

**Tenants' and Leaseholders' Panel Meeting**  
**15<sup>th</sup> July 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)	

**Staff:**

Justine Thompson (JT) – Head of Policy and Community Involvement  
 Amber Pullin (AP) – Interim Resident Involvement Officer  
 Emma Martin (EM) – Resident Involvement Assistant  
 Caroline Titley (CT) – Chief Executive  
 Tom Jones (TJ) – Performance and Compliance Manager

**Observers:** Margaret Firth, Tim Rawsthorne, Sue Cleaver, John Stevens

**Apologies:** Linda Wells (LW), Bill Potts (BP), Phil Jones (PJ), Shelagh Pile (SP),  
 Neville Campling (NC)

1.0	<u>Introductions, apologies and correspondence:</u>	
1.1	NW welcomed everyone to the meeting. BM read the list of apologies and there were no correspondence.	
2.0	<u>Agree and sign the minutes:</u>	
2.1	HBa asked whether his amendment had been made to the previous minutes. NW confirmed it had and they had been signed.	
2.2	HBa asked if 8.2 could be amended from “invite” to “invitation”. EM to amend this.	<b>EM</b>
2.3	NW will sign the minutes once this amendment has been made.	<b>NW</b>
3.0	<u>Caroline Titley BFH Update and TSA Update</u>	
3.1	TJ introduced himself to the Panel and explained about his role and his reason for attending the meeting.	
3.2	TJ gave a brief update about the landscaping department. Four new mowers have been purchased, calls regarding landscaping have significantly reduced, and trees are one of the biggest problems that the landscaping team must deal with. The works programme will put on communal notice boards to detail when grass will be cut, etc. New legislation means that herbicides can no longer be used to control weeds. Bracknell Forest Homes are currently looking into an alternative solution.	
3.3	So far, there are two outstanding complaints that need to be addressed and 4 compliments have been received this month regarding the landscaping service.	
3.4	HBa said his grass had not been cut for quite some time. BB said residents at the SSRA meeting earlier that day had complimented the landscaping team. IM mentioned that the Bracknell Forest Homes landscaping uniforms were very similar to the Bracknell Forest Council landscaping uniforms. IM also mentioned areas that require landscaping attention in Great Hollands, RG also mentioned areas of Priestwood.	

3.5	CL spoke of his issue from the last minutes. MR said that the landscaping team job list must be out of date, as the team came to her property to do some work and it was not required.	TJ	
3.6	NW said the works programme could also be put online. NW suggested a customer landscaping committee. SL mentioned an area of bushes in Drovers Way that needed cutting back. TJ took notes on these comments.		
3.7	CT gave an update on the general progress of Bracknell Forest Homes. BM and NW attended interviews last week to meet companies who will be conducting customer satisfaction surveys.		
3.8	A new Property Services Manager has been appointed, Sophie Ballard. A five year painting programme has been put together for properties across the borough.		
3.9	Bracknell Forest Homes and Bracknell Forest Council have pooled resources to help create new car parking spaces.		
3.10	The Estate Action Day took place in Harmans Water on 25 <sup>th</sup> June. The day was a big success with partners such as MEARs, Tesco and Thames Valley Police taking part. Along with the NEAT, Bracknell Forest Homes staff and tenants and leaseholders. The mayor and mayoress also attended. Bracknell Forest Homes are hoping to carry out a similar event on other estates.		
3.11	The Asset Management Strategy about how Bracknell Forest Homes manages properties will be brought to the Panel at a later date.		
3.12	Staff sickness levels are down; managers have received training on how to deal with this. Repairs completed on time are on target and void properties are being turned around within their target. Rent arrears need to be worked on. Priorities set by the Board are also of key importance.		
3.13	The TSA will be visiting between 21 <sup>st</sup> July and 23 <sup>rd</sup> July to see how well Bracknell Forest Homes have progressed since transfer. Finances, governance and quality of services will be their top three priorities. The TSA have already attended the June Board meeting.		
3.14	CT spoke of training for the Board, for staff and for residents. CT said that feedback is always welcome and extremely valuable, it needs to be constructive and the outcome will be positive for all parties involved.		
3.15	BM said how more customers should be involved in recruitment of the new customer involvement officer. JT said the interviews had already taken place and a job offer had been sent. Only two people applied for the position. SL said she was unaware that the customer involvement officer role had been advertised and interviews had concluded. JT said this was mentioned at the last meeting and was minuted. JT is very satisfied that the person who will be taking on the role is the right person for the job.		
3.16	RG asked why we would be going into partnership with another Housing Association to create new developments. CT said it would enable Bracknell Forest Homes to develop new homes quicker and hopefully the new partner can be announced at the July Board.		CT
3.17	TR said how he felt the stock surveys were incorrect and how he has had problems with his kitchen refurbishment. CT will discuss this with Mike Jones.		
3.18	HBa asked if new developments will go beyond the borough. CT said it would be a Board decision.		

