

Tenants' and Leaseholders' Panel Meeting
Thursday 17th July 2008

Present: Robert Gristwood (RGr) (Chair)
 Bob Begbie (BB)
 Marcella Begbie (MB)
 Chick Lavender (CL)
 Barbara McMinnies (BM)
 Trevor Pearson (TP)
 Bill Potts (BP)
 Derek Sullivan (DS)
 Nick Westlake (NW)
 Sheila Lamborne (SL)
 Michael Marsh (MM)
 Phil Jones (PJ)
 Margaret Firth (MF)
 Cllr Shelagh Pile (SP)

Officers: Linda Wells (LW) – Housing and Community Services Director
 Joanna Flaxman (JF) – Resident Involvement Officer
 Emma Martin (EM) – Resident Involvement Assistant
 John Gunn (JG) – Head of Repairs and Maintenance (Part)

Observers: George McMinnies (GM)
 Ron Godfrey (RGo)
 Sue Cleaver (SC)

ACTION

	<p><u>Welcome and Apologies</u></p> <p>Apologies were received from:</p> <p>Henry Bone Maurice Grant Tim Rawsthorne Herbie Barlow Mark Hickson David Weston</p> <p>Congratulations to NW and Tom Wheaton on their success of being re-elected to the Board.</p>	
1.	<p><u>Agreement of Minutes/ Matters Arising</u></p> <p>Some errors had to be corrected. The current balance for the bank account should have read £446.24 DS said Mill Lane bridge was paid with taxes, but just not local taxes. MF said that she did not say the MGM flats needed more lighting, but any lighting at all would be an improvement.</p> <p>Due to changes at the council, SP said Cllr Mike Beadsley was going to ask a question at full council on Wednesday</p>	

	<p>23rd July on the role of the Tenant and Leaseholder Champion following the transfer and that the Panel might lose her as their champion. BM proposed that a letter be written on behalf of the Panel to request to keep SP. A vote went ahead and 12 agreed that a letter should be written to the council. TP and JF will write a draft for the letter together.</p> <p>BM asked if there were any further developments on the heating situation at Edmonds Court. JF said she had spoken to Gordon Stevens and he said he was happy with the progress made in the recent meeting, as long as the actions were carried out. BM said that she had, had some more calls in regards to this. JF will speak to Gordon Stevens again to find out more information on the matter.</p> <p>RGo spoke of the Board Elections, and how it was very disappointing to not see many people there. GM asked about the results being made public. LW said it would be unfair on the people who only got a couple of votes, as the board members that were elected, won by a landslide. NW agreed with RGo's point and said that we need to continue to encourage people to come to events where customers can get involved. He added that maybe next time; a different way could be introduced to register to vote. As it was unclear that even if you did not register that you could still come along and vote on the night. JF said this and the March election evening have been the first since the transfer, so it was a learning curve and ideas are always welcome on how to improve.</p> <p>The minutes were agreed and signed.</p>	<p>TP/JF</p> <p>JF</p>
<p>2.</p>	<p><u>Repairs and Maintenance update</u></p> <p>JG started by passing around some handouts. One of the handouts was a questionnaire that will now be given to customers when they have had repairs or maintenance work carried out in their properties. It encourages customers to give feedback on the service they have received from BFH. BM asked if customers would still have blue forms after any work has been done. JG said he was unsure, but would follow it up.</p> <p>MB asked if she could take extra forms for the sheltered schemes. JG will give some to Julie Rose for the Scheme Managers.</p> <p>DS said the wording is very small, and would be difficult for people with visual impairments to read. GM asked if the</p>	<p>JG</p> <p>JG</p>

	<p>questionnaires were available in large font. JF confirmed that we currently have a list of 355 people who need large print or audio tape. She will discuss with Michael Leach the possibility of tradesmen having large print versions with them as well. RGo asked what happens to the questionnaires that do not get returned. JG said they do not get counted as either positive or negative feedback.</p> <p>MF asked what is the need for the information on the back? LW said the information on the back is to show that BFH is not discriminative towards any group of people. SP asked what happens to the questionnaires if that section is not completed. LW said they are still analysed for satisfaction but people can choose not to complete this section.</p> <p>PJ asked what quality control measures do BFH have in place. Are there any visits after the work has been done to make sure the work is satisfactory? JG said yes, 10% of all jobs are checked, to make sure the customers are happy and that work is up to the required standard.</p> <p>JG continued to go through the other handout, briefly describing the details of each bullet point.</p> <p>BP said he would like to be involved in an aerials sub-group, when it is formed.</p> <p>JG said grass cutting is now up to date, BM said she finds the way landscaping works at the moment isn't very efficient. It looks at though 4 men are working on one small area at a time. LW said she would speak to Stanley Baxter, Landscape Manager who will look into this. SP asked if there was a programme set up which says which estate will be cut and when. LW said not yet, and that we should be working with the council, to make sure that all areas are being cut at the same time.</p> <p>JG told the Panel about a Repairs and Maintenance Service Improvement Group, which would consist of a group of senior officers and tonight he wished to recruit 5 customer reps to feed in ideas on how to improve service. There will be monthly meetings for approx 18 months. 9 Panel members, BM, BB, MB, SL, RGo, MF, CL, DS and PJ offered so that if someone cannot attend there are still at least 5 customers.</p>	<p>JF</p>
<p>3.</p>	<p><u>Customer Involvement Update</u></p> <p>JF passed around some handouts, NW asked if papers could be handed out prior to a meeting, so everyone has a</p>	<p>JF</p>

