JC expressed that he would like the name of the area of where the Tenant Panel Member has come from, next to their names on the Present list. All agreed.

<table>
<thead>
<tr>
<th>TPM0283</th>
<th>Minutes of previous meeting</th>
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<tbody>
<tr>
<td></td>
<td>Page 2 – TPM0274 – “...KJ informed us she had no knowledge of the request being made.” KJ informed the group that this should state that she couldn’t remember, not that she had any knowledge.</td>
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<tr>
<td></td>
<td>Proposed - Doug Illing</td>
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<td>Seconded - Kath Jones</td>
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<thead>
<tr>
<th>TPM0284</th>
<th>Matters Arising</th>
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<td>Page 1</td>
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<td></td>
<td>Identity badges – All name badges have now been produced for the Tenant Panel members. CJ to issue NC a new photographic identity badge and named badges for JC and JP.</td>
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<td>CJ</td>
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</table>
Tenant Profiling – In excess of 1100 forms have now been returned which equals around 40% of our tenants. RB has requested that when any of the TP members liaise with their neighbours, to mention the importance of returning the forms. All agreed.

Page 2

Tenant Testimonials – Testimonial received from DI describing what it’s like to be on the Tenant Panel. Agreed that this should be a regular feature in the Newsletter, 1 testimonial per edition.

Social Events – Drink tokens to be issued, 2 per person. MW has organized the entertainment. Panel members to be active during the evening and AM to award the Garden and Golf prizes. JC expressed that he would like next year’s social evening to be in a central location, to be fair on all Tenant Panel members.

TPM0275 – No observers invited to Tenant Panel meeting due to timing and sensitivity of meeting. Observers have been invited to next meeting, which is to be held in December.

Page 3

TPM0276 – CJ circulated list of training options and advised the group to inform her if they wish to attend any. It was explained to the group that unless there was an increase of resources, nothing could change. RB explained that he was looking at what other budgets would be available. CJ explained that she had been awarded a free place at TPAS conference. MR, Clare Jones, and PW to attend.

TPM0277 - Property Services – Article for placements to join focus groups will be placed in the newsletter, aimed at over 18s, as work experience.

Page 4

Lounge access – BM awaiting response. Letter received from Stuart Thomas explaining that there will be a service charge to cover the costs if they want the doors. BM and PD are looking into this.

Page 5

Golf Competition – AM reported that it was a successful day and that they had a good reception. Robin Staines from Carmarthenshire County Council won and Mike Nicholls (contractor) and Nigel Phillips (Maes Mwldan) were joint second. CJ reported that there were fewer tenants in the golf competition this year. Next year, as the shield trophy would be full after 10 years of the golf competition being held, CJ suggested that the panel look at another approach such as players other than tenants paying their own green fees and doing something for charity.

Performance Matters – RB needs to bring more information behind figures to Tenants’ Panel.

Conference Funds – All agreed to £10 per head to be paid. MW to drive
and take the other members to TPAS conference. Tenants were paid for previous conference.

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<tr>
<th>TPM0285</th>
<th>Links with Board</th>
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<tbody>
<tr>
<td>KJ reported on last Board meeting and informed the group that dates of the Panel meetings need to be given well in advance to the Board so that Board Members have the option to attend. MW passed thanks back to Board.</td>
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<tr>
<td>KJ reported that the Board members were informed of the Social Event.</td>
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<td>MW circulated an email he had received from PD to the group. MW expressed view that transparency and commitment will help with future work. The review of tenant representation at the board is to begin soon and PD believes that it would be February/March 2013 before it's resolved. MW to await response from PD by next meeting regarding starting this procedure now to be guided by the consultants later.</td>
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<tr>
<td>DI suggested that another Tenant Panel member should attend Board meeting in the meantime. MW agreed and highlighted that it would be as an observer, not a member. MW explained to group that TG was a Panel Representative not a Board member. KJ disagreed with this as she had no knowledge that TG was not a Board Member. MW explained that TG was supposed to step down at AGM however he still remains on Board. Concerns have been raised. PD to review situation and decision to be given to CJ or RB to report back to Panel.</td>
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<tr>
<th>TPM0286</th>
<th>Reports from Sub Committees/ Tenant Groups</th>
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<tr>
<td>Anti-Social Behaviour Group</td>
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<td>DI explained standards are to be reported to the Board. RB reported that FHA are awaiting feedback from Welsh Government and that Stuart Middleton (Housing Officer) is chasing them. Also, RB is contacting Newydd regarding action plan.</td>
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<tr>
<td>Housing Management Tenant Group</td>
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<tr>
<td>As there was no nominated chair, MW took the chair for the meeting. CJ reported she had received a lot of calls re: the profiling exercise and a plan is being developed for the remaining 1600.</td>
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<td>After a discussion on the pet policy RB concluded an outline of options are being put together and progress can then be made soon. Once again the issue of ‘closed waiting lists’ was brought forward with RB pointing out more raising of awareness.</td>
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<td>The meeting agreed the Performance Report Card was a good way forward.</td>
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<td>Allocations and the HARA were discussed and it was noted once again the comments on the lack of evidence, although he satisfaction levels were good.</td>
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<td>A discussion took place regarding Welfare reform.</td>
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The HARA action plan timetable was questioned and RB reported the action plane was waiting for WG to sign.

