**FAMILY HOUSING ASSOCIATION (WALES) LTD**  
**Minutes of the Tenants Panel Meeting held on 8th June 2017**

**PRESENT:**
- Jennifer Howells  
  Tenant Panel Vice-Chair
- Jean Owen  
  Tenant Panel Treasurer
- Mel Rayner  
  Tenant Panel Member
- David Place  
  Tenant Panel Member
- John Owen  
  Tenant Panel Member
- Mark Daniels  
  Tenant Panel Member
- Christine Fowler  
  Tenant Panel Member
- Jo Ashford  
  Chair, Scrutiny Panel
- Layton Fowler  
  Tenant
- Margaret Rees  
  Tenant
- Jane Green  
  Tenant
- Michael Green  
  Tenant
- David May  
  Tenant
- Paul Wiemers  
  Tenant
- Richard Gleed  
  Tenant
- Kelvin Meyrick  
  Resident
- Deborah Smyth  
  Board Member
- Sue Longhurst  
  Housing Services Manager
- Carol Johns  
  Tenant Participation and Digital Inclusion Officer

**APOLOGIES:**
- Karen Dusgate  
  Chief Executive
- Stuart Thomas  
  Property Services Manager

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| **TPM0604**  
Minutes of Previous Meeting  
Agreed as a true and accurate record. |
| **TPM0605**  
Matters arising (not covered elsewhere on the agenda)  
SL advised that the open waiting lists had generated a lot of extra work for the housing team. The applications went up from 188 to 560 in a short space of time. This meant resources in the team were stretched. In response, the team have introduced a 3 tier system for high, medium and low demand areas.  
No further update on the scrutiny report which is still in progress. |
| **TPM0606**  
Election of Chair and Secretary  
Only 1 nomination for chair had been received. Mel Rayner.  
0 nominations had been received for secretary.  
Jen Howells announced she was stepping down from the post of Vice-Chair.  
1.25pm Mel Rayner took over as chair. |
| **TPM0607**  
New Panel Members |
MR thanked JH for her work over the last 15 years. 

MR asked that potential new members gave expressions of interest to CJ who would circulate. Also, anyone who had an interest in the vacant positions of Vice-Chair and Secretary. It was agreed that there would be an election at the next panel.

SL raised the point that the tenants from Ty Dyffryn and Cartref Cynnes had attended the last 2 panel meetings which had not been quorate. This therefore meant that they could not be elected onto the panel which was not their fault.

After a majority vote, Michael Green, Jane Green and Margaret Rees were elected onto the panel.

MD asked if there would be an opportunity with the next large mail out to all tenants to advertise for new panel members. CJ replied that there had recently been a mail out of a rents newsletter to all tenants with a flyer inside for tenant involvement and as a result 6 tenants had been in touch, a number of whom were at the panel today. The next mail out will be the rent statements but CJ explained that we would like to contact people via a number of different methods e.g. text. Also, CJ reiterated that there were other ways to become involved, not just the panel.

### Discussion on Panel’s Future Role

MR said he recognised that the panel needed to change. He wanted it to be less formal and also remove the requirement for a staff member to be present in order for the meeting to be quorate. He also stated that a lot of the work goes on in the other groups and perhaps more people were needed to join these groups, not just the panel but there would then be a link to the panel. Wider views of tenants need to be gathered and IT problems needed to be sorted so that west Wales and remote locations could be contacted. This would also eradicate the need to attend a meeting.

It was agreed that this would be an item for discussion at the next meeting and MR asked if all present could bring ideas to the table.

DP expressed an interest in the Empty Homes Group. SL will pass his name on.

JH explained that vacancies would also be coming up on the workstreams due to her retiring. It was suggested that a list of the groups would be brought to the next meeting to see where tenant involvement was required.

MG asked about Skype. Members explained that we had tried it but the signal to West Wales kept dropping out. SL explained that there had been a number of historical IT issues but that the association now had employed a new IT company who were addressing the problems.

SL explained that the administration of the panel needed to be looked at.
as the role of housing administrator had been removed. CJ is taking minutes today but perhaps in the future, it would be better to have notes and action points and perhaps panel members could take notes.

MR said that perhaps they could record the meeting and someone could type the notes afterwards.

Any Other Business

JO brought up the issue of the venue of Hazel Court and the difficulties it entailed. Parking is becoming an increasing problem and perhaps other venues need to be looked at.

A number of suggestions were made. MR asked if people could bring ideas to the next meeting.

The venue for the next meeting is due to be Bro Preseli in Crymych. MR asked if panel members wanted to travel to this venue as it was quite a distance. MG suggested having a half way point. SL suggested getting a minibus to help with transport. CJ emphasised the fact that tenants and staff in West Wales often feel isolated from the rest of Family Housing and members should consider at least visiting these sites, even if they were not holding a full meeting. She also said that various venues had been used in the past and it is very difficult to find a location that suits everyone so venues may have to be rotated.

Date, Time and Location of Next Meeting

11:00am Thursday 20th July at Bro Preseli, Crymych
To be confirmed