Minutes of the Tenants Panel Meeting held on Thursday 17th December 2015

PRESENT:

FAMILY HOUSING ASSOCIATION (WALES) LTD

Mel Rayner Tenant Panel Chair
Jennifer Howells Tenant Panel Vice Chair
Clare Jones Tenant Panel Secretary
Jean Owen Tenant Panel Treasurer
Paul Wiemers Tenant Panel Member
Mark Daniels Tenant Panel Member
David Place Tenant Panel Member
Layton Fowler Tenant Panel Member
Jo Ashford Tenant Observer (Chair, Scrutiny Panel)
Patrick Ellis Tenant Observer
Naomi Thomas Tenant Observer
Huw Butler Tenant Observer
Karen Dusgate Chief Executive
Andrew Bennett Head of Finance and ICT
Carol Johns Tenant Participation Officer
Richard Batt Head of Housing services
Emma Williams Senior Administrator (Minutes)
Darrin Davies Head of Property Services
Mike Wiseman Board Member

APOLOGIES:

Jane Phillips Tenant Panel Member
John Collier Tenant Panel Member
John Owen Tenant Panel Member
Ryan Harris Older Persons’ Team Manager

<table>
<thead>
<tr>
<th>ACTION</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>TPM0521</th>
<th>Minutes of Previous Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agreement to be a true and accurate record.</td>
<td></td>
</tr>
</tbody>
</table>

It was agreed Carol Johns to be noted as TPO in future meeting minutes, due to there being two CJ’s.  

<table>
<thead>
<tr>
<th>TPM0522</th>
<th>Matters arising (not covered elsewhere on the agenda)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Page 1</td>
<td>No issues raised.</td>
</tr>
</tbody>
</table>

| Page 2 | Item TPM0510 - TPO confirmed training for tenants to undertake on the interview process has been scheduled for January. |
| Item TPM0512 - WHQS DD confirmed the policy has now been approved by the Board. DD to update on actions at future meetings. |
No issues raised.

**Chief Executive’s Feedback**

KD provided an update on the board meeting which was held on 16.12.15.

Report attached as Appendix 1 for information.

**Rent Setting Policy**

RB updated the group on the revised Rent Setting Policy.

A letter has been sent out this week to all tenants along with the Rent Setting Policy.

All comments to be fed back to RB by 8th January. Comments/Feedback will then be collated and fed back to the Board.

New charges will be applied from April 2016.

**Car Parking**

MR agreed this would be an agenda item at the next meeting, but if any members had any comments on car parking issues to email him direct.

It was confirmed that FHA are currently looking at the current contract of the parking patrol company as this is due for review.

It was confirmed all future parking permits will display company vehicle registration numbers.

**Tenants Panel Budget 2016/2017**

RB circulated the budget for 2016/17 showing cost savings where necessary.

The new budget was previously agreed by the committee.

**Scrutiny update & next project suggestions**

JA provided an update.

The report on the Allocations process has been drafted. This will go to the Board in January. JA asked for suggestions for the next project.

The group will also be producing a scrutiny handbook to try to get new members involved.

KD suggested Voids as an area that could be looked at.

All further suggestions to be passed to JA.
<table>
<thead>
<tr>
<th>TPM0528</th>
<th><strong>Tenants Panel on TV</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MR suggested broadcasting future panel meetings live via the web/YouTube, to try to publicise the work of the panel and encourage new tenants to get involved.</td>
</tr>
<tr>
<td></td>
<td>MR asked members to email him with any suggestions of ways to publicise to the panel.</td>
</tr>
<tr>
<td>TPM0529</td>
<td><strong>Secretary Report</strong></td>
</tr>
<tr>
<td></td>
<td>CJ noted a community development conference is scheduled for 16th March 2016 in Llandrindod Wells.</td>
</tr>
<tr>
<td>TPM0530</td>
<td><strong>Treasurer Report</strong></td>
</tr>
<tr>
<td></td>
<td>JO confirmed the paper work has now been signed for the TP bank account and updated the group on the currently balance to date.</td>
</tr>
<tr>
<td>TPM0531</td>
<td><strong>Reports from Sub Committees/Tenants Group</strong></td>
</tr>
<tr>
<td></td>
<td>The Welsh Tenants Conference 2015 Report attached as Appendix 2 for information.</td>
</tr>
<tr>
<td></td>
<td>MD raised concerns with the content of the reports that are submitted by members, and asked for reports to be more informative on what the event officers attended was about.</td>
</tr>
<tr>
<td>TPM0532</td>
<td><strong>Tenant Participation Officer Update</strong></td>
</tr>
<tr>
<td></td>
<td>Digital Inclusion</td>
</tr>
<tr>
<td></td>
<td>The TPO recently held drop in sessions at Bro Preseli and Drovers Court, Tenants fed back that they found this very useful.</td>
</tr>
<tr>
<td></td>
<td>JO also fed back the positive impact these sessions can have on individuals lives.</td>
</tr>
<tr>
<td></td>
<td>The TPO will continue providing future drop in sessions in the New Year.</td>
</tr>
<tr>
<td></td>
<td>Welsh Language Scheme</td>
</tr>
<tr>
<td></td>
<td>FHA will be looking at what documents can be produced in Welsh.</td>
</tr>
</tbody>
</table>
TPMO533  | **Monthly and Quarterly Draws**
A number of draws were held.

Winners of the Tenant Satisfaction draws are as follows:

- Mrs D – Llanelli
- Ms D – Gorseinon
- Mrs D - Llanelli
- Mrs O - Morriston
- Mr O - Sketty

TPMO534  | **Date, time and location of next meeting**
Monday 18th January 2016 at 11a.m. in Hazel Court Meeting Room.