The position of chair will be held on a rolling basis.

**Local Tenant Participation Strategy Steering Group**

CJ welcomed PW to group and explained that the group went through the action plan and gave updates on how they were doing. CJ reported that most actions were on schedule and that a sub-group will be set up to look at options for tenant involvement/open days.

PW requested the possibility of further training and he will meet with CJ to discuss this.

Also PWs written report on the meeting has been noted and will be available in the file for members to view if requested.

**Property Services Tenant Group**

A meeting was held with Gareth Jones (surveyor) JH, MW, and DD regarding maintaining appointments for Reactive Repairs meetings. This was most productive and a list of dates has now been given to JH.

A short list of areas for future tenants over 18 to get involved with discussion groups was given by DD.

It was noted the HARA Regulators are looking for FHA to do more on reducing the length of time for voids, DD has set up a team to address the problem.

DD suggested KJ could visit Westwards to look at their tracking and schedule system. KJ to ask for the same presentation for the next workstream meetings.

DI and NC raised issues that had appeared at Philadelphia Court re: boiler ventilation and pipe lagging, DD to speak to Westwards about getting Warmplan to return to complete the works satisfactorily.

A discussion took place regarding the standardization of installing carbon monoxide alarms into properties. Proposal to go to PSTG to look into at installing carbon monoxide alarms. JH seconded this. MW to ask Westwards to attend PSTG meeting.

MW stated that after a discussion with DD he would be stepping down in accordance with the terms of office.

If no member came forward as chair, MW would consider, after a discussion with DD, a further term.

**Hazel Court**

The residents of Hazel Court are greatly dismayed re: the automatic door openers for the residents' lounges as stated in previous reports.

A letter has been received from Stuart Thomas stating that if this
propose d were to go ahead a charge of £0.40p per week per flat would be imposed, further discussions are to go ahead to resolve this unfortunate matter.

The HARA pointed out a lack of communication from FHA to tenants. We would like to point out we have been waiting three years for the handrails in block two to be treated for lime scale build up, for two years tenants have been plagued by mopeds racing through the car park at all hours.

For 18 months trees have been growing out of the guttering behind block three.

Although all these points have been reported regularly there has been no communication giving and action plane and timescales.

Over the festive season a number of events have been planned.

### ASB

As the last meeting was cancelled it was decided to present the standards to the Board of Management ready to send to the WG.

Efficiency cuts in Local Authority Policing have lead to a reduction in partnership working and information sharing.

New work standards are coming into place for next year so meetings will be held monthly to monitor this and get timescales to work to.

### Secretary’s Report

KJ reported that Sandra had resigned and KJ had thanked her for all her work. JC thanked the panel for their get well card he had received.

### Treasurer’s Report

AM gave an update on the accounts to date 21.09.12 – 26.10.12.

Expenses were up on golf and expenses have been paid to Panel members for forthcoming conference.

Bank statement balance is £1502.21

### Monthly Draw

Winner – Mrs B, Stradey, Llanelli - £50

### Any other business

RR reported that the local health authorities are holding events regarding changes which will affect everyone. He distributed some booklets and leaflet. JC reported that he had attended one in Cardigan.

Tenant Handbook – CJ informed the group that this is now due for review. RR was involved in the review in 2009. Panel agreed that tenants who were not on Panel should get involved and also a few Panel
members too, depending on how many interested. CJ to recruit new
tenants but DI and Clare Jones interested, if they are needed. This to be
reported to the next tenant panel meeting.

Dates, times and location of TP meetings – CJ reported that no meetings
for 2013 had been booked as of yet. RR recommended that the Panel
focus on recruitment drive before changing location of meetings. JC
disagreed with this. Discussion then took place on the advantages of
changing location of meeting. MW stated that the Panel should be
prepared to move location and possibly times, perhaps holding a meeting
in Cardigan or Carmarthan. This could also increase the interest.

Video Conferencing – Hazel Court currently in processes of installing
equipment for this to be an option for holding meetings and increasing
the interest.

CJ reported that a map of stock is currently been drawn up with DD. A
discussion then took place regarding using technology to reach out to
potential new members.

CJ and MW to look into alternative venues.

Scrutiny Group – RB to collate information from Tenant Panel Away Day
and report back at next meeting.

MW thanked the Panel for their time today and for all their effort both
during the morning session to discuss the Scrutiny Panel and the
subsequent Tenant Panel meeting in the afternoon.

<table>
<thead>
<tr>
<th>TPM0291</th>
<th>Date and Time of next meeting</th>
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<tr>
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<td>Wednesday 5 December 2012 at 1.00pm at Hazel Court.</td>
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