

Tenants' and Leaseholders' Panel Meeting 19th August 2009

Present:

Nick Westlake (NW) Chair	Michael Marsh (MM)
Herbie Barlow (HBa)	Derek Sullivan (DS)
Sheila Lambourne (SL) Vice Chair	Chick Lavender (CL) Treasurer
Barbara McMinnies (BM) Secretary	Robert Gristwood (RG)
Bob Begbie (BB)	Muriel Rawsthorne (MR)
Marcella Begbie (MB)	Ian MacDonald (IM)
George McMinnies (GM)	John Stevens (JS)
Neville Campling (NC)	Bill Potts (BP)
	Margery Franklin
	Shelagh Pile (SP)

Staff:

Linda Wells (LW) - Housing and Community Director
Steph Verstraeten (SV) - Resident Involvement and Policy Officer
Emma Martin (EM) - Resident Involvement Assistant

Observers: Margaret Firth, Tim Rawsthorne, Sue Cleaver,, Michael Skinner

Apologies: Phil Jones (PJ)

1.0 Introductions, apologies and correspondence:

1.1 NW welcomed everyone to the meeting and introduced SV. SV gave some background information on her experience and her new role at Bracknell Forest Homes.

1.2 BM said there was no correspondence.

2.0 Agree and sign the minutes:

2.1 The action table was discussed.

2.2 BM said that Martin Thomas would like to have attended to answer queries that were brought up by Panel members at the last meeting (ref 3.4,5 and 6). BM suggested all questions be put together and emailed to EM. This can then be passed on to Martin Thomas to answer at the next meeting as an item on the agenda. **BM/
EM/
MT**

2.3 BM proposed the minutes and BB seconded. The minutes were agreed and signed.

Linda Wells BFH Update

3.1 LW spoke of the Oakwood Youth event that was held on the 4th August. Oakwood is an outdoor activity centre in Wokingham. Sovereign Housing donated £200 to put towards the cost of the event and Mitie paid for the cost of the packed lunches. The day was a big success and there was very positive feedback from the children. A second Oakwood event is planned for the 25th August 09.

3.2 An event is being planned for ages 12 to 16 including community activities such as bulb and tree planting to encourage teens to look after the environment and a reward of cinema tickets, coral reef tickets or a visit to Oakwood, etc will be given to those who attend.

3.3 On the 11th August all 11 sheltered schemes had open days to raise interest in sheltered accommodation. Over 100 visitors attended the schemes including deputy mayor Cllr Ian Leake who also made a donation to the craft club at Dennis Pilcher House, Hermans Water.

- 3.4 | LW introduced the "Planning for our future" Project for Sheltered Housing. The aim of the project is to develop a vision for Sheltered accommodation and services for the future. It was agreed that a series of focus groups would be put together to consult with customers to obtain their views. This would include discussions with the SSRA and coffee mornings at the schemes.
- 3.5 The TSA visited on the 21st to 23rd July and the informal feedback received has been very positive. The TSA were given a tour of the estates so that they could see some of the improvements being made. Bracknell Forest Homes will receive a letter from the TSA which will detail the outcomes of the visit. This will be presented to the Board and then brought to the Panel.
- 3.6 A training programme for customers is being developed at the moment with SV. This will be brought to the T&LP for agreement.
- 3.7 The Estate Services policy was agreed by the Board in July and this is now in place.
- 3.8 Kwest will be undertaking our status surveys which will include questions about service delivery and customer involvement. This will be conducted in October. HB said instead of hiring consultants it would have been more cost effective to consult with the Housing Sounding Board. LW explained that the method for the status survey was set by our regulators and HB suggestion would not comply.
- 3.9 RG asked about the progress on the Housing Officers changing roles. LW said details of the change will be put on a flyer and sent out to customers, it will also be publicised on the website. Due to start 1st Sept 09. Copy to be circulated to T&LP with minutes.
- 3.10 RG asked how the implementation of Northgate was progressing. LW said it is due to go live in November is on schedule. It was a huge task and takes a long time to implement.
- 4.0 Linda Wells Promises Paper and Key Performance Indicators (KPIs)
- 4.1 LW explained the promises document and it was proposed that this should be brought to the Panel every quarter. The Panel agreed. LW said that this document was praised by the TSA.
- 4.2 IM asked why the Council need to know about changes to the tenancy agreement. LW said this is a requirement of the transfer agreement intended as a safe guard for customers. So Bracknell Forest Homes cannot make changes without agreement.
- 4.3 If anyone has any queries regarding the promises document please contact BM who will pass questions onto EM.
- 4.4 BM suggested that the KPIs document be in colour as it is much easier to understand at a glance.
- 4.5 LW explained the KPIs document and report, the traffic light system and how the figures work with the arrow indicators.
- 4.6 It was agreed these documents will also be brought to the Panel every quarter along with the promises document.
- 5.0 Shareholding Membership:
- 5.1 MR said that she felt because the delivery of Spotlight was late, the deadline given for the shareholding membership applications was unfair and that there was not enough time for customers to apply. MR said a leaflet should have been sent out instead.
- 5.2 BM said a leaflet should be produced and put in reception. TR said membership should be offered with a tenancy agreement. LW agreed that that this would be done and that the

leaflet could be sent out to all tenants in a future mailing.

