

- 3.3 TR asked if all parking issues had been removed from the list. RE said all parking issues are on a separate spreadsheet as we would need to work with other agencies to get the problems resolved.
- 3.4 TR mentioned that due to new developments, roads are becoming busier and this creates more parking problems. There is the possibility of these developers funding some of the parking issues Bracknell Forest has.
HBA said how he thought if the property is not Bracknell Forest Homes, money should not be spent on it. SLI said if Bracknell Forest Homes are discussing issues with the council it may be worth discussing them with leaseholders too for their input.
- 3.5 NW asked if the council have a strategic plan for the parking problems in the borough. CT said it should be put on the agenda for the next meeting for discussion.
- 3.6 NW asked when the parking issues are due to be dealt with. BM suggested putting this query on the agenda for Linda Wells to discuss in the Bracknell Forest Homes update.
- 3.7 BP said he would be attending a meeting regarding better use of the parking spaces at Point Royal. There are 101 flats and only 89 spaces.
- 3.8 NW asked if prices on the estate improvement list are tendered or if they calculated in house. RE said they are tendered. CL said he would like more detail about the prices. RG asked who would own the new parking spaces. RE said it would depend on whose land the parking lies.

Bracknell Forest Homes update from Caroline Titley:

- 4.1 CT discussed the Promises document which would be handed out after the meeting had come to an end. A new learning and development policy would be introduced for staff, board members and key customers.
The Board had also recently agreed a policy for the independent board member election process. The housing management system would be implemented in March this year and Bracknell Forest Homes have recruited a very experienced project director (Brian Soffe) who has already used the new system "Northgate". Bracknell Forest Homes is now recruiting staff for secondment to help on the project team.
- 4.2 Corporate plan meetings had recently occurred to discuss with staff, board members and customers about "where we are as an organisation." The response from everyone was very positive. NW was very impressed and found it comforting that staff felt the same way he did. BM agreed, it was good everyone was thinking the same.
- 4.3 CT mentioned how we need better ways to get customers thoughts and feelings. Other organisations use outside companies to achieve this. Customers will be involved in the interviews for these companies. RG suggested a comments box on the website where people can submit their thoughts.
- 4.4 TR asked CT where she thought Bracknell Forest Homes was on a graph of change. CT mentioned that staff thought we were a "fair" organisation and we want staff with a can-do attitude to improve the service we give customers. CT thought Bracknell Forest Homes is definitely on the rise. CL agreed, and mentioned he had been on a course recently and with some aspects of our service we are well above the rest.
- 4.5 IM said he had recently spoken with some tenants in Great Hollands who are on the Housing Sounding Board who had not yet received their vouchers for filling in the questionnaire. RE apologised for the delay but they have been ordered and will be distributed as soon as they arrive with an explanation and an apology for the delay.
- 4.6 CT also said that the Code of Accountability response letter has been sent and there are copies of the letter if anyone would like to see it.

Martin Thomas "The future of repairs":

- 5.1 MT introduced himself and went on to say how he would like to see not only customers be involved in how we run the repairs and maintenance (R+M) service but also staff. The quality of service R+M give is vital, if a customer meets a member of staff, it is more than likely they will be a member of staff from R+M. The new IT system Northgate will be a step forward and make vast improvements to the service.
- 5.2 A service improvement plan has been put together, to enable staff to contribute to the service.
1) Staff identified the same problems that customers had mentioned e.g. lack of tools, etc.
2) Staff identified that appointments were not always kept due to IT complications, etc.
3) Staff have the commitment and attitude to change the service for the better.
- 5.3 Void performance is on the rise, a new range of processes have been introduced and better use of contractors have seen void properties being re-let from 40 days to 16 days. Grounds Maintenance are responsible for almost 800,000sq metres of grass. Leasing new machines and hiring seasonal staff will see more cuts per estate this year.
- 5.4 MT said how R+M will be using technology to their advantage, by looking into giving all tradesmen blackberry devices. This enables the staff to retrieve job information and appointments electronically before they leave home, so they do not have to come into the office to collect paperwork. NW said it all looks promising and looks forward to inviting MT back later on this year.

Chick Lavender TSA information:

- 6.1 CL said that he and MM had recently attended a TSA meeting regarding "the national conversation". CL would like to hold a coffee morning or an evening meeting within the next month or so to discuss some of the issues that were raised.

Feedback from other meetings:

- 7.1 MM had no feedback from the last leaseholder meeting. BB said the last meeting of the SSRA was held on the 21st January and CT had attended. The scheme issues list (action list) was 40% complete and 60% incomplete. Residents were made aware of the "Ending your Tenancy" paragraph regarding joint tenancy.

Any Other Business:

- 8.1 CL had a query regarding the customer involvement budget for agency staff to input data from the tenant census. CL brought this up with JT after the meeting and will keep the Panel updated. MM asked when the next resident inspectors report will be produced. RE said it would be available to view in September.
- 8.2 RG asked if Bracknell Forest Homes have a translator or an interpreter. Some members of staff are fluent in alternative languages and we have a housing officer who is confident with sign language.
- 8.3 DS would like to be informed if there will be another meeting on the 2nd floor at Berkshire Court as there is no hearing loop. JT said there will not be any other meetings on the 2nd floor. SL would like to thank CT and MT for their updates at the meeting.
- 8.4 BM said IM would like to be the co-opted member for Great Hollands on the tenant and leaseholder panel. BM nominated and CL seconded. CL said he has written an article about co-option for the next edition of Spotlight.

Actions

Date of meeting	Issue	Action	Progress
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.	TR will contact LW. 11/02/09 - There has been no contact from TR as yet.
29/10/08	Resident Inspectors to attend a meeting on the 12 th Nov, to discuss the outcome of the inspection at Berkshire Court.	LW advised that as soon as the report was approved it would be passed to the Tenant and leaseholder Panel to look through.	Ongoing – 11/02/09 11/02/09 - Martin Thomas will be attending to discuss.
29/10/08	SP said Simon Hendy from BFC would like to attend a Panel meeting.	RE to invite Simon Hendy to next meeting.	Ongoing – 11/02/09 11/02/09 - Simon Hendy will be attending in March – Housing Strategy & April – CBL
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 – 11/02/09 11/02/09 - Mike Jones is unravelling the arrangement between the Council and RACE. There is a lot of work to be done to establish information on aerial systems across the borough. Customers will be involved in the review and we will update when there is further information available.
29/10/08	The Panel discussed the TPAS Landlords Accreditation proposal.	NW concluded it was too expensive and it is not urgent, so will be discussed at a later date.	Ongoing – 11/02/09 11/02/09 - CL suggested keeping this issue on the actions list for now.