FAMILY HOUSING ASSOCIATION (WALES) LTD

MINUTES OF THE TENANT PANEL MEETING

WEDNESDAY 6TH MARCH 2013

PRESENT:

- Mike Wiseman Chair Swansea
- Kath Jones Tenant Panel Secretary Swansea
- Avril Manser Tenant Panel Treasurer 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
- Pauline Heat Tenant Panel Member Swansea
- Mel Rayner Tenant Panel Member Swansea
- Don Hastings Tenant Panel Member Swansea
- Julian Bradshaw Observer
- Edward Varcoe Observer
- Joe Champion TPAS

- Pam Williams Community Activity Co-ordinator
- Darrin Davies Head of Property Services
- Phil Dennis Director of Operations
- Stuart Middleton Housing Officer
- Richard Batt Head of Housing Services
- Carol Johns Tenant Participation Officer
- Emma Williams Housing Administrator (minutes)

APOLOGIES:

- John Collier Tenant Panel Member Ceredigion
- Jane Phillips Tenant Panel Member Ceredigion
- Jennifer Howells Vice Chair Swansea
- Richard Cullen Tenant Panel Member Swansea
- Dave Thomas Tenant Panel Member Swansea
- Barry Miles Hazel Court Project Manager

<table>
<thead>
<tr>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPM0243</td>
</tr>
</tbody>
</table>

The minutes of the previous meeting were agreed to be a true and accurate record.

Proposed: Roy Raven
Seconded: Paul Wiemers
**Matters Arising**

**Page 1**

No issues raised

**Page 2**

Tenant Profiling

RB gave a brief up date.

In total 438 tenants will be affected by the new under occupancy regulations. The Housing team are in the process of carrying out home visits to all those tenants that will be affected. To date a total of 212 visits have been undertaken.

**Video conferencing**

A Skype link has been set up in the board room in the main office at Walter Road to link with Maes Mwldan meeting room. Further equipment has been purchased and this will be in place around other schemes by end of March.

**Page 3**

Budget

A meeting was held with officers to finalise the TP budget. This has been agreed and will be go to the Board of Management meeting for approval.

**Scrutiny**

TPAS will be providing training which will take place on 11\textsuperscript{th} April.

**Page 4**

No issues

**Page 5**

No issues
| TPM0245 | **Board Feedback**  
MW gave an update on the recent governance review which took place at the Liberty Stadium on 5th March, this involved Board members, consultants and panel members.  
The aim for this was to look for ways forward and for there to be more transparency between board members and tenant panel members. Members found this to be an extremely positive day. |
|---------|--------------------------------------------------|
| TPM0246 | **Anti-Social Behaviour Standard**  
Stuart Middleton, Housing Officer attended to give an update on the ASB standards. The relevant documents were circulated prior to the meeting for members to consider and raise concerns.  
SM noted the Association has purchased noise monitoring equipment which can ascertain what nuisance is being caused and this can help to deal with one to one complaints. This evidence is also accepted in court. |
| TPM0247 | **Reports from Sub committees/Tenants groups**  
RB gave an update on the water collect scheme. Letters have been sent to all those tenants it will affect.  
**Service Assessors**  
The assessors have been looking at the Hazel Court Statement of Purpose. A report has been provided to Barry Miles. Awaiting feedback.  
The assessors are continuing with the telephone surveys.  
**Hazel Court Report**  
A response was received from Phil Dennis on the recent report of issues identified at Hazel Court. It was also noted that all complaints need to go through the relevant procedures in future. |
| TPM0248 | **Communication Strategy**  
The draft strategy was forwarded to members prior to the meeting. A stakeholder surveys has been produced, general positive feedback received.  
PD gave a brief update. |
<table>
<thead>
<tr>
<th><strong>Tenant Panel Website</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>MR gave a presentation of the draft website. Positive feedback received. This will be a separate website from FHA, although panel members will be consulting with FHA regarding the information that is published on the site. DD suggested a summary of minutes to be put on the site rather than the full content of minutes due to some sensitive information being held within the minutes.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TPM0249 Secretary’s Report</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>All emails from TPAS have been forwarded to panel members.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TPM0250 Treasurer’s Report</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>£311.15 currently left in the TP account</td>
<td></td>
</tr>
<tr>
<td>All expenses to be in by 31st March.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TPM0251 Monthly Draw</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr Lewis, Swansea.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TPM0252 Any other business</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Day to be held in Ffynnon Las, Ammanford on 10th April.</td>
<td></td>
</tr>
<tr>
<td>RB noted the Hazel Court Allocation Policy has been reviewed. Tenants who will be directly affected have been written to.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TPM0253 Date and time of next meeting</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday 12th April 2013 at Hazel Court at 1.00p.m.</td>
<td></td>
</tr>
</tbody>
</table>