MINUTES OF THE TENANT PANEL MEETING

THURSDAY 2ND AUGUST 2012

PRESENT:
Mike Wiseman  Chair
Jennifer Howells  Vice Chair
Avril Manser  Tenant Panel Treasurer
Kath Jones  Tenant Panel Secretary
Tony Gilby  Tenant Panel Member
Doug Illing  Tenant Panel Member
Don Hastings  Tenant Panel Member
Mel Rayner  Tenant Panel Member
Norma Case  Tenant Panel Member
Roy Raven  Tenant Panel Member
Fran Westcott  Team Manager Supported Housing
Julie Morton  Older Persons Project Manager
Carol Johns  Tenant Participation Officer
Emma Williams  Housing Administrator (Minutes)

APOLOGIES:
Dave Thomas  Tenant Panel Member
Paul Wiemers  Tenant Panel Member
Claire Jones  Tenant Panel Member
Sandra Williams  Tenant Panel Member
Richard Cullen  Tenant Panel Member
Barry Miles  Hazel Court Project Manager
Richard Batt  Head of Housing Services
Darrin Davies  Head of Property Services

MW welcomed Fran Westcott from the WISH Project and Julie Morton from Older Persons to the meeting.

| TPM0260 | Denis Greenall attended from the Credit Union to give a presentation to panel members. |
| TPMO261 | Minutes of previous meeting |
| | Agreed to be a true and accurate record. |
| | Proposed - Norma Case |
| | Seconded - Tony Gilby |
| TPM0262 | Matters arising |
| | Page 1 |
| | No issues raised. |
| | Page 2 |
| | CJ provided an update on the access to disabled doors at Hazel Court. The maintenance team are currently looking at costings to have automatic doors installed. |
DH asked if any clarification has been made on the decision of chair representation on the board of management.

It was confirmed the position is currently suspended for review, therefore TG will continue on the board as a tenant, until a decision would be made at the FHA Annual General Meeting which will be held in September.

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Tenant profile forms have been sent to all tenants by an external agency called ORS (Opinion Research Services). A reminder asking tenants to return the form will be sent to all tenants during the next few weeks.

Due to the data protection act members are unable to carry out telephone surveys out of office hours

**Page 4**

Garden competition judging has taken place. All winners have been informed. The Judges requested that identity badges be provided in future.

It was proposed identity badges be provided for all Tenant Panel Members.

Proposed by Roy Raven
Seconded by Tony Gilby

CJ

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**TPM0263**

**Job Descriptions for Officers**

Job descriptions were circulated to all panel members prior to the meeting for consideration and comments.

The necessary changes will be made and the updated job descriptions will be circulated to all members.

MW noted that he would like to see work spread evenly between officers, and would also like to see members involving themselves in groups outside of the panel, and asked that members who aren’t currently involved in any workstream groups to volunteer.

**TPM0264**

**Panel Membership**

Panel membership is currently being advertised at every opportunity.

All new tenants commencing tenancy are provided with the tenant participation leaflet giving details on how to get involved with tenant groups.

This will also be advertised in the forthcoming open days.

It was agreed that a page be dedicated in the Tenants’ Newsletter to update tenants on what the Tenants’ Panel have achieved.

CJ suggested panel members provide testimonials for the newsletter.
## Reports from Sub committees/Tenants Groups

### Housing Management committee

As the minutes of the 21\textsuperscript{st} of May weren’t available at the last Tenant Panel meeting on the 15\textsuperscript{th} of June the summary following is of that meeting.

The outcome of the Service Assessors survey with regard to the Service Standards showed a 57% satisfied result from those who responded. It was requested that a quantitative figure be given for future surveys, as opposed to a percentage.

Statistics and upgrading of Francis Court was now complete. Various other statistics were given on the Tenancy Management reports for the period Jan to March, along with an ASB breakdown figures, and the fact that during this period there had been a marked increase in fly tipping, the Association is working hard to educate tenants on this matter.

A lot of feedback has been collected re: DWP changes and it was noted that rent cards will only be sent on request.

Local Tenants Participation Strategy achieved a good rating from TPAS. As part of the self assessment process the revised Performance Monitoring Framework will be brought to each future meeting for discussion.

Tenant Profiling is still top of the agenda and is being rolled out now.

The Associations Pet Policy was under review and is ongoing.

The new Policy Review Framework committee will have members of the HMTG included for all their discussions.

### WTF Attain meeting Bynea 6\textsuperscript{th} July (Norma Case)

A presentation was given by Carmarthen County Council on recycling on what can be achieved as only putting refuse in plastic bags means it only goes to landfill sites at a large cost.

An update presentation was given on TAP and the new Communications Survey to report on the way RSLs communicate with their tenants and if this is consistent with the expectations of the Regulators.

A presentation followed on By Steve Clarke on the welfare reform act and the private rented sector.

### National Management Council report for the Welsh Tenants Federation (Doug Illing)

It was noted that the Welsh Tenants Federation is now to be called Tenantiaid Cymru/Welsh Tenants.

### Hazel Court Residents Association

With apologies for absence from the chair of the HCRA, the report was read by the chair of the Tenants Panel.
The chair wished to congratulate all who had entered the gardening competition and also the members of the gardening club for their efforts and their entry into the competition.

The garden club held their annual garden party in the garden and all who came were very impressed with the floral and vegetable displays. The garden club members provided teas, cakes and sandwiches free of charge so an excellent and successful afternoon was enjoyed by all.

Two local schools visited our community garden as part of the Schools and Credit Union Partnership initiative, members gave tips and ideas to the children in the garden also refreshments were given in the restaurant. The partnership will continue until September with the gardening club members visiting Parklands School to provide further guidance on the school developing their own garden area.

TPM0266
Secretary’s Report
No correspondence to date. Details of forthcoming meetings and seminars were passed on to the Tenant Participation Officer.

KJ to send a get well card on behalf of the Tenants’ Panel to John Collier at Maes Mwldan.

TPM0267
Treasurer’s Report

AM provided an update on what has been spent to date in the budget from 01.04.12 - 31.07.12.

Cheques issues £390.40
Travel Expenses £320.40
Deposit for golf tournament £50.00

Petty Cash £20 - £12.50 of which was paid for travel (£7.50 remaining in petty cash)

£83.40 of travel expenses was owing from 11/12 allocated funds as there were insufficient funds the previous year.

A letter has been sent to Peter Davies Director of Corporate Services with a copy to Mr Jeff Evans, Chief Executive, formally requesting an increase in the allocated budget of at least £100 to cover the shortfall in funding.

A discussion was held about funding for future conferences. AM confirmed there is currently no funding left in the budget for members to attend conferences. CJ will discuss the budget with RB.

It was agreed by those members present that the budget to be added on the agenda for the next meeting.

TPM0268
Social Events

Open Days - Clos Maes Yr Ysgol Thursday 9th August 11-4
- Llys Pentre, 29th August 11 - 4
Golf Competition - Friday 28th September, Swansea Bay Golf Club.

It was agreed the Social Night to be arranged for November.
<table>
<thead>
<tr>
<th>TPM0269 Monthly Draw</th>
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<td>Property Services  - Ms Williams, Swansea</td>
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<tr>
<th>TPM0270 Any other business</th>
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<tr>
<td>CJ circulated a copy of the FHA Internal Bulletin to all members present for information.</td>
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<td>DI provided members with information on a scam email that is currently going around from a company claiming to be Lloyds TSB.</td>
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<tr>
<th>TPM0271 Date and time of next meeting</th>
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<tr>
<td>Friday 21st September 2012 at 1p.m. in the meeting room at Hazel Court.</td>
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