FAMILY HOUSING ASSOCIATION (WALES) LTD

MINUTES OF THE TENANT PANEL MEETING

Friday, 8th November 2013, Hazel Court, Swansea

PRESENT:

Mike Wiseman  Chair  Swansea
Jennifer Howells  Vice Chair  Swansea
Mel Rayner  Tenant Panel Member  Swansea
Clare Jones  Tenant Panel Member  Swansea
Norma Case  Tenant Panel Member  Swansea
Roy Raven  Tenant Panel Member  Swansea
Doug Illing  Tenant Panel Member  Swansea
Paul Wiemers  Tenant Panel Secretary  Swansea
Richard Cullen  Tenant Panel Member  Swansea
Avril Manser  Tenant Panel Treasurer  Swansea
Don Hastings  Tenant Panel Member  Swansea
Jean Owen  Tenant Panel Member  Swansea
Dave Thomas  Tenant Panel Member  Swansea
Hugh Butler  Tenant Observer  Swansea
Anne Evans  Tenant Observer  Swansea
Maxine Jones  Tenant Observer  Swansea
David Thomas  Tenant Observer  Swansea
Darrin Davies  Head of Property Services
Phil Dennis  Director of Operations
Richard Batt  Head of Housing Services
Ryan Harris  Older Persons Services Team Leader
Carol Johns  Tenant Participation Officer
Pam Williams  Digital Inclusion Officer
Tina Gill  Reception Administrator (minutes)

APOLOGIES:

Sarah Jones  Hazel Court Project Manager
John Collie  Tenant Panel Member  Ceredigion
Jane Phillips  Tenant Panel Member  Ceredigion
John Owen  Tenant Panel Member  Ceredigion
Barry Miles  Older Person’s Services Manager

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<td><strong>TPM0319</strong>  Minutes of previous meeting</td>
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<td>The minutes of the previous meeting were agreed to be a true and accurate record.</td>
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<td>Proposed: Doug Illing</td>
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<td>Seconded: Roy Raven</td>
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Credit union agreement

In response to a query from RR, RB explained that it is with the ‘LASA’ Credit Union only that FHA has an agreement but this is open to all tenants in all areas. Administration fees for opening a new account will be covered by the Association if this Credit Union is used, however tenants can join their local Credit Union if they prefer, and in this instance, cover the fees themselves but this could be negotiable based on individual merit.

Any Other Business – Tenants’ Panel Calendar

CJ & RR have reviewed photographs taken by RR and found that there are enough to fill the forthcoming year’s calendar. The calendar will also include a feature on RR. CJ also informed those present that a new company will be used to produce this calendar.

At this point, MW welcomed Jean Owen as a full member of the Tenants’ Panel as she has attended the panel for three meetings as an observer, he also thanked her for previous voluntary work undertaken on its’ behalf.

Social Debrief

CJ thanked those who attended the Tenants’ Social Evening held at Swansea Rugby & Cricket Club in October, and invited comments from those present.

MR noted that although the venue was good, the evening lacked atmosphere. All agreed that this was due to the low attendance. RC noted that as the event was not located at Hazel Court this year, it made it impossible for his wife & others with disability at Hazel Court to attend an alternative venue. It was agreed that the next meeting of the social committee will be held early in the new year and the 2014 Social Evening will be held at Hazel Court.

MW thanked CJ & RB for their management of the quiz. PW is to thank the evening’s entertainers in writing. CJ has already thanked the management of the Swansea Rugby & Cricket Club.
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<th>TPM0322</th>
<th><strong>Digital Inclusion</strong></th>
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<td>PW outlined the Digital Inclusion Programme for FHA which has particular emphasis on those in Older Persons and Supported Housing Schemes. PW also distributed an explanatory document to those present.</td>
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<td>PW will provide a list of ‘Digital Champion’ staff members to CJ/MR for circulation and also requested that Tenant Panel Members volunteer to become ‘Digital Champions’ in the forthcoming year (with training provided).</td>
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<td>PW invited suggestions/enquires from those present and a discussion ensued with issues such as the lack of communal areas in some schemes being raised by JH.</td>
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<td>MW thanked PW for her presentation and emphasised the importance of Tenant Panel members having access to digital communication.</td>
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<th>TPM0323</th>
<th><strong>Scrutiny Update</strong></th>
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<td>RB updated those present on the recent Scrutiny Task &amp; Finish Group Meeting where Terms of Reference and a Code of Conduct were agreed. At this meeting clarification was gained on how the Scrutiny Group, Board of Management and Tenants’ Panel will operate together. A report has been prepared for discussion at the next meetings of the Governance Implementation Group (GIG) &amp; Board of Management.</td>
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<th>TPM0324</th>
<th><strong>Board Feedback</strong></th>
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<td>PD provided feedback on October’s Board of Management Meeting and outlined the Governance Review Action Plan (previously circulated).</td>
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<td>RB distributed and discussed the last Board Meetings feedback document which gave a comprehensive summary of each item discussed.</td>
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<td>PD informed the group of arrangements for the recruitment of new Board Members, facilitated through the consultant Campbell-Tickell. PD also informed the group that open share membership of the Association will be publicised shortly.</td>
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<td>MW noted that, in future, the Board Meeting Summary will be provided initially to the Tenants’ Panel, prior to publishing the document on the websites for the wider tenant body.</td>
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Llys Pentre Tenants Group