	<p>chance to read through them.</p> <p>RGo commented on how brilliant he thought the newest edition of Spotlight was and he has heard very positive feedback. CL answers all letters personally to people who give feedback to the editorial board, and said he had also had very good feedback. NW said how good it was to see customers getting involved and voicing their opinions.</p> <p>RGr added that the major works are starting to take off, and that he has been informed that work on his kitchen will be starting soon.</p> <p>JF briefly explained the handouts. NW said he would like to see staff costs included on cost per property of Resident Involvement (currently includes newsletter costs but not staff costs.) JF agreed to break this down further next time.</p>	JF
4.	<p><u>Bracknell Forest Homes Update</u></p> <p>LW started by saying that BFH had received over 3200 tenancy agreements back, which was good, however there are still a lot to come back.</p> <p>Major works are making good progress, meetings are being set up with contractors and BFH have recruited 2 clerks of works.</p> <p>At the moment, there is a vacancy for the NEAT Manager. CL is involved in the interview process, and once this position is filled, the rest of the vacancies can be advertised.</p> <p>Adaptations are also progressing, catching up on the backlog.</p> <p>BFH have settled in at Berkshire Court, and Housing Officers are also doing surgeries at Easthampstead House until December. BFH will also be setting up an open surgery in Sandhurst and Owlsmoor, so customers in those areas have a closer point of contact.</p> <p>Rent statements will also be sent out, after housing benefit has been paid in, this will look cleaner on the statements for anyone who receives housing benefit, as it is now received 4 weeks in arrears.</p> <p>Once a window installation is finished, the clerks of work will be revisiting the properties, to make sure the work is up to a good standard.</p>	

	The membership policy has gone to the Board, who made a few tweaks and the Panel will be consulted on this shortly.	
5.	<p><u>Treasurers report</u></p> <p>CL reported on the bank account. One portion of the grant (£500) has been received already. JF said that the Panel is entitled to another £500 this financial year.</p>	
6.	<p><u>Feedback from other meetings</u></p> <p>SSRA –</p> <p>Nothing to report, the next meeting is on the 23rd July.</p> <p>BFLA –</p> <p>MM said that the AGM for the BFLA is on the 17th September at South Hill Park. Guest speakers will be attending, including PCSO's and an officer of the council who will be giving more information on the Regeneration Scheme that is planned for Bracknell. An announcement will be made in Spotlight for the AGM, to let everyone know.</p> <p>CIG –</p> <p>SL said the CIG also had a guest speaker from TPAS, Simon Martin, who discussed voids standards, and suggested setting up a sub group to look at this, so that customers can get involved and have their say on the standards they think a void property should be let in. The CIG have also discussed the name of the call centre - now customer service centre, complaints procedure, leaflets and the tenant's handbook. DS asked if changes could be made to the handbook or has it been finalised. JF said the handbook will be brought to the Panel before it goes to print and if anyone wishes to make changes, they certainly can do. JF explained that the CIG is more flexible and to which customers are not elected to. Whereas, the panel is more of a strategic group who are directly linked the Board.</p>	
7.	<p><u>Any other business</u></p> <p>RGo asked if he could join the Panel, rather than be an observer. RGr said the only way he could join, would be to become a representative for the area in which he lived and he would have to be voted in. JF said there is no representative for Hanworth at present, so RGo could be the co-opted representative until the next election. A vote was put forward and 12 voted RGo co-opt for Hanworth. It was</p>	JF

	<p>requested that JF instigate an election in Hanworth as soon as possible.</p> <p>RGr suggested buying a gift for Peter Maguire, as a thank you for all his work as Chair of the Panel. BM suggested that the new chair who will be elected in August, could write a letter of thanks instead. Everyone agreed a letter would be more appropriate.</p> <p>It was discussed that the next meeting would be the AGM and people asked about how to be elected as an officer of the Panel, CL said that the constitution says a letter must be written or an email must be sent to the secretary. In this case, it would be sent to TP. This needs to be done by the 7th August, which is 14 days before the AGM.</p> <p>JF informed the Panel that BFC is setting up a Housing Benefit Forum and have invited two BFH customers to sit on this. MF and RGr volunteered.</p>	
8.	<p><u>Date of next meeting</u></p> <p style="text-align: center;">Thursday 21st August 7:00pm – 9:00pm Berkshire Court</p>	