

Tenants Consultative Forum

Thursday 30 March 2017 at 4.30pm
Salon, Convent building Salon, Convent Building



ATTENDEES:

Charlotte Allen, Victoria Marles, Collette Brennan, Ruth Jones, Tom Rendell, Felicity Mark, Catriona Black-Dinham, Sal Cooper, Graham Hardy, Michael O'Hanlon, Wendy Golden, Jo Saunders, Sharon Grigg, Linda Oy Ho, Craig Mathewson, Darren Naftal, Alexandra Collier, Karen Van Ultzen, Katrina Webb, Fiona Cook, Hadar Matatyau, Rick Matear, Alicia Beckhurst, Suzie Martens

Item 1: Update from previous meetings

Water Damage

Thank you to all affected tenants for their patience and understanding as the ACF finalised the completion of the repair works. The new carpet areas will have a final industrial clean by close of COB Friday, 7 April 2017.

New ACF App launch

The official launch date of the new ACF App is Monday, 1 April 2017. The App is available only on iTunes App Store for iPhone. The App will be great for wayfinding, as all studios are part of the directory and can assist visitors in locating specific areas, including tours and history of the Convent.

Any feedback can be directed to Brooke Daly, Marketing and Communications Manager
bdaly@abbotsfordconvent.com.au

WIFI

The WIFI testing phase has now been completed with the WIFI Survey sent out to tenants on 28 March 2017. The survey may inform some minor changes but the WIFI will remain as a complimentary service for tenants of the ACF, at current usage levels.

WIFI access for the Mercator building is contingent on several factors relating to the Sacred Heart Project. The ACF will be able update the forum as that project progresses.

Board

The ACF is addressing the feedback of the accessibility of the ACF Board by inviting ACF Board Directors to each TCF meeting. Acknowledging the varied business hours of everyone, the times of the meeting will change for each meeting enabling the ACF tenant community and ACF Board Directors more opportunities to meet.

Item 2: Tenant Survey

Thank you to all tenants who participated in the Tenant Survey, feedback is vital to assessing how the ACF can improve on organisational practices.

Felicity Mark, Studio & Tenancy Manager, gave a synopsis of the findings and more in-depth assessment of responses will be available including the volume of participants and percentages broken down per questions.

Action: Feedback assessment of the Tenancy Survey responses will be made available

It was noted that total number of responses is quite low. Collette Brennan (CEO) reiterated that if members of the community preferred to give feedback in other ways they are always welcome.

A key piece of feedback throughout the surveys was the community was unsure about ACF staff roles and how to contact them.

Action: Brooke Daly (Communications Manager) will update staff profiles including contact details and this will be made available via direct email

Item 3: Pecha Kucha

As discussed at the December 2016 TCF the ACF is considering how it may adopt a more active and strategic approach to enhancing relationships across our tenants community.

PechaKuchas were put forward as one of the ways to address this strategic aim. PechaKucha 20x20 is a simple presentation format which sees presenters show 20 images, each for 20 seconds. The images advance automatically, with presenters speaking along to the images.

Inspired by PechaKucha Nights, the ACF is developing this concept for our onsite community to help facilitate connections, share ideas, collaborate and socialise with one another. We will be calling for presenters and creating a schedule in the coming weeks. If you would like to assist with or discuss this initiative, please contact Chloe Weavers, ACF Producer.

Item 4: Couriers and Parcel Delivery

The ACF explained its process for dealing with mail as follows.

- Small packages or package slips that come in the post are distributed by the ACF with the daily mail.
- The ACF does not sign for any registered mail that isn't for the ACF. Couriers are advised to take packages directly to the studio, given a map and told expressly not to leave packages in the open air.
- If the recipient of the packages is not around then the Courier should hold onto the package, return to Abbotsford LPO and a parcel pick up slip will be sent the next day.