The group wished to thank FHA for the loan of the marquee, tables and chairs for their function on the 8th of Nov. Feedback from the group was very positive and 26 of the 30 residents attended, with food being taken to two more.
The group thanked all who helped cook the food.

Maes Mwldan Tenants Group

Friday 27th September a coffee morning was held to raise funds for the MacMillan Cancer Charity. This was attended by many tenants and staff also their families and a range of cakes etc. were provided, we were happy to be able to cater for special dietary needs as well
Through the advertising campaign we conducted many local people were also involved and the event was attended by the Mayor of Cardigan and his lady.
We were extremely grateful for the catering staff providing all the cutlery and crockery and they clearing the washing up.
Tenants provided games and entertainment and a raffle was held.
The total of all the effort was we raised £460.00 which was an improvement on last of £160.00.

Princess of Wales Court Tenants Group

Following on from our recent election event we now have a full complement of officers.
More events have been planned for the evenings and we will be holding educational style meetings during the day.
We have invited residents of Philadelphia Court to attend our events including bingo sessions, Christmas carol event on the 12th of Dec and a Christmas party on the 21st of December.
Monthly “surgery” sessions are planned with FHA attending to discuss relevant topics.
Talks have been arranged with our local councillor and Swansea City Council with a view to getting an improved bus service in Mansel Road and getting an elderly persons signage in conjunction with a zebra crossing.
Our main aim now is to improve our links with the wider community.

Hazel Court Tenants Group

The consensus of the residents at Hazel Court is the new staff (Sarah and Joel) are very pleasant and approachable.
Sarah is always eager to follow up on any concerns brought to her and she is very approachable with a policy of “open door” to all residents.
Joel is looking forward to taking on the whole of the estates maintenance work and from discussions he has a vision for the estate at Hazel Court after Cowlin have handed the responsibility over to him.
One concern the residents have is the possible lack of back up if we have fuel and energy cuts in the winter. The possibility of backup generators has been enquired especially for essential medical equipment in the flats. A request for a discussion was asked for and PD said he would apprise the tenant’ association chairman of the matter. A great deal of praise has been given to one resident Mr Henry Hopkins On the sterling work he has carried out on a previously uninteresting piece of garden as you enter the resident’s only car park, the garden he has created with donated plants etc. is magnificent and gives a tremendous amount of joy to residents and visitors alike.

**Welsh Tenants Conference**

DH gave a verbal update on the conference but to date there is no hard copy to refer to.

**Pet Policy**

CJ gave an update on the responses given after consultation. The draft policy will now go to the board. Once board have approved the policy, it will come into effect. However, it was emphasised that the tenancy agreement still outlines rules applying to specific properties.
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<td><strong>TPM0329</strong></td>
<td>able to be involved at all meetings without having to travel. AM made a request for additional funding for the Panel.</td>
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<td><strong>TPM0330</strong></td>
<td><strong>Tenant Reward Scheme Draws</strong> Two draws took place. Winners were Mr Chioy and Miss Chiu of Swansea and Miss O’Grady of Swansea.</td>
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<td><strong>TPM0331</strong></td>
<td><strong>Any other business</strong> CJ informed those present that FHA now has a Facebook account.</td>
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<td><strong>TPM0332</strong></td>
<td><strong>Date, time and location of next meeting</strong> Thursday 12th December at 11.00am at Hazel Court, Swansea</td>
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