MINUTES OF THE TENANT PANEL MEETING

FRIDAY 15TH JUNE 2012

PRESENT:
Tony Gilby   Chair
Avril Manser   Tenant Panel Treasurer
Kath Jones   Tenant Panel Secretary
Mike Wiseman   Tenant Panel Vice Chair
Doug Illing   Tenant Panel Member
Don Hastings   Tenant Panel Member
Mel Rayner   Tenant Panel Member
Norma Case   Tenant Panel Member
Paul Wiemers   Tenant Panel Member
Claire Jones   Tenant Panel Member
Sandra Williams   Tenant Panel Member
Jayne Jones   Head of Care and Support Services
Tom Buckley   Work Placement – Quantity Surveyor
Carol Johns   Tenant Participation Officer
Richard Batt   Head of Housing Services
Darrin Davies   Head of Property Services
Emma Williams   Housing Administrator (Minutes)

APOLOGIES:
Jennifer Howells   Tenant Panel Member
Dave Thomas   Tenant Panel Member
Roy Raven   Tenant Panel Member
John Collier   Maes Mwldan Tenant
Jane Phillips   Maes Mwldan Tenant
Mary Ewert   Observer
Richard Cullen   Tenant Panel Member
Barry Miles   Hazel Court Project Manager

TPM0251 Election of Officers and Members

CJ explained the election process.

At every Annual General meeting, one third or the nearest number there to of Tenant Panel Members shall retire from office. Those to retire shall be the Panel Members who have been members of the Panel the longest. Panel Members who were appointed on the same day, and who are due to retire, will be chosen by lot.

Resignation was received for Jan Palethorpe. All other members will be standing again.

There are currently 4 positions available for election today. Chair, Vice Chair, Secretary and Treasurer.

Due to there only being 1 person who would wish to stand for Chair this being Mike Wiseman. All were in agreement that MW would take over from TG as chair.

Due to there only being 1 person who would wish to stand for Treasurer this being Avril Manser. All were in agreement that AM would continue her role as Treasurer.
Voting forms and proxy voting forms were given to each member and the results were as follows:

Vice Chair – Jen Howells  
Secretary – Kath Jones

The new Chair Mike Wiseman would now commence his role as Chair of the Tenants Panel.

MW introduced Thomas Buckley to the meeting. His role within the Association for the next 10 months would be an apprentice quantity surveyor.

<table>
<thead>
<tr>
<th>TPMO252</th>
<th>Minutes of previous meeting</th>
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<tr>
<td></td>
<td>Page 5 Traherne Court.</td>
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<td></td>
<td>KJ confirmed it was DT who had informed the group of the changes not DT as stated in the minutes.</td>
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<td>Proposed - Tony Gilby</td>
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<td>Seconded - Avril Manser</td>
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<table>
<thead>
<tr>
<th>TPM0253</th>
<th>Matters arising</th>
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<td>No issues raised.</td>
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|         | Page 2         |
|         | DH asked for clarification on why it was raised that having a member of the panel on the Board of Management was a conflict of interest. |
|         | MW informed DH that this was picked up during the recent Self-Assessment process and is currently being looked at. |

|         | Page 3         |
|         | CJ has circulated copies of the LTPS action plan for information. |
|         | Clarification was needed on the access by disabled persons not being able to open the heavy doors. JJ will speak to Barry Miles. |
### Tenant Profiling

The census form has been sent to all members of the panel and also the reading group as part of the pilot program.

31 forms were sent out and 10 were returned. Good feedback was received on the layout of the form.

An external agency ORS will be conducting the survey and sending out the census forms with barcodes on them. They will then collate all the information. The form will be sent out to all tenants during the next few weeks.

### Job Descriptions

Draft job descriptions were circulated to all members. It was agreed when these are finalised they will go as an appendix to the constitution.

RB reminded all members that as part of the LTPS Strategy it is important that the panel take on necessary tasks and responsibilities as part of individual roles set out in the job descriptions to enable the panel to become independent.

It was agreed this will be an agenda item at the next meeting.

### Anti-Social Behaviour Group

RB presented a summary of the current position with regards to compliance with the Welsh Government ASB Standards.

Noise nuisance monitoring equipment has recently been used and trialled and this was successful. This equipment is very expensive but a view will be taken on the benefits.

Training of staff is being looked at and how FHA could use skills in-house instead of a solicitor.

ASB group meetings will now be held monthly which will assist progress to the Government Standard.
### Hazel Court Residents Group

A buffet for the Queens diamond jubilee was held in the restaurant and was well attended. Celtic Catering the new staff of the restaurant arranged this. The residents are still awaiting the report regarding the heating system as mentioned in previous reports.

There is a problem with local youths speeding through the complex on Mopeds, Barry Miles (manager) has assured the committee he will take up the matter with Steven Hughes.

It has been reported that a few tapes and books have gone missing from the library, Barry Miles has stated an audit will be carried out and the situation monitored.

### TPM0256 Secretary’s Report

No correspondence to date. Details of forthcoming meetings and seminars were passed on to the Tenant Participation Officer.

### TPM0257 Monthly Draw

Property Services - Mr Elliston, Swansea

### TPM0258 Any other business

**Fly Tipping**

Concerns with fly tipping were raised at Exchange Court and Regency House.

DD informed the group that Rob Stimpson is currently trying to resolve issues around this problem in liaison with the council.

RB reminded the panel that if any issues occur, these are to be brought to the Tenancy Management team asap who will then investigate the problems.

AM informed the group as part of the Estates Environment Working Group open days will be taking place with local councillors to discuss any concerns tenants have.

It was agreed the garden competition will be held in July.

### TPM0259 Date and time of next meeting

Thursday 2\textsuperscript{nd} August 2012 in the meeting room at Hazel Court at 1.00pm.