MINUTES OF THE TENANT PANEL MEETING

FRIDAY 21ST SEPTEMBER 2012

PRESENT:

Mike Wiseman Chair
Jennifer Howells Vice Chair
Avril Manser Tenant Panel Treasurer
Kath Jones Tenant Panel Secretary
Doug Illing Tenant Panel Member
Don Hastings Tenant Panel Member
Mel Rayner Tenant Panel Member
Norma Case Tenant Panel Member
Roy Raven Tenant Panel Member
Clare Jones Tenant Panel Member
Richard Cullen Tenant Panel Member
Paul Wiemers Tenant Panel Member
Dave Thomas Tenant Panel Member

Richard Batt Head of Housing Services
Darrin Davies Head of Property Services
Carol Johns Tenant Participation Officer
Emma Williams Housing Administrator (minutes)

APOLOGIES:

Tony Gilby Tenant Panel Member
Sandra Williams Resignation received
Barry Miles Hazel Court Project Manager

<table>
<thead>
<tr>
<th>TPM0272</th>
<th>Minutes of previous meeting</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Agreed to be a true and accurate record.</td>
<td></td>
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<tr>
<td></td>
<td>Proposed - Roy Raven</td>
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<tr>
<td></td>
<td>Seconded - Doug Illing</td>
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<table>
<thead>
<tr>
<th>TPM0273</th>
<th>Matters arising</th>
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<tbody>
<tr>
<td></td>
<td>Page 1</td>
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<td></td>
<td>Disabled Doors at Hazel Court - DD fed back that costs have been researched for replacing the doors with automatic doors. Tenants will be consulted on available options.</td>
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<td>Page 2</td>
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<td></td>
<td>Tenant Profiling – The completed forms have now been collated in total 864 forms were completed and returned which equals 35% of our tenants. Staff will follow up with face to face or telephone surveys for those who have not yet returned the forms.</td>
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<td>Identity badges – All service Assessors currently have photographic ID. CJ is in the process of producing ID badges for all TP members, it was</td>
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agreed these to be name badges rather than photographic.

CJ asked that Panel Members wear ID badges to the FHA, AGM on Thursday 27th September.

Job descriptions – CJ circulated final copies.

Newsletter – Tenant Testimonials to be given to CJ by 31st October or the newsletter editorial team.

Panel Membership – Continue to advertise membership.

**Page 3**
No issues raised

**Page 4**
Social Events – Social Night to be held on 9th November at Hazel Court, it was agreed the social committee to meet before the next meeting.

**Housing Association Regulatory Assessment Report 2012**

All members have received a copy of the Assessment Report. TG had been retained as the tenants’ panel representative because of his involvement during the self-assessment process but because of his absence any questions re: the HARA, KJ fed back as the Board of Management representative.

MW suggested that Board Members attend future meetings as there is an open invitation for them to do so, this suggestion was first requested to be taken to the board over three years ago but KJ informed us she had no knowledge of the request being made.

DH expressed his concern at there being a big gap between Board of Management and the Tenant Panel, and requested feedback from the Board in future.

An in depth discussion was held around the assessment report and officers fed back on FHA’s action plan to address the issues that were noted within the report. Further progress will be brought to the panel.

RB suggested an ‘away day’ be arranged to set up a separate scrutiny panel for future tenant involvement and also to address the issues in the report.

**Feedback on Open Days**

Open days were held at Llys Pentre and Clos Maes Yr Ysgol. A debrief to be held with the members of the Estates Improvement Group.

Good attendance at the events from tenants and panel members. A number of agencies also attended.

It was noted that a number of tenants had shown an interest in TP and they would be invited to the next panel meeting.
MW thanked all staff, including the estates team for their hard work and efforts in arranging these events, and also the hard work they put in on the day.

**Tenant Participation Budget**

Because of increased costs it was agreed that only 2 persons per conference would attend.

There is currently money in the budget for training, panel members to inform CJ if there is any specific training they wish to attend.

