Service will be held at FY1 Creative on Church Street. All welcome please and support the remembrance service.

9. Date of next meeting

Next Meeting at the SHIVER office. TBA