Occasionally a courier will ignore this instruction and dump packages or seek random people to sign for them. If the ACF sees packages left in inappropriate places we take them to the office and notify the intended recipient. In order to help couriers it was noted that Couriers may park their vehicles in the 15-minute drop-off zone at the lower end of St Helier's Street.

The ACF is always happy to direct couriers so please always include the studio number and your telephone number to help the courier but also help us direct them.

Item 5: Mental Illness on site

The ACF is not formally trained in mental health and not qualified to diagnose or to intervene in serious incidents. Our strategy is to monitor and then refer to experts or emergency services. Specifically the ACF refers people to, or consults with, Hannover House and Inner Urban East Psych triage and in extreme examples Triple 000. Additional services include:

- The Crisis Assessment and Treatment Team (CATT) <http://www.mindhealthconnect.org.au/crisis-management>
- Healthdirect (1800 022 222)
- <https://www.alfredhealth.org.au/services/emergency-psychiatry>

The convent community should contact the ACF if they have concerns about anyone. The hierarchy of who to call and when was outlined as follows

- Between 9 – 5.30pm, Mon – Fri please notify the Convent building Office. This can be in person or by phone 9415 3600
- Between 7am – 9am and 5.30pm – 9.30pm or, if you can't get through to the Convent Office you can call the ACF Site Coordinator 0438 380 833
- From 9.30pm - 1am you can contact the on-site security guard on 0477 006 299

At any time if you feel unsafe and the person in question could be vulnerable or a danger to themselves and others please call 000 immediately.

It was also noted that the ACF records incidents to document as a case record and to enable the ACF to assess and update any information required and informs future responses

Katrina Webb, Lentil as Anything, updated the forum on their renewed and training in this area which has seen an overall reduction of safety issues and disruption for customers, staff and the whole Convent community.

Action: ACF will develop an action list (step by step process of what to do/what happens next) for the community to refer to as any security and safety issues arise.

Item 6: Terminology of “tenant”

The ACF uses the terms Community, Tenant Community and Creative Partner at different times for different audiences. When signing leases or sometimes when explaining in detail our community the term Tenant is the required.

The Community present acknowledged this but sought to adjust the language to acknowledge the themes of partnership, community and collaboration.

Action: The ACF will develop some alternatives and guidelines to describe community internally and for external use including the name of this forum (Tenant Consultative Forum). We will share this at our next meeting.

Other Agenda Matters/ Matters Arising:

Carpet, Level one

The ACF acknowledges that the carpet on level one requires attention. It has been professionally cleaned, but the glue residue remains. The Tenancy and ACF are assessing this issue, ways to solve it in the interim may include partial replacement or carpet runners.

Cleaning

The ACF Tenancy are assessing the current cleaning contract in response to feedback from the community. It was acknowledged that toilets have been an issue for too long. Options are currently being assessed and we will report back on the outcome.

Tiles Convent Ground Floor walkway

The tiles in this area are currently scope as a restoration project, but this is dependent on future funding and fundraising.

Action: The importance and fragility of the tiled area will be reiterated to Venue Hirer who use this area and it will be noted that any damage is the responsibility of the Hirers.

Markets

The Makers market is no longer at the Convent due to the SH build and the markets desire not to move or adjust their footprint.

New or replacement markets are desired but the ACF will not rush and is aiming to find high quality partners that reflects the accessibility and quality of the Convent community

“Tenant Tuesdays”

It was also noted that Darren Naftal and Linda Oy Ho have begun a series of community social events called “Tenant Tuesdays”. Every second Tuesday a new open studio will host a mini event and catch up for the convent community on alternate Tuesday there will be coffee mornings at Cams café.

The tenant focused social gatherings are designed to facilitate social interactions and collaboration within the community. Information will be provided through the e-news.

Collaboration with the ACF

Craig Mathewson has raised some questions about how the community can support the ACF and noted that knowing who are the members of the ACF are and their roles/responsibilities is key. As noted, the ACF will communicate who staff are and what they do soon.

Next meeting: August 2017