FAMILY HOUSING ASSOCIATION (WALES) LTD

MINUTES OF THE TENANT PANEL MEETING

WEDNESDAY 5TH DECEMBER 2012

PRESENT:

Mike Wiseman Chair Swansea
Jennifer Howells Vice Chair Swansea
Kath Jones Tenant Panel Secretary Swansea
Doug Illing Tenant Panel Member Swansea
Norma Case Tenant Panel Member Swansea
Roy Raven Tenant Panel Member Swansea
Clare Jones Tenant Panel Member Swansea
Paul Wiemers Tenant Panel Member Swansea
John Collier Tenant Panel Member Ceredigion
Jane Phillips Tenant Panel Member Ceredigion
Mel Rayner Tenant Panel Member Swansea
Richard Batt Head of Housing Services
Carol Johns Tenant Participation Officer
Darrin Davies Head of Property Services
Emma Williams Housing Administrator (minutes)

Dianne Roberts Development Administrator - Observer
David Hedges Campbell and Tickell Consultancy
Alan Lloyd Chair of Board of Management

APOLOGIES:

Avril Manser Tenant Panel Treasurer
Don Hastings Tenant Panel Member
Dave Thomas Tenant Panel Member
Barry Miles Hazel Court Project Manager
Tony Gilby Tenant Panel Member

MW introduced the guests to the meeting. All present introduced themselves.

Alan Lloyd and David Hedges gave backgrounds to their involvement with Family Housing. This report is attached to these minutes.

<table>
<thead>
<tr>
<th>Action</th>
<th>TPM0292</th>
<th>Minutes of previous meeting</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>CJ noted an error on the present list. Phil Dennis was not in attendance at the meeting.</td>
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<tr>
<td></td>
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<td>Proposed: Jen Howells</td>
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<td>Seconded: Roy Raven</td>
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<thead>
<tr>
<th>Action</th>
<th>TPM0293</th>
<th>Matters Arising</th>
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<tr>
<td></td>
<td>Page 1</td>
<td>ID badges have been issued to all Tenant Panel members.</td>
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<td>Page 2</td>
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### Tenant Profiling

RB provided an update.

A total of 1300 profiling forms have been completed by tenants.

Staff have been visiting tenants directly and carrying out telephone surveys. From the results, this will enable the Association to deal with the under occupancy issues which are due to take effect in 2013. Staff will be visiting the relevant tenants who will be affected by this.

**Performance Matters**

It was noted before publication tenants to be involved and more context to be provided in the future rather than just figures and percentages.

**Page 3**

CJ will be inviting board members to future meetings. A number of new venues have also been booked for 2013 with a change of day/times.

CJ circulated the draft events guide for 2013.

**ASB**

Feedback has been received from the Welsh Government. The action plan to be brought to the next panel meeting for approval.

**Closed waiting list**

A revised allocation policy has been produced to bring in line with the welfare reform.

MW asked for this item be put on the agenda for the next meeting.

**Page 4**

CJ has provided a mini training session with PW.

**PSTG**

KJ noted that she will be visiting Westwards in 2013.

**Page 5**

Tenants Handbook review

CJ noted that she invited 8 tenants to the review and only 1 tenant turned up.

**Page 6**

**Video conferencing**

Equipment is in place, at Maes Mwldan and trialing is currently taking place.
CJ is currently looking at alternative venues for future meetings.

TPM0294 Board Feedback

In view of the new approach to feedback from the board and a board meeting was scheduled for the following day it was decided that the future agenda should reflect this and concentrate on further feedback. On this occasion the subject of the Water Collection Agreement with Dwr Cymru was considered paramount.

RB provided feedback on the Water Collection Agreement, Dwr Cymru. The agreement has gone to the Board of Management. An approval has been received in principal. A full discussion and description can be seen in the HMTG minutes if members wish to view them.

TPM0295 De-brief on Social Night

The social night was held on 9th November. Good feedback received from all who attended. The drinks token system proved to be a success.

KJ to send letters to the entertainers thanking them. CJ has emailed the Catering Staff at Hazel Court thanking them for providing the buffet.

TPM0296 Reports from Sub Committees/ Tenant Groups

After discussing the options for applying for a TEG (younger persons engagement or tenants scrutiny) it was proposed the panel take forward the option for applying for TEG training with regard to the setting up of a scrutiny panel rather than the TEG to engage younger/working age people.

Proposed: John Collier
Seconded: Jen Howells

HMTG 26th Nov

Trend analysis and percentages was once again discussed and has now been accepted as the norm to report in quantative figures as well as percentages for clarity.

