FAMILY HOUSING ASSOCIATION (WALES) LTD

MINUTES OF THE TENANT PANEL MEETING

FRIDAY 24\textsuperscript{TH} MAY 2013 at Gwynfryn Hall, Ammanford

PRESENT:

Mike Wiseman Chair Swansea
Jennifer Howells Vice Chair Swansea
Avril Manser Tenant Panel Treasurer Swansea
Doug Illing Tenant Panel Member Swansea
Norma Case Tenant Panel Member Swansea
Paul Wiemers Tenant Panel Member Swansea
Mel Rayner Tenant Panel Member Swansea
Don Hastings Tenant Panel Member Swansea
Clare Jones Tenant Panel Member Swansea
John Owen Tenant Observer Ammanford
Richard Batt Head of Housing Services
Carol Johns Tenant Participation Officer
Teresa Greenall Partnership Officer
Eira Evans Property Services Administrator (minutes)

APOLOGIES:

Darrin Davies Head of Property Services
Barry Miles Older Person’s Services Manager
Roy Raven Tenant Panel Member Swansea
John Collier Tenant Panel Member Ceredigion
Jane Phillips Tenant Panel Member Ceredigion
Dave Thomas Tenant Panel Member Swansea
Pauline Heat Tenant Panel Member Swansea
Richard Cullen Tenant Panel Member Swansea
Emma Williams Housing Administrator (minutes)

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<th>ACTION</th>
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<tr>
<td>TPM0267 Minutes of previous meeting</td>
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<tr>
<td>The minutes of the previous meeting were agreed to be a true and accurate record.</td>
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<tr>
<td>Proposed: Doug Illing</td>
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<td>Seconded: Paul Wiemers</td>
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<td>TPM0268 Matters arising</td>
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<tr>
<td>No issues raised.</td>
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Tenant Profiling
RB gave a brief update.

807 forms have now been completed which is 76% of the total number of tenants.

58% of the tenants who will be affected by the bedroom tax will make up the shortfall in rent.

Video conferencing
MW confirmed that there are still ongoing issues with the Wi-Fi link in the Community Hall at Hazel Court. This will be looked at again.

John Owen expressed an interest in attending the AGM in June. CJ to link with AM regarding transport.

CJ, TG and Alison Dahlgren are working with Smart Travel, regarding community transport and car sharing. They are based in Swansea Council offices but cover all FHA’s areas of operation. Staff will be receiving training in July and it was proposed that a session could be held with the Panel.

Hazel Court
DD and Phil Dennis have met twice with RC on site and have given an update to RC. They will be writing to all residents of Hazel Court with a follow up.

Restructure of the Housing Department
DH raised a point that there had been no tenant participation in the appointments and interviews. RB explained that this hasn’t been done to date but there is a need to revisit and address this to include tenants as we go forward.

Following recent interviews Chris Smith has been appointed as the new Water Collect Billing Assistant. We will be ready to go live at the end of September. Water rates collected for Dŵr Cymru will be kept separate from rent entirely. Tenants will be encouraged to pay their rent first.

No issues raised.
### TPM0269

**Position of Secretary**

KJ has resigned as Secretary of the Tenants Panel. KJ is one of the founding members 15 years ago. MW to invite KJ to the AGM. CJ has circulated the papers today. All nomination papers are enclosed and are to be returned by Monday 10th June.

### TPM0270

**Reports from Sub Committees/Tenants groups**

**Philadelphia Court**

NC gave a brief update from the residents’ association. The local pastor is allowing them use of the church hall as a meeting place. They are arranging some activities once a week and are not charging residents.

Rob Thomas from reuse, recycle and reduce gave them a talk. Bedroom tax is affecting and frightening a lot of people.

The Credit Union talk was good but residents were not happy with the 50p charge for every time the card is used.

**Local Tenant Participation Strategy**

CJ gave an update of the meeting. An assessment of last year’s (year 1 of the strategy) actions has been done and sent to Carol Kay. DI was in attendance. An updated action plan has been circulated to group members. This is now in a ‘results based accountability’ (RBA) format –. This shows how much has been done for each action and the outcomes. Year 2 and 3 actions were also looked at with some actions being added to replace those the group felt had either been duplicated or no longer saw value in being carried forward. The steering team is continuing with this year’s actions.

**Service Assessors**

No Service Assessors meetings have been held since last Tenants’ Panel. These will be held in abeyance pending tenant scrutiny discussions. Phone calls are on hold for May due to STAR Survey.

Estates Monitoring Pictorial Guide has been sent out to the Assessors to carry out checks on the work of the Estates Team.

**Princess of Wales Court**

The Tenants’ & Residents’ Association is struggling with committee membership. CJ, MW & Barry Miles (who is the new Older Person’s Services Manager) met with residents on 23 May to discuss issues and get potential new committee together.

