MINUTES OF THE TENANT PANEL MEETING

THURSDAY 16TH FEBRUARY 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
Jennifer Howells      Tenant Panel Member
Norma Case            Tenant Panel Member
Dave Thomas           Tenant Panel Member
Paul Wiemers          Tenant Panel Member
Mel Rayner            Tenant Panel Member
Tom Matthews          Tenant Panel Member
Claire Jones          Observer
Brian Pearce          Observer
Carol Johns           Tenant Participation Officer
Richard Batt          Head of Housing Services
Sue Longhurst         Housing Services Manager
Barry Miles           Hazel Court Project Manager
Emma Williams (Minutes)

APOLOGIES:

Jan Palethorpe        Tenant Panel Member
Elizabeth Nelson      Tenant Panel Member
John Owen             Tenant Panel Member
Richard Cullen        Tenant Panel Member
Mac Hughes            Tenant Panel Member
Don Hastings          Tenant Panel Member
Roy Raven             Tenant Panel Member
Sandra Williams       Tenant Panel Member
Darrin Davies         Tenant Panel Member
Darrin Davies         Head of Property Services

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<thead>
<tr>
<th>TPM0223</th>
<th>Minutes of Previous Meeting</th>
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<tr>
<td>TPM0224</td>
<td>Matters arising</td>
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| ACTION |

Minutes of Previous Meeting

Agreed to be a true and accurate record.

Proposed: Doug Illing

Seconded: Paul Wiemers

Page 1

No issues raised.
Page 2
No issues raised

Page 3
In relation to the incident that occurred at Hazel Court during a Service Assessors Presentation - BM confirmed that he has spoken to the staff members involved and ensured this would not happen again. BM has also liaised with Phil Dennis and Steven Hughes on the issue.

TG noted this incident was also discussed at the recent Board of Management meeting.

Page 4
No issues raised.

TPM0225

Self-Assessment Update
RB gave an update.
Carol Kay recently attended the Board of Management meeting and she will also be contacting a number of stakeholders.

Awaiting feedback from the Assessment. RB will keep the Panel informed and updated on the progress.

TPM0225

Allocation Policy Review
The Allocation Policy was circulated prior to today’s meeting for the group to look at and feedback any comments or concerns they had.

SL explained the new Allocation Process that is working very well; no complaints have been received only good feedback on the new process.

MW raised a concern with the process of tenants having to keep ringing to check if the waiting list has re-opened. He queried Hazel Court’s waiting list as an example in particular.

SL explained the reasons for not keeping a list of names and telephone numbers of people who ring up to check the waiting list is open.
<table>
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<tr>
<th><strong>TPM0226</strong></th>
<th><strong>Reports from Sub committees/Tenants Groups</strong></th>
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<tr>
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<td><strong>HMTG meeting 30(^{th}) Jan.</strong></td>
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<td>It was noted the Board of Management had approved Part 1 of the Service inspection report.</td>
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<td>Lettings were up and voids were down since last meeting. The rents department have been extra busy with the process of helping tenants to bring their accounts up to date and progress is being made.</td>
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<td>SL confirmed she had received a response from Morgan Cole on the issue of producing rent cards. It was confirmed these would be replaced in the near future.</td>
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<td><strong>Hazel Court Residents Group meeting 27(^{th}) Jan.</strong></td>
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<td>It was noted that the lottery grant of £4,905 had now been spent on a 9ft snooker table with accessories, a short mat bowls set (45ft) with accessories, plus cards four card tables, dominoes, darts (inc. board and stand). All residents will be informed of these activities by the circulation of a ‘flyer’.</td>
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<td>There have been a lot of issues about the energy centre boiler breaking down on many occasions, leaving the residents without hot water or heating for many hours. It was requested that feedback was required from the Board of Management regarding these concerns. MW will provide the chair with a copy of the report from the Hazel Court Residents Group.</td>
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<td><strong>PSTG Meeting 26(^{th}) Jan.</strong></td>
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<td>It was noted the Government Feed In Tariff cut from 43p to 21p has now been challenged through the appeal system. The problem with the cancellation of workstream meetings seems to be resolved. No last minute cancellations have been reported.</td>
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<td>Workstream updates were very positive.</td>
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<td>Self-Assessment: Workshops have been held with tenants and staff. Although the Self-assessment is at the draft stage, it is not envisaged that the details will change substantially. The team were asked to take away documents to give a view on ‘what specific benefits the actions will provide tenants’.</td>
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<td>A draft of the property services complaints document was given out and was taken away for any comments or improvements.</td>
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Continual improvements (P&P, Tenants’ satisfaction surveys, ICT initiatives etc.) were all discussed. A full copy of the minutes are available from Eira.

