

**Tenants' and Leaseholders' Panel Meeting**  
**21st May 2008**

**Present:** Peter Maguire (PM) (Chair)  
 Robert Gristwood (RG)  
 Tim Rawsthorne (TR)  
 Chick Lavender (CL)  
 Bob Begbie (BB)  
 Marcella Begbie (MB)  
 Henry Bone (HBo)  
 Maurice Grant (MG)  
 Barbara McMinnies (BM)  
 Trevor Pearson (TP)  
 Bill Potts (BP)  
 Derek Sullivan (DS)  
 Nick Westlake (NW)  
 Sheila Lambourne (SL)  
 Herbie Barlow (HB)  
 David Weston (DW)

**Officers:** Joanna Flaxman (JF) – Resident Involvement & Policy Officer  
 Linda Wells (LW) – Project Director  
 Emma Martin (EM) – Resident Involvement Assistant

**Observers:** George McMinnies (GM)  
 Murial Rawsthorne (MR)

		<b>ACTION</b>
	<p><b><u>Welcome and Apologies</u></b></p> <p>Apologies were received from:            Cllr Mrs. Shelagh Pile            Michael Marsh            Mark Hickson</p>	
<b>1</b>	<p><b><u>Agreement of Minutes of Last Meeting/ Matters Arising</u></b></p> <p>The minutes of the last meeting were agreed and signed.</p> <p>RG had asked for information on a window in regards to a problem in Ringwood.</p> <p>NW pointed out that the date on page 9 should have been changed from June to May.</p> <p>LW had arranged for the information regarding sales of homes in the borough. If people want this information then please contact JF.</p> <p>CL asked about the Board minutes being shared with the</p>	<b>LW</b>



BM explained sixteen quotes are to be taken and scored individually which take about three days. The companies on the short list will then be interviewed and scored individually once again. She feels that the companies which have been proposed offer excellent deals. LW said that once the contractors can be announced, the T&LP can be informed and the information can be put into Spotlight. A pilot of the works programme is due to start in August.

RG asked about the information in the previous Spotlight, regarding heating, gas fires are being replaced. Is this a programmed repair or a day to day repair? LW explained it depends if it's a full system failure in an area having major works then it would be done on the programme. If not, it could be done by BFH's tradesmen or contractors. If work is being done now it cannot be part of the major works programme.

BM said works on the warm air systems will start in Great Hollands as this is one of the oldest areas. CL pointed out that Birch Hill and Hanworth also have warm air heating systems.

NW said that there is a period of time where by unsuccessful contractors can challenge the decision. The process has been very rigorous, so any challenge would be easy to refute.

The Corporate Plan has been developed and the panel had a paper about how customers influenced the priorities. There have been suggestions from the internal audit regarding equality and diversity.

LW discussed the move to Berkshire Court on the 31<sup>st</sup> May and the office will be open on the 2<sup>nd</sup> June, there will be new systems and contingency plans if there are any major problems.

BFH will now be sending out notifications to tenants and leaseholders which will include contact details and a map. There will also be email notifications to partners and stakeholders. There are also free phone numbers, one of which is for repairs.

RG asked if the windows programme advertised in the Spotlight completes the programme? LW confirmed this.

TR asked about the BFH AGM. LW said that the date will be set tomorrow night at the board meeting, but it will be in the

first two weeks of July. TR asked about membership for customers. LW said this will unfortunately not happen before the AGM. She explained that the AGM has come around very quickly after the transfer because of the rules of the association. The policy has not yet been developed or agreed by the board. TR felt that this membership policy should have been a major priority. LW said that TR's opinion will be fed back to the board.

TR felt that the situation was not as tenants were lead to believe in the offer document. HBo expressed agreement and asked why the policy had taken so long? PM also said that everyone had thought that the membership would have been sent out with the tenancy agreements, but this has not happened. CL agreed, and suggested the AGM be in August. BM said we have no choice but to have the AGM in July. TR said that the voting percentage that the tenants have, would have an influence. LW said that the tenant board members would count as tenant members until the membership is opened, but the membership is still a third. BM mentioned there could be indirect elections but it was felt that the panel did not want this.

TR said his concerns remained, and he felt that the membership should have been developed before the AGM.

CL said voting will only take place if a motion can be put to the floor at the AGM.

CL suggested a press release be produced to let other tenants know the membership will be delayed. It was proposed that PM will put together the press release. The panel voted and four were in favour, seven against and three abstained.

NW suggested it would be better to have this discussion with the board.