This was a positive meeting and will hopefully have a positive outcome. It is hoped that once the new committee are
established, they will have a formal link with the panel.

Hazel Court residents Association

After the report submitted to the CEO certain works have now been carried out with a promise of more to be done shortly this action has been welcomed. The energy center is still causing concern with a complete breakdown of hot water and heating for a number of days (and nights) and official letter of complaint has been sent to the CEO with a time frame for a satisfactory outcome and a suggestion of involving the Ombudsman. Assurances have been given the matter will be resolved in the near future.

We have the sad duty of saying goodbye to our manager, Barry Miles, and wish him well in his new appointment. We would also like to thank the website team for an excellent site and we hope this will help tenant participation in the future.

Housing Management Tenants’ Group

Sue Longhurst gave a comprehensive report on Housing management statistics and in future the report will be circulated prior to the meeting. The format as to how information on surveys will be presented will be reviewed. Richard Batt presented the latest figures regarding the impact on Welfare reform. He also updated the progress on the HARA action plan and will be presenting this to the tenant’s panel. It was noted the contract for Water Collection monies has now been signed to go live at the end of September. A draft Pet Policy was presented and discussed relevant changes were noted and the policy will now go to reading and for consultation with the wider tenant body. Survey Post cards have been placed in the reception for visitors to gain information of our customer services.

Tenants’ Panel Website

JP of Maes Mwldan has sent MR an update for the website. RC of Hazel Court has done the same thing.

All is set for a further launch of the website as the CEO has informed us the site will be advertised through a generic text to all tenants who have given us their mobile phone details. The consensus of opinion from tenants, staff and officers is that we have a good site and all will be participating wherever it is appropriate.

Hazel Court
Barry Miles is taking over from Steven Hughes as Older Persons’ Services Manager. Ryan Harris is starting as Older Persons’ Project Manager on 10th June 2013. Interviews will be held shortly for the new Hazel Court Manager.

**Property Services Tenants’ Group**

The PSTG meeting has been moved from 6th June to 4th July. MW to take matter forward with DD as at the moment there has been no explanation for this delay. All dates have been agreed to coincide with the quarterly reports to the board.

**Other reports**

RB gave update on the report card. It will be revised and shortened.

TG gave an update on digital inclusion. The Tenant Profiling exercise for the bedroom tax revealed that of the tenants visited, 60% don’t have internet access. TG is looking into funding and mobile offices/events bus.

**Conferences & Seminars**

AM and JH attended a Community Housing Cymru Seminar in Cardiff on Setting up a Community Garden. They found it very informative and useful. AM/JH to do a report for MR to put on the website and will give the information to CJ to pass on to any tenant groups interested.

MR requested that if anyone has any comments or anything they want on the website then to email MR at www.familytenant.co.uk.

DH queried the difference between Service Assessors and the Scrutiny Panel. This is a part of an ongoing discussion. Both will have clear roles and responsibilities but there will be a small overlap. Service Assessors will exist and will be a tool that the Scrutiny Panel can use to research a particular area, for example. It was the consensus of the Board of Management and staff to have a Scrutiny Panel.

**Welcome Pack and Code of Conduct**

CJ had previously circulated the code of conduct with a view to taking comments at today’s meeting. It is proposed that this will be part of a welcome pack for new Panel members to include the jargon buster, ID badge, constitution, job descriptions and members’ contact details. Comments were noted and the code of conduct will be amended. All will sign at the forthcoming meeting after the AGM.
MW gave feedback. Both the board and the CEO are happy with the website, also tenants involvement at board level is still on the agenda the possible way forward for the scrutiny panel was discussed and systems will be put in place to take this matter forward as scrutiny is a matter of importance for the future involvement of tenants.

**TPM0273 Secretary’s Report**

CJ is acting Secretary. All correspondence is up to date.

**TPM0274 Treasurer’s Report**

No report was given.

**TPM0275 Monthly Draw**

Tenant Satisfaction Draw £50 – Mr F of Glanamman

Annual Gas Servicing Draw – Access first time – Mrs B of Port Tennant.

**TPM0276 Any other business**

Next meeting will be the AGM on 13th June 2013 at Hazel Court at 1pm. There will be a short Performance Framework meeting afterwards.

TPAS conference – 6th & 7th November at Cardiff. Tenants’ Panel meeting moved to 8th November.

Welsh Tenants’conference 19th & 20th September at Llandrindod. The date of the Tenants’ Panel meeting in the Grand Theatre to remain as it is for 19 September.

Anyone interested in attending the conferences should contact Carol Johns.

**TPM0277 Date and time of next meeting**

Next meeting will be the AGM on 13th June 2013 at Hazel Court at 1pm. This will be followed by a short meeting to vote for the new secretary and an update from RB on the reporting strategy. Next meeting after that date will be Wednesday 3rd July 2013 at Woods Row, Carmarthen at 11am.