It was agreed the budget spends to be reviewed.

**Reports from Sub Committees/Tenants Groups**

**Property Services Tenants Group 22nd August**

The environmental improvement group noted that both open days had been a success and they used the opportunity to explain future site works to the tenants and are meeting soon to consider further scheme improvements.

After a discussion regarding no feedback from members on the review of PSTG work schedule, it was agreed that DD provide a list of areas we could be involved in, these are listed below:

- The methods we use for the calculation and charging of service charges
- The repairs handling process. Is it customer focussed?
- Service charge contracts e.g. fire protection equipment maintenance, window cleaning etc. Are we providing what tenants want?
- Gaining access to carry out the annual service of central heating systems and the support we offer tenants who are without a gas supply.
- Adaptations for those with disabilities. Do tenants know about them, what are the procedures, how long does it take, do we get satisfaction?
- Moving tenants out temporarily for improvement works
- Planned programme of works – what information should we provide?
- Directly employed maintenance staff – Are they providing a good service?
DD brought the HARA to the meeting and after a lengthy discussion on specific points raised it was unanimously agreed that high on the priority list was more means of tenant engagement and a greater emphasis on tenant satisfaction.

**Hazel Court**

As the short mat bowls mat was so very difficult to roll out and the cost of an automatic machine to do the work was in the region of £4,000 it had been decided by the committee to offer the set for sale and invest in a Boules set instead, subject to getting agreement with the tenants and Family Housing as to where this would be sited.

Signs in the car park warning of dangers to unaccompanied children had now been put in place.

The matter of the lounge doors access has been covered under Matters Arising.

An information stand has been promised so tenants can be informed of the progress of building work on the new scheme at Mill Court.

**ASB Group**

The FHA service standards for ASB are now at the stage of being ready for the tenants panel to sign off, they will then be sent to the Welsh Government.

The new work programme will be presented to the panel at the next meeting to be read and commented on.

The Chair of the ASB Group thanked all who contributed to this document both staff and tenants.

**Secretary’s Report**

A card has been sent to John Collier at Maes Mwldan.

Letter to retiring panel member John Owen has also been sent.

All relevant email correspondence has been forwarded to CJ.

**Treasurer’s Report**

A letter has been received from Peter Davies, Director of Corporate Services, making available extra funds for the Tenants’ Panel budget because of a short fall from the previous year.

AM gave an update on the accounts to date 01.08.12 - 21.09.12.

5 cheques issued during this period - £219.60.

Bank statement balance is £2514.01.
Full details of figures are attached to the minutes for information as Appendix 1.

**TPM0280**  
**Monthly Draw**

Property Services - Ms W from Neath

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**TPM0281**  
**Any other business**

FHA internal bulletin was circulated for info.

Golf competition will be held on Friday 28th September.

FHA, AGM to be held on Thursday 27th September at 6.00pm.

DEMS – A new member of staff has started employment and will be working in the Llanelli/Ammanford areas.

Apprentice has started employment with the DEMS team and will be working 3 days a week.

**Conference funds**

It was agreed £10 per head per night to be given to members who are attending overnight conferences.

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**TPM0282**  
**Performance matters**

It was noted that information was not shown to TP members before been published as previously stated.

Also the figures are deemed ambiguous as they are presented as percentages instead of the requested quantitative format.

It was agreed that any future publications will be consulted with the tenant’s panel before being published.

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**Date and time of next meeting**

Friday 26th October 2012 at 1p.m. in the meeting room at Hazel Court.
APPENDIX 1

B/fwd from 31.07.12

Balance at bank 2675.61
o/s Cheque 321 50
A/cs balance 2625.61

FHTP movement in funds 01/08/12 to 21/09/12

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Total 219.60 219.60 0.00 0.00 0.00

219.60 Analysis

Opening balance 2625.61

Cheques issued 219.60

**Bank balance** 2406.01

o/s cheques

40.80
28.80

108.00

Bank statement balance 2514.01