5.3 MB said that Spotlight is not being delivered to individual homes in the sheltered schemes but being left in piles in communal areas. CL said he was unaware that Spotlight would be delivered by post and the delivery time took between 3 and 7 days. CL agreed with MR that the shareholding membership should have been separate.

5.4 MR said that she also received her neighbours rent statement. LW took notes on the comments that Panel members made.

LW

6.0 Chick Lavender Tenant and Leaseholder Panel Grant

6.1 CL asked if there was any further progress with the Panel grant. EM said she had requested it and the cheque is in the post.

7.0 Feedback From Other Meetings

7.1 IM had handed out a document to the Panel members which gave details of what happened at the last Customer Involvement Group. Wayne Hainsworth, Anti-Social Behaviour consultant attended the meeting. The annual report, major works inspections update and voids update were discussed. June King Rents Team Leader for the new housing management IT system attended and asked customers for their opinions on the appearance of rent statements and how they could be changed.

7.2 MM said the leaseholder's handbook is currently ahead of schedule. The leaseholder survey has been sent out and replies are still coming in. MM will report the results to the Panel when they have been analysed.

7.3 BB and MB said the SSRA do not have an August meeting,

7.4 MR attended the Bracknell Forest Council access advisory panel. The panel were given a presentation on taxi services in Bracknell.

7.5 CL and SL attended Reading Borough Council's National Conversation. Bracknell Forest Homes will be holding their National Conversation on the 25th August at midday. Lunch and refreshments will be provided.

7.6 CL, SL and MR recently attended the TPAS conference. SL said the weekend was very hectic but very rewarding and a lot was learnt about how other housing associations are progressing. Anyone can attend these events. CL suggested publicising the events to the Panel.

SV

8.0 Referrals and Any Other Business:

8.1 BM asked if the results from the Tenant and Leaseholder Panel elections could be publicised, as it has not been formally announced. LW said the next edition of Spotlight will have photos and telephone numbers for each of the representatives of the Panel. SV will follow this up.

SV

8.2 MM has been invited to attend a presentation and visit to the new Longshot Lane Waste Management Park. If anyone would like to attend, please contact MM. It will be held on the 7th September from 6pm to 7:30pm.

8.3 RG asked if the old mailboxes for customers to contact their Panel representatives could be re-introduced. TR said the new contact details in Spotlight would supersede this. A vote was cast whether to re-introduced the boxes. 1 For, 10 Against, 2 Abstain.

- 8.4 It was suggested to put the Panel minutes on the notice board in reception for customers to view when visiting Berkshire Court. SP mentioned that unfortunately, Cllr Browne had recently passed away.
- 8.5 RG asked if adaptations are worked on with the council and who is the money controlled by. LW confirmed the money is controlled by Bracknell Forest Homes and we do work with the Council on cases for aids and adaptations. CL asked if the back-log for adaptations had been cleared. LW said the initial backlog had been cleared but new backlog has built up due to increasing demand.

Actions Table

Date of meeting	Issue	Action	Progress	Lead
20/11/08	TR was questioning that there is no money available at present for major structural repairs.	TR has taken this up with LW.	Ongoing - 19/08/09 -MR will take the lead on this point from TR. MR will contact LW.	MR
17/06/09	Review the Compact	JF to conduct review.	Ongoing - 19/08/09 JF returned on the 17 th August and will work with SV and compact group.	JF and SV
15/07/09	CL spoke of a landscaping issue in Harmans Water that has not yet been resolved. Ref 10634.	LW will follow this up.	Ongoing -19/08/09	LW
15/07/09	It was asked what happens if a call regarding landscaping comes in to Bracknell Forest Homes but it is the property of the Council. Do Bracknell Forest Homes pass the details to Bracknell Forest Council?	SP will follow this up	Ongoing -19/08/09	SP
19/08/09	BB said the weekend call service at the sheltered schemes is not always working as some residents require visits.	BB will take this to the next SSRA meeting and report back to the Panel.	Ongoing -19/08/09	BB