LW said that the board are very supportive of an open membership and this is a priority but it has not yet been resolved. HBo said that if the board members note the concerns, hopefully they will sort out the issue as soon as possible. LW agreed. TP asked if a policy could be obtained from other Housing Associations. LW said a lot of established HA's do not have open membership and it would need to be tailored to our rules so it needs to be drafted by a solicitor.

4	<p><b><u>Elections</u></b></p> <p><b><u>T&amp;LP</u></b></p> <p>CL, TR and SL are elected unopposed so there will be no elections in Hanworth, Bullbrook and Binfield.</p> <p><b><u>Board</u></b></p> <p>The advertising the process flyer needed a few changes. Discussion of the dates for the election: It was agreed that the flyers will arrive with tenants and leaseholders on the 2<sup>nd</sup> June. The first form should be returned by the 9<sup>th</sup> June and the detailed form by the 16<sup>th</sup> June and the information day will take place on 23<sup>rd</sup> June. It was agreed EM will take responsibility for the election evening with the help of LW as JF is on leave. The date of the next panel was therefore changed to 25<sup>th</sup> June. It was agreed that the information evening would not run via TPAS.</p>	EM/LW
5	<p><b><u>Constitution</u></b></p> <p>The panel had two matters to vote upon. The first 4:11 twelve votes in favour of, zero against, two abstentions. The second was 8:1 thirteen votes in favour, zero against and one abstention.</p>	
6	<p><b><u>Treasurers report</u></b></p> <p>CL had distributed the report prior to the start of the meeting. This was accepted by those present. RG queried if the TPAS fee for £344 was the fee for the year? CL said no, it was the tenant board information session run by TPAS</p>	
7	<p><b><u>Feedback from other meetings</u></b></p> <p><b><u>SSRA</u></b></p> <ul style="list-style-type: none"> <li>• Disappointed with the recent landscaping.</li> <li>• Window cleaning contract not going well and needs to be re-tendered</li> <li>• SSRA AGM in June.</li> </ul> <p><b><u>Access Panel</u></b></p> <p>MR used to attend the access panel on behalf of the T&amp;LP but is now not a panel member. BM agreed to attend.</p> <p><b><u>Cross Landlord Chairs Meeting</u></b></p> <p>CL attended with JF and other officers he had asked JF</p>	BM

	<p>about board members becoming resident inspectors JF took advice from TPAS who said it is not a very good idea as it could be a conflict of interest. The panel voted fourteen votes agreed with this statement and also for this to be applied to staff.</p>	
<p><b>8</b></p>	<p><b><u>Any other business</u></b></p> <p>HBo spoke of his rent discrepancy on his tenancy agreement. LW explained that the amounts are that way because of the transfer dates at 11<sup>th</sup> February.</p> <p>RG asked when the next scrutiny panel meeting was. JF was unsure and will follow up. RG thought the scrutiny panel was going to change.</p> <p>CL asked if a letter regarding the landscaping plans for Harmans Water had been answered by Stanley Baxter. LW replied that a draft has been produced but it is unsure if it has been sent out. LW will follow up.</p> <p>PM discussed void properties. He noticed vans which were very badly parked. LW agreed this was totally unacceptable, it sounded like subcontractors rather than BFH staff. LW will speak to the voids team. HB also said he noticed vans with there radios on very loudly in Keepers Coombe. LW said a code of conduct will be reviewed to see if it includes these issues.</p> <p>PM also said he has seen a BFH officer in a plain unmarked van. LW will look into this. The officer may have been litter picking.</p> <p>BM said there is a large pile of rubbish that is always being contributed to but never removed. JF will follow up as part of the estate walkabouts.</p> <p>CL mentioned the newsletter deadline is 31<sup>st</sup> May. BM suggested an article on Britain in Bloom. EM suggested this could be linked to the herbs article that Eric Jenkins had written that will feature in the next issue of Spotlight.</p> <p style="text-align: center;"><b><u>Date of next meeting</u></b>  <b>Wednesday 25<sup>th</sup> June 7pm</b>  <b>Berkshire Court</b></p>	<p><b>JF</b></p> <p><b>LW</b></p> <p><b>LW</b></p> <p><b>LW</b></p> <p><b>LW</b></p> <p><b>JF</b></p>

## **CIRCULATION LIST**

Members of the Tenants' and Leaseholders' Panel

Linda Wells, Director of Housing and Community Services

Mark Hickson, Head of Housing Management Services

Steve Taylor-Edwards, Interim Head of BFS

Caroline Titley, Chief Executive of Bracknell Forest Homes

Bracknell Forest Homes Board

Cllr Mrs Shelagh Pile