WTF Attain meeting 20th Jan

This was once again a well-attended meeting and presentations were given by Graham Hughes from Carmarthenshire County Council on dealing with home efficiency to help with the heating and general running costs of homes. Also, Lisa Derrick of Shelter Cymru gave a presentation on the changes to housing benefit and the effects on tenants in the future. Finally Steve Clark of the WTF gave a presentation and held a discussion session on the proposed downsizing bill where tenants are under occupying their homes.

Service Assessors

Part 2 of the Customer Services inspection is still ongoing. The assessors have been undertaking telephone calls and assisting Property Services with calls.

LTPS

Action Plan was submitted on 25.11.11 to the Welsh Government. Awaiting feedback from the action plan.

The LTPS steering group has held its first meeting of the year.

Secretary’s Report

No correspondence to date. Flyers advertising forthcoming meetings and seminars were passed on to the Tenant Participation Officer who has booked places for staff at some of the events. CJ also circulated a flyer regarding tenant networks.

Budgets

RB circulated a copy of the budget for the new financial year 12/13.

RB gave an update on the new budget and the reasons for the necessary cut backs that have been made. A saving of £3,500 has been made.

RB will bring regular budget updates to the group.

A summary of actual costs for 11/12 budget will be brought to the panel when this has been finalised.

All Panel members agreed the new budget for 12/13.
**Monthly Draw**

Tenant Incentive Scheme – Mr & Mrs P – Glanamman
Property Services – Mrs J, Swansea.

**Any other business**

Chartered Institute of Housing

Conference on 20 – 22\textsuperscript{nd} March in the Civic Centre Cardiff. The program was circulated to members for consideration. Members were asked to put their names forward, if they wished to attend. The budget will allow 2 members to go. MW is interested as he is already going to be participating as a speaker on Day 1.

TP Training for Staff

A new program of training starts in April 2012. CJ asked volunteers to help with this training. TG, DI, JH, NC, MW and KJ put their names forward.

Insurance

Tenants and Residents Associations now have public liability Insurance for all constituted groups. CJ will be visiting the groups to explain the insurance.

TP Champions

MW queried an update on champions for each department. CJ suggested this be brought up in the LTPS Steering Group.

TV Licence at Sheltered Housing Complexes

MW read out a document he had received regarding discounted TV licence for Sheltered Housing Complexes. SL confirmed this would only apply if all residents living at the complex were over 60.

SL will look into this and provide feedback.

Constitution

The constitution was circulated prior to the meeting.

An extraordinary general meeting of the Tenants’ Panel will be held on 6\textsuperscript{th} March to discuss the constitution and make necessary changes
<table>
<thead>
<tr>
<th>TPM0231</th>
<th>KJ noted a few minor errors on the constitution and missing text. CJ to ensure all members get a copy of the amended constitution.</th>
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<tr>
<td></td>
<td><strong>Date and time of next meeting</strong></td>
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<td></td>
<td>Friday 30\textsuperscript{th} March 2012 at 2p.m. at Hazel Court</td>
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<td>CJ</td>
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