FAMILY HOUSING ASSOCIATION (WALES) LTD  
Minutes of the Tenants Panel Meeting held on Monday 18\textsuperscript{th} January 2016

PRESENT:

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

John Owen  
Tenant Panel Member

Mark Daniels  
Tenant Panel Member

David Place  
Tenant Panel Member

Roy Raven  
Tenant Panel Member

Jo Ashford  
Tenant Observer (Chair, Scrutiny Panel)

Noemi Thomas  
Tenant Observer

Hugh Butler  
Tenant Observer

Carol Johns  
Tenant Participation Officer

Richard Batt  
Head of Housing services

Ryan Harris  
Older Persons’ Team Manager

Stuart Thomas  
Property Services Manager

Emma Williams  
Senior Administrator (Minutes)

Mike Wiseman  
Board Member

APOLOGIES:

Karen Dusgate  
Chief Executive

Layton Fowler  
Tenant Panel Member

Jane Phillips  
Tenant Panel Member

John Collier  
Tenant Panel Member

Darrin Davies  
Head of Property Services

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<th><strong>ACTION</strong></th>
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**TPM0535** Minutes of Previous Meeting

Agreed to be a true and accurate record.

Proposed: Jean Owen  
Seconded: David Place

**TPM0536** Matters arising (not covered elsewhere on the agenda)

Page 1

Training for tenants to undertake on the interview process is scheduled for 10\textsuperscript{th} February.

Page 2

Rent Setting Policy

RB fed back to the group on the feedback that was received from tenants. In total 52 responses were received. Comments will be fed back to the Board.
TPMO537

**Chief Executive’s Feedback**

 MW confirmed the option appraisals are underway. The company selected to undertake the Options Appraisal is Housing Quality Network (HQN), who will be meeting with the tenant’s panel today to undertake a brief presentation on the work they will be carrying out.

TPMO538

**Car Parking**

RB updated the group on the current parking policy that is in place.

Hazel Court and Princess of Wales Court tenants need to provide a log book or mobility letter, all registration numbers from these 2 schemes are noted on each individual parking permit.

A brief discussion took place and views expressed on individual schemes and problems identified with the use of parking permits, being passed to family members/friends.

It was also noted by a number of members of the group that they feel the parking company does not patrol the sites in the correct manner, often not carrying out inspections on vehicles parked illegally.

TPMO539

**Tenants Panel Public Relations**

MR asked all members of ideas on how to promote the tenants panel.

It was suggested a blog option be set up on the tenant’s website, giving tenants the opportunity to blog.

MR will be producing a flyer to be included in the welcome packs for new tenants; this will also be provided to Community Housing Officers who can then distribute to tenants whilst out on visits.

TPMO540

**Scrutiny update & next project suggestions**

JA provided an update.

The report on the applications and allocations will be submitted to the audit and risk committee on 26th January.

JA asked for suggestions on the next study that can be undertaken by the scrutiny group.

JA confirmed a meeting is scheduled with KD for February to discuss possible ideas. MW will also take this to the board, that may also have some suggestions for future projects.
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<tr>
<th>TPMO541</th>
<th>Secretary Report</th>
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<td>Attached for information.</td>
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<tr>
<th>TPMO542</th>
<th>Treasurer Report</th>
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<td></td>
<td>JO confirmed that Lloyds Bank has now confirmed the Tenants Panel bank account has been set up, and they have provided £600 compensation due to the problems encountered whilst trying to set up the account.</td>
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<td>It was confirmed that all expenses can now be passed through to JO who can pay expenses through bank accounts or via cheque.</td>
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<tr>
<th>TPMO543</th>
<th>Panel members for work streams, CMT's etc.</th>
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<td>All members are now in place for CMT groups.</td>
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<td>The following members volunteered for the following groups:</td>
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<tr>
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<td>Electrical work streams - CJ</td>
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<td>DEMS - DP</td>
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<td>Voids – JO</td>
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<tr>
<th>TPMO544</th>
<th>Reports from Sub Committees/Tenants Group</th>
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<tr>
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<td>No meetings held to date,</td>
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<th>TPMO545</th>
<th>Tenant Participation Officer Update</th>
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<td>Digital champion sessions to be held at:</td>
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<td>Princess of Wales Court – 26&lt;sup&gt;th&lt;/sup&gt; January this also to include tenants from Philadelphia Court.</td>
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<td>Hazel Court – 23&lt;sup&gt;rd&lt;/sup&gt; February.</td>
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<td>MR, JH and the TPO will be visiting the new extra care scheme in Cartref Cynnes, Carmarthen to meet tenants and provide them with information on the tenant’s panel.</td>
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<td>A tenants panel meeting has been scheduled for April to take place in Cartref Cynnes.</td>
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<td>Update provided on the changes that have taken place in TPAS.</td>
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<th>TPMO546</th>
<th>Date, time and location of next meeting</th>
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<td>Wednesday 17&lt;sup&gt;th&lt;/sup&gt; February 2016 at 11a.m. in Hazel Court Meeting Room.</td>
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Secretary’s report

Thursday, 21st JANUARY 2016, 10.30am-12.30pm.

PAULA MONTEZ, Financial Inclusion officer is giving a talk on, debt and money management including tips on how to spot the warning signs of losing control of your budget and how to get your finances back on track.

Rear Studio, Grand Theatre,

Wednesday, 3rd February 2016, 10.30am-12.30pm.

Love Food Hate Waste is an interactive session by the Environment Centre looking at food issues such as food miles, packaging and food waste and offering solutions.

Grand Theatre,

Wednesday 16th March 2016

All Wales Community Development Network MRC,
Llandrindod Wells, More details in next bulletin

September 22-23,

Will be the annual TPAS Conference.