FAMILY HOUSING ASSOCIATION (WALES) LTD

MINUTES OF THE TENANT PANEL MEETING

WEDNESDAY 3RD JULY 2013

PRESENT:

Mike Wiseman Chair Swansea
Jennifer Howells Vice Chair Swansea
Avril Manser Tenant Panel Treasurer Swansea
Doug Illing Tenant Panel Member Swansea
Paul Wiemers Tenant Panel Member Swansea
Mel Rayner Tenant Panel Member Swansea
Clare Jones Tenant Panel Member Swansea
Norma Case Tenant Panel Member Swansea
John Collier Tenant Panel Member Ceredigion
Jane Phillips Tenant Panel Member Ceredigion
Jean Owen Tenant Observer

Maria Round Welsh Government
Carol Kay Welsh Government
Richard Batt Head of Housing Services
Darrin Davies Head of Property Services
Lyn Davies Head of Development
Carol Johns Tenant Participation Officer
Emma Williams Senior Housing Administrator (minutes)

APOLOGIES:

Barry Miles Older Person’s Services Manager
Dave Thomas Tenant Panel Member Swansea
Pauline Heat Tenant Panel Member Swansea
Don Hastings Tenant Panel Member Swansea
Richard Cullen Tenant Panel Member Swansea
Roy Raven Tenant Panel Member Swansea

<table>
<thead>
<tr>
<th>TPM0284</th>
<th>Minutes of previous meeting</th>
<th>ACTION</th>
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<tbody>
<tr>
<td></td>
<td>The minutes of the previous meeting were agreed to be a true and accurate record.</td>
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<td></td>
<td>Proposed: Doug Illing</td>
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<td></td>
<td>Seconded: Paul Wiemers</td>
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<tr>
<td>TPM0285</td>
<td>Matters arising</td>
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<td><strong>Page 1</strong></td>
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<tr>
<td>No issues raised.</td>
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<tr>
<td><strong>Page 2</strong></td>
<td>Estates Monitoring</td>
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<td>DD confirmed this will be handed over to the Estates team at Hazel Court in November.</td>
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<td><strong>Code of Conduct</strong></td>
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<td>CJ has copies of the code of conduct for those members who did not sign at the last meeting.</td>
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<td><strong>Annual gas service draw</strong></td>
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<td>DD confirmed the reason this draw isn’t undertaken with tenants who have electric heaters is due to the fact that the servicing is not annual and affects a small number of properties. The gas draw is used as an encouragement to gain access to properties to undertake the gas servicing which has to be done annually to ensure tenant safety.</td>
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<td><strong>Page 3</strong></td>
<td>Garden Competition</td>
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<tr>
<td>Deadline for entering the competition has now closed. A date for the judging to be arranged.</td>
<td>CJ</td>
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<td><strong>Golf Competition</strong></td>
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<td>CJ to book a venue. It was suggested the social group get together to discuss possibilities for a different event next year.</td>
<td>CJ</td>
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<td><strong>Community chest</strong></td>
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<td>The group met and went through applications. It was agreed money will be issued to Treharne Court to purchase plants for the gardens and to Swan Gardens who will be holding a Wimbledon cream team afternoon.</td>
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<td><strong>Development</strong></td>
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<td>LD attended to give an update on new developments.</td>
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<td>Herbert Thomas Way – Birchgrove</td>
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<td>22 houses and 7 bungalows</td>
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<td>Majority are 3 bed houses</td>
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9 out of 29 properties will be handed over on 15th July.

More to follow towards the end of July early August.

Tenants will be on assured shorthold intermediate tenancies.

Awel Y Coed – Tycoch

2 and 4 bed houses

9 units for affordable housing

7 for intermediate rents – on scheduled for October

The affordable homes are due to be completed within the next few weeks, and will be sold through Dawsons. If these properties are not sold within 3 months they will be available for rent.

Crymch – Pembrokeshire

Due for completion in May 2014.

An open day was held recently this was very successful and well attended.

Argel, Johnstown – Carmarthen

50 extra care apartments, in partnership with the local authority.

Completion June 2015

Sawmills – Hazel Court South

8 apartments for market sale due for completion in the next few weeks.

Very high standard apartments. These are being advertised through Dawsons.