4.0	<u>Justine Thompson Estate Services, Insight Strategy and Customer Involvement Impact Assessment:</u>	
4.1	The estate services document, services for older and disabled customers, estate walkabouts, the customer involvement impact assessment and the insight strategy were discussed page by page. The Panel as a whole felt that certain terms should be made clearer and no jargon should be used to make the document easier to understand, spelling corrections and amendments will be made by JT. More consistency is needed in the customer involvement impact assessment, particularly with value for money and staff and residents time.	JT
4.2	BM said she would be going out with other customers in her area who cannot attend the walkabouts so they can raise issues and BM would be able to bring these to the Bracknell Forest Homes meeting. NW said that it would be a good idea to use the Panel reps to discuss the timings of meetings. EM said that the timings of meetings always change, and can be in the morning, afternoon or evening. The venue also needs consideration, as most community centres have classes and timetables that need to be followed. EM will contact Panel reps at the next round of estate walkabouts in October to obtain their views.	
5.0	<u>Chick Lavender Treasurers Report:</u>	
5.1	CL said he had received the invoices from JJM for the taxi journeys from March to June.	
5.2	CL also said that the £500 grant had not yet been received. JT will look into this.	JT
6.0	<u>Tenants Handbook:</u>	
6.1	BM said she was happy with the Tenants Handbook, the Panel agreed. John Stevens said how he thought the CD version was very useful.	
7.0	<u>Feedback from other meetings:</u>	
7.1	<u>Leaseholders</u> <ul style="list-style-type: none"> <li>• Leaseholders Handbook now has a dedicated group working on the content.</li> <li>• A leaseholder survey has been sent out to try and gauge the times and subjects that customers are most interested in, to try and increase attendance.</li> </ul>	
7.2	<u>Customer Involvement Group</u> The meeting will be held on Tuesday 21 <sup>st</sup> July.	
7.3	<u>SSRA</u> <ul style="list-style-type: none"> <li>• A good well attended meeting with several issues resolved on the scheme issues list. The highlight being tenders are out for new washing machines and tumble dryers for all schemes. This has been a long drawn out issue.</li> <li>• Many suggestions were passed on to TJ concerning the draft Rechargeable Repairs Policy. Individual schemes had their own meetings to discuss how rechargeable repairs may affect sheltered schemes in the future.</li> </ul>	
7.4	CL mentioned the Strategic Housing Meeting.	
8.0	<u>Referrals and Any Other Business:</u>	
8.1	CT mentioned how Housing Officers will be changing roles which will help to provide a better service for customers; this will be effective from the 1 <sup>st</sup> September.	

8.2	AP said the 2 <sup>nd</sup> stage of the National Conversation will be taking place. CL and SL would like to be a part of this.	
8.3	RG asked if there was a possible date for the start of new developments. CT said the partnership should happen sometime in September/October.	

### Actions Table

<b>Date of meeting</b>	<b>Issue</b>	<b>Action</b>	<b>Progress</b>	<b>Lead</b>
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.	17/06/09 – <b>MR will take the lead on this point from TR. MR will contact LW.</b>	MR
29/10/08	SP discussed a T.V. aerial issue at Dennis Pilcher House.	LW said this will be RACE communications and as previously mentioned their contract is being reviewed.	Ongoing – 15/07/09 <b>Mike Jones is unravelling the arrangement between the Council and RACE.</b>	BM will liaise with Mike Jones.
15/05/09	IM asked about brick wall structures throughout Great Hollands	IM to liaise with LW	Ongoing - 15/07/09 <b>IM to provide details to LW.</b>	IM
17/06/09	Review the Compact	JF to conduct review.	Ongoing – 15/07/09	JF
15/07/09	CL spoke of a landscaping issue in Harmans Water that has not yet been resolved. Ref 10634.	TJ will follow this up.	Ongoing – 15/07/09	TJ
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?	TJ will follow this up	Ongoing – 15/07/09	TJ