The future panel meetings list is attached as Appendix 4.
Chief Exec’s Briefing note to Tenant Panel – 17th December 2015

Board Recruitment update

In the New Year we will be commencing a recruitment process as we have two vacancies on the Board. We are holding two applications from Tenants who wish to be Board Members that will be considered as part of the recruitment process.

Tenant Panel Chair at the Board

Mel continues to observe Board meetings and has been involved in the selection process for consultants to support us in undertaking the Options Appraisal.

Regulatory Assessment & Financial Viability Judgment

Welsh Government is changing the format of Regulatory Reports – to exception reports. This has resulted in a delay to the publication of our report; we anticipate publication in January 2016.

November & December Board update

Risk Management Policy & Risk Map – a new Risk Strategy and Risk Map has now been approved by Board.

Board Appraisal – Blue Sky & Lumus - have been appointed to facilitate Board Appraisal.

Development update – Cartref Cynnes has been handed over and is 69% occupied; the affordable homes at Ty Dyffryn have been handed over and 11 out of the 12 are occupied.

Work is progressing on the remaining developments

Finance – we are making good progress on creating headroom. We have met with Barclays and received feedback that they are pleased with our progress.

Options Appraisal – we have agreed the appointment of a firm to support us with this. Once I have had a chance to speak to all of the firms I will provide more details

Business Plan development – we have progressed the development of Values for the association, a SWOT and PESTLE analysis which will form the foundation of our business plan and the options appraisal.

Karen Dusgate
17.12.15
THE WELSH TENANTS CONFERENCE 2015
BUILDING BRIDGES

The Welsh Tenants conferences was held in the Metropole Hotel, at Llandrindod Wells it may have been the first all Women line up of the workshops we all attended Sonia Jones the Chair of the organisation quoted.

DAY 1 WORKSHOP:

OWN TWO FEET LIVING, DON'T WALK BY

LISA CHARLES AND RACHEL KNIGHT from Bron Afon

When I walked in to the workshop, I said to myself, what am I getting myself into I’d turn to my lift and seen a lady drawing what looked like gingerbread men on paper on the wall.

Then when I went and sat down Lisa started to talk about the homeless people, right I thought, boring. However, I tell you what it even, stopped me talking and listen, to what they were saying.

Lisa stared talking about, a scheme for young people aged between 16 and 18 trying to get them off the streets and into a house or flat then she was sorry, I started asking questions?

One of the questions I asked was did the homeless have many problems coming off the streets straight and into a home.

Yes, was the answer?

People, not gingered, men

Then, Rachel, took over, the class we were split, up into five groups each team at to go a sketch each team at too decided what they sketch was going to be ever a man or woman boy, girl, then we all at to write down why people become homeless and go and live on the street.

Drugs, Alcohol, Abuse, not much food to go around the family,****the OLDEST child, went too live on the streets.

In today’s times there is so much stigma around the homeless so can I ask everyone to take a few minutes and look around where you live to see if there is someone living by young or old and just give them a knock and say HELLO.

We are all so lucky on Christmas Eve we can just look out of our window up at the stars looking to see if Santa is coming, ready to come down the chimney.

What do the homeless see when they look at the stars they see the snow coming down the rain falling and the cold on them, so everyone think about someone less fortunate then yourself, this festive season Merry Christmas everyone the END.
TPAS CYMRU Annual Conference 2015 Report

I attend TPAS Annual Conference 18th/19th Metropole Hotel, Llandrindod Wells last week. On the opening day.

“Pitch for Participation/Dragon’s Den”
Chris Bolton – Wales Audit Office
Mandy Williams – Participation Cymru
Kevin Howell – Emma Newbury and Cath Kinson.
- Newydd Housing Association
Danni Jones – Rhondda Housing Association
This was well spoken about changes to come over next year. We then had lunch.

My 1st Workshops Session A Was on Welfare Reform or Welfare cuts? Paul Langley COmmunity Housing Cymru.
August to get Universal Credit 7 days when you fill only on line, then 4 weeks to be check then a month in arrears.
Then Freeze on benefits April 2016 jsa. esa* is, cb, ctc**, wtc***, hb applicable amounts & UC equivalents until March 2020. A break for tea.

Workshops Session B was Mini Plenary – The Essential Housing Update; All you need to know about Housing and beyond. Juile Nicholas – CIH Cymru
We break then later for dinner and free time.
Thursday 19th of November started with Workshops Session C the Importance of Digital Skills for Volunteers and Staff by Kevin Robert – Wales Co-op. We must beware how then we need to be online for most Benefits then a break for tea.

Workshops D Understanding & Engaging with National Assembly for Wales Lowri Lloyd Williams – Assembly for Wales How the Assembly work and what they do.

PAUL WIEMERS 23/11/15
Tenant Panel Meetings 2016

Monday 18th January
11 – 1pm
Hazel Court Meeting Room

Wednesday 17th February
11-1pm
Hazel Court Meeting Room

Monday 14th March
11-1pm
Hazel Court Meeting Room

Friday 15th April
10 – 1 pm
Cartref Cynnes Meeting Room

Friday 13th May
11 – 1pm
Hazel Court Meeting Room

Annual General Meeting
Thursday 9th June 11am
Panel Meeting 11.30-1pm
Hazel Court Meeting Room

Thursday 14th July
2 – 4pm
Hazel Court Meeting Room

Summer Break

Thursday 15th September
2 – 4pm
Hazel Court Meeting Room

Monday 17th October
11-1pm
Hazel Court Meeting Room
Monday 21st November
11 – 1pm
Hazel Court Meeting Room

Wednesday 14th December
11 – 2pm
Hazel Court Meeting Room