

- 2.2 SP was concerned that customers receive help due to the amount of pages in some of the benefit forms when claiming benefits. LW confirmed they do, through Pal Sandhu and Harpal Ghataora, benefits advisors.
- 2.3 SLI asked about the different ways we advertise our Citizens Advice Bureau (CAB) sessions. LW explained.
HB asked if the CAB staff could cope with the volume of customers that we refer to them. LW said Bracknell Forest Homes not only refers customers to the CAB, but also CAP and the national debt line. CL mentioned that a piece about the national debt line will be run in the next edition of Spotlight.
- 2.4 RG wanted to make sure rent arrears letters are out sent after four weeks, so tenants are aware they are in arrears. LW said letters are sent out sooner than four weeks, so that tenants know straight away if a payment has not been made. RG also asked the policy for when customers go on holiday. LW said customers should be paying their rent in advance if they know they are going on holiday and may miss a payment.
- 2.5 RE asked if anyone had any comments concerning the "Getting access to your information" text. Some spelling errors were identified. SP asked if anyone is entitled to gain this information on tenants or leaseholders. LW said we must have permission from the individual to pass on anything. DS asked if it is ok to receive the information from a third party. SLI said it is ok, LW said she would look into it, and a lot of the information we have now has been updated due to the tenant census.
- 2.6 PJ asked about the £10 charge to gain the information. JT said it is not set, but we will include some guidance on this.
- 2.7 The "Ending Your Tenancy" document was discussed.
RG asked where the £100 incentive comes from. LW said from the budget, it is cheaper to offer an incentive of £100 than it is to pay the cost for the removal of possessions and cleaning of the property if it is left in a bad condition.
- 2.8 MB was concerned that customers may not be aware of the joint tenancy implications. JT said that this is the law. MB said it needs to be publicised more, she will mention it at the SSRA meeting tomorrow.
- 2.9 PJ and SLI said the acronyms NICEIC need to be made clearer, along with the phrase "capped off". NW asked if there is a right to appeal against a decision made by Bracknell Forest Homes. LW said customers have the right to disagree and can write to Bracknell Forest Homes. NW thought this should be included in the document.
- 2.10 NW asked if it is necessary to have all items cleared from a home even if the incoming tenant would like to keep something. LW said there is scope for this and we need to strike a balance with the outgoing and incoming tenants. This concern was also mentioned in conjunction with gardens. The "Handing in your keys" paragraph needed to be made clearer.
- 2.11 BB asked if property fittings are recorded. LW confirmed they are.
PJ asked if a surveyor could go in to assess the property. LW said we have inspectors go round a property before the current tenant vacates.
- 2.12 RE explained the "Estate Improvements" document and asked for feedback at the next meeting. TR wanted price guidelines included. CL said some issues are missing and will speak to RE after the meeting. HB spoke of land ownership. LW said this is being taken into account.
- 2.13 The pilot schemes major works customer group was discussed, PJ and HB are currently on the group and SLA volunteered.
- Bracknell Forest Homes Update from Linda Wells:
- 3.1 LW said Bracknell Forest Homes is working with the Council to try and raise interest in sheltered accommodation at the moment. Letters and questionnaires have been sent out to older residents on the transfer list.

- 3.2 The TSA has replaced the Housing Corporation, and a representative came to Berkshire Court today and gave some very positive feedback. The Board agreed a new IT system at December's meeting and decided to go with a system called "Northgate". The system will be installed over the next 2 years starting in March.
- 3.3 The NEAT have had a positive impact, working alongside the Council. The Handyperson service has received lots of positive feedback.
- 3.4 Martin Thomas is the new Head of Repairs and Maintenance. It was suggested to invite him along to February's Tenant and Leaseholder Panel meeting.
- 3.5 Everyone should have received an invitation to a stakeholder event on the 3rd February starting at 7pm.

Chick Lavender Treasurers report:

- 4.1 CL has put in an application for the 2nd part of the grant. CL explained the last few payments for JJM taxis. RG asked about the transactions for August as they were not included. CL said nothing had to be paid for. NW proposed and MR seconded the report.

Update on what we can claim on expenses:

- 5.1 Now Panel members can claim up to 50% of their broadband costs back from Bracknell Forest Homes since 11th February 2008. BP thought this was very generous. SLI said it may be worth setting up some restrictions, so people cannot take advantage. BM asked if she can claim due to her internet being set up through her landline. JT will include some guidance on this.
- 5.2 It was suggested putting the BFLA account together with the Panel so all the accounts were in one place. LW suggested speaking to other members of the BFLA first. MM said a treasurer will be appointed for the BFLA very soon.
- 5.3 CL gave a PowerPoint presentation about the National Tenants Voice. CL had recently been on a training session regarding this topic.

Feedback from other meetings:

- 6.1 The SSRA meeting would not be until 21st January and the BFLA will also be on this date.

Any Other Business:

- 7.1 RG asked about the membership policy. BM said it has been tweaked and signed off by the Board. So it will be ready for the next AGM.
- 7.2 BP said Spotlight received some very good feedback at the Easthampstead and Wildridings Estate meetings.
- 7.3 MB wanted to say thank you to EM and RE for arranging for rubbish to be removed from Binfield House within 24 hours of the problem being reported.
- 7.4 SP asked about clamping and untaxed vehicles. LW said we liaise with the DVLA when there are illegally parked cars on private land. It was said that a tenant had a problem and spoke with Martin Thomas who worked very quickly and efficiently to get the issue resolved.
- 7.5 MM said he had recently been voted in as Chair of the Customer Involvement Group and Sla has become Vice-chair. MM said the BFLA are always looking for more attendees.
- 7.6 LW said DS is standing down as tenant board member, and new elections will be put in place. TPAS usually facilitate an awareness session, but LW suggested speaking to Brenda Infantay as she has been working closely with the Board recently.

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. There has been no contact from TR as yet.
20/01/09	DS asked what the fundamental differences were between the Customer Involvement Group and the Tenant and Leaseholder Panel.	This has been passed to JT.	JT will contact DS with information. RE has contacted DS with information on 26/01/09
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 – 20/01/09 Martin Thomas will be attending to discuss.
29/10/08	Windows at Dennis Pilcher House have still not been done.	LW will pass this onto surveyors.	LW has passed to surveyors and contacted BB and MB. Julie Rose has confirmed the order has been placed for the windows to be completed. Ongoing – 20/01/09 EM spoken with scheme manager, Anglian to come in week commencing 9th Feb. Not done before, due to bad weather conditions.
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 – 20/01/09 Simon Hendy will be attending in March – Housing Strategy & April - CBL
29/10/08	SP discussed a constituent who was nominated for a property in July, and has only just been able to move in.	NW suggested the Panel looking into the nominations process and policies and procedures for this.	Ongoing - 20/01/09
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 – 20/01/09 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 – 20/01/09 CL suggested keeping this issue on the actions list for now.
20/01/09	RG asked about the Shareholding membership policy.	As soon as it is available Bracknell Forest Homes will send it out to customers.	Ongoing – 20/01/09 JT has a copy of the policy for RG.