Accounts

MW apologised for the panel accounts not being issued at the last AGM meeting.

AM issued the accounts to all present.

Detailed copies of the accounts are available from AM on request.

£150 was recently spent on publishing flyers to advertise the Tenants website.
**Board Feedback**

MW had a recent meeting with Jeff Evans and Alan Lloyd the main topic of discussion was the scrutiny panel.

RB gave an update from the recent board meeting.

Allocation Policy for Pembrokeshire has been approved.

The bedroom tax report was issued to the Board, and solutions around resolving rent arrears was discussed.

Arrears have increased since the bedroom tax came in place this is the case with the majority of RSLs.

The Board agreed to look at prioritising those tenants who want to downsize due to the impact on the bedroom tax.

It was noted from the tenant profiling exercise 50% of tenants were identified to not have a basic bank account.

Looking to sign tenants up through credit union to open accounts.

A working group was set up between staff and tenants to look at revising the rent arrears policy. Changes have been made to the policy to make the policy much clearer and more efficient, and to coincide with the bedroom tax. The policy was submitted to the board.

RB to bring this policy to the next meeting.

**Digital inclusion**

Grant funding has been received. The Association is looking to employ a Digital Inclusion Officer. A majority of our tenants do not have access to the internet.

**Reports from Sub Committees/Tenants Groups**

**Performance Report Card**

RB circulated up to date report card.

This will be sent to all tenants with the quarterly rent statements this month.

MW reminded all present the Panel are always asking for feedback from board, staff and managers therefore it is important to provide staff with feedback and comments when the panel are asked.

**Star Survey**

RB circulated a draft summary report on the recent star survey which was undertaken by external consultants RMG Clarity.

A total of 790 tenants were contacted.
79% of tenants were satisfied with the overall quality of their home.

A full copy of the final report to be circulated once received from the consultants.

The star survey will be undertaken annually.

JC raised concerns that staff were not notified of the survey until after it had taken place. RB apologised for this as the publisher of our Tenants Newsletter had not sent them out on the date specified.

This has been addressed and ensured this would not happen again.

**Task and Finish Group**

The task and finish group for the formation of a tenants scrutiny panel met, this consisted of two board members, two staff members and two tenant representatives.

They agreed to contact three other RSLs who have been doing scrutiny for a little while and visit them to explore possible pitfalls and get an idea of best practice.

There is also a tenant scrutiny network and the group agreed in principle to investigating membership of this network as it could possibly be to our advantage when the panel is formed.

The model type was agreed that with training from TPAS the panel would be formed by tenants and their recommendations would be fed back directly to the board.

It was also agreed staff, managers and board members would enter into the training programme so everyone was aware of the cooperation required during scrutiny.

The group agreed to ask for TEG funding with TPAS if available but some money has been set aside by FHA to get the project under way. The next meeting would be with TPAS to get a programme of training etc. and make sure we were on the right track.

**Maes Mwldan Tenants Association**

Quite a few activities have taken place and a couple of new groups formed.

A film was enjoyed by all followed by a chip supper supplied by our local chip shop.

Groups that are now in place, are the Clay and Play run by Frank, one of our tenants, a friendship group with talks and slide shows, also a knit and natter group which does include on occasion some men.

Some outside input is enjoyed from Carers Day and Happy and Active these were brought by professionals to answer some concerns by tenant's health wise, this also included complimentary treatments
(reflexology etc.) there was also a visit by a Diabetic Nurse to answer questions.

We seem to be getting together for all these activities which is good for Maes Mwldan

**TPM0290 Secretary’s Report**

Due to PW only taking over the post of secretary within the last week, no update provided. The necessary organisations have been given contact details for PW.

**TPM0291 Treasurer Report**

No report as dealt with under the agenda item Accounts (TPM0287).

**TPM0292 Monthly Draw**

Repairs survey – Mrs Williams, Llanelli
Tenants satisfaction surveys – Miss Price, Ammanford

**TPM0293 Any other business**

MW asked if any panel members had any concerns or issues regarding any service that is provided by FHA this to be discussed in a separate meeting.

All concerns to be raised with MW and he will then arrange a meeting with the relevant staff members.

**TPM0294 Date and Time of Next Meeting**

Thursday 8 August at 11.00am at Maes Mwldan, Cardigan.