The scrutiny panel action plan has gone to the board and Phil Dennis to be invited to the next HMTG for discussion.

The current statistics on Housing management was comprehensively debated, the level and presentation of information was very helpful and easy to understand.

It was proposed to lengthen the period of intervals between meetings to quarterly as opposed to bi monthly these will coincide with the presentation of the figures to the Board. The first of these meetings will be on the 4th Feb 2013 and then quarterly.

TPAS Conference 15th/16th Nov.

Three new attendees were at the conference Clare Jones, MR and PW and CJ attended for the first day.
PW has provided a written report which can be seen in the file on request but all stated that the experience had been most informative.

As it was their first experience of conferencing it was gratifying to hear their comments on the success if the two days and the knowledge they had gained from the experience.

Clare Jones has asked for an agenda item at the next panel meeting to discuss the conference further.

**Maes Mwldan TRA**

This Association is now being well supported by the tenants. A full program of films, quizzes and bingo are well attended.

Many activities are planned for the Christmas festivities including visits from the local secondary school choir and musicians.

As a request for a visitor wheelchair and a printer for the computer suite to be financed by FHA was turned down, the TRA has raised enough funds to purchase them for themselves.

There are still issues relating to the building (kitchen fans and heating) which although these have been brought to the attention of FHA on numerous occasions still haven’t been addressed.

For the future we have ballroom dancing planned and a visit by professional dart players to instruct in the art of playing darts, also we intend to start our own choir.

**Hazel Court TRA**

Since the last report and the outlined areas of concern not a great deal has been achieved.

The concerns stretching over three years regarding painting, poorly finished work, clogged guttering and water logged areas of the garden, have still not been fully addressed so a dossier with accompanying photographs has been compiled and will be presented to FHA next week. We are pleased to announce that over the Christmas period many activities have been planned.

Our catering team is to be congratulated; we have a wider range of menus which is due to the hard work of Karen and others.

We were recently asked if we would be prepared to pay an extra 40p a week on our service charges to cover the costs involved in automating the residents communal lounges doors as this is considered to be a poss. design fault this matter has been referred back.

Also we are to consider a range of options for window cleaning, the question being asked is ‘what is the £40 a week service charge for? A breakdown of the charges and a discussion would be appreciated.
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<th>TPM0297</th>
<th>Secretary’s Report</th>
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<td>No correspondence.</td>
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<td>All emails passed to CJ.</td>
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<th>TPM0298</th>
<th>Treasurer’s Report</th>
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<td>As the treasurer was on holiday no report issued</td>
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<tr>
<th>TPM0299</th>
<th>Monthly Draw</th>
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<tr>
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<td>Winner – Mrs M, Swansea</td>
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<tr>
<th>TPM0230</th>
<th>Any other business</th>
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<tr>
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<td>An issue was raised with the recent installation of gas central heating at Peter Cash House and the need for the outside piping to be covered. DD to look into this.</td>
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<tr>
<th>TPM0231</th>
<th>Date and Time of next meeting</th>
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<tr>
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<td>Friday 18th January 2013 at 1.00p.m. in Hazel Court</td>
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**DD**
Introductions for both Alan Lloyd and David Hedges

Alan Lloyd (Chairman of Family Housing Board of Management)

Alan emphasised the importance of future transparency and involvement with the tenant’s panel and the wider tenant body.

The resources needed to accomplish this wider involvement would, where possible, be made available through the panel budget.

To further transparency the intention is to be able to publish, on the FHA web site, a summary of the minutes from the Board meetings held each month, this will not contain any commercially or financially sensitive material or subjects covered by the data protection act.

To further the relationship between the tenant’s panel and the Board, a meeting will take place an hour prior to the board meetings for the Chairman of the panel and Alan to discuss any relevant points to take forward to the Board meeting.

David Hedges (Representing the HARA consultants)

David is now Director of Cyngor Da, his own housing and sustainability consultancy, utilising his experience and skills in problem-solving, managing people and processes, networking and creative thinking.

David is working in conjunction with Campbell Tickell the consultants who have been appointed to do our governance review.

The action plan for the next couple of months was outlined and the panel was informed of their involvement and the involvement of the wider body of tenants in assisting the consultants in their work (interviews etc.) He emphasised the importance of the tenants input.

Below are questions he asked to be addressed and we asked for these to be given to members so we could discuss them at our next tenant panel meeting in January.

- What do you think of the HARA?
- What do you think about the association's governance more widely?
- What do you think about the association's approach to customer service?
- What exactly do you think needs to be done to improve involvement (e.g. getting young people involved)