

Tenants' and Leaseholders' Panel Meeting
14th October 2009

Present:

Nick Westlake (NW) Chair	Bill Potts (BP)
Barbara McMinnies (BM) Secretary	Derek Sullivan (DS)
Chick Lavender (CL) Treasurer	Margery Franklin (MF)
Shelagh Pile (SP)	Robert Gristwood (RG)
Bob Begbie (BB)	Muriel Rawsthorne (MR)
Marcella Begbie (MB)	Neville Campling (NC)
George McMinnies (GM)	John Stevens (JS)

Staff:

Linda Wells (LW) – Housing and Community Director
Mike Jones (MJ) – Asset and Business Development Director
Steph Verstraeten (SV) – Resident Involvement and Policy Officer
Emma Martin (EM) – Resident Involvement Assistant
Alan Hughes (AH) – Head of Housing Management
Angela Toates (AT) – Learning and Development Advisor

Observers: Tim Rawsthorne, Michael Skinner

Apologies: Herbie Barlow, Sheila Lambourne, Ian MacDonald, Sue Cleaver,
Michael Marsh, Phil Jones

1.0	<u>Introductions, apologies and correspondence:</u>	
1.1	NW welcomed everyone to the meeting and introduced AH and AT. The list of apologies was read.	
1.2	BM said there was no correspondence.	
2.0	<u>Agree and sign the minutes:</u>	
2.1	BB asked if “weekend call service” could be changed to “weekend working” on the actions table. EM to amend.	EM
2.2	NW will sign minutes once the amendment has been made.	NW
2.3	RG raised 3.4 and asked what is considered “regular basis” LW confirmed every 6 months the teams have a service review.	
2.4	3.11 was raised, this is on the agenda for this meeting. 4.2 and 4.4 MJ will need to agree new wording with NW.	
2.5	DS raised 5.1, MJ said this was an honest mistake and a new shower has been installed.	
2.6	5.3 BB said that he took CL’s advice regarding the Neighbourhood Action Group and the resident from the Sheltered Scheme Residents Association who raised the query is delighted with the result.	
2.7	The actions table was discussed.	
2.8	MJ read his feedback that had been given at the last meeting and what action had been taken. There were 2 properties MJ will follow up as work had not been done. MJ spoke of future plans for the external walls of Point Royal.	
2.9	NW thanked MJ on behalf of the Panel for the feedback he had taken and the work that had been carried out and suggested that MJ attend a meeting again in the future.	

3.0	<u>Angela Toates Tenants Training</u>	
3.1	AT introduced herself and spoke of her role at Bracknell Forest Homes.	
3.2	AT explained the questionnaires that had been given to Panel members and asked if they could be filled in. If all questionnaires could be back by 30 th October either by post or they can be dropped off in reception.	
3.3	RG asked if there would be any useful books on the reading list for the Oxford Brookes Tenant Participation Diploma. LW confirmed this could be looked into.	
3.4	SP asked if there is any relevant training for Tenant and Leaseholder Champions she would be very interested and if course information could be sent to Time Square.	
4.0	<u>Linda Wells Bracknell Forest Homes Update:</u>	
4.1	LW referred the Panel to the Community Development Strategy handout which had an invitation to a consultation evening on 29 th October.	
4.2	LW spoke of the community development strategy. Barclays Bank are Bracknell Forest Homes funders and offered an incentive of £75,000 to put into a community fund to be spent once a sound plan has been established.	
4.3	LW said the Oakwood youth days were the start of our future plans for the community and Bracknell Forest Homes wants to do more. Consultation has already started with our partners, tenants and leaseholders to put together ideas for how this money could be spent.	
4.4	Some ideas so far, are employment opportunities, sense of place and taking pride in the area which are detailed in the handout. A strategy will be developed and an action plan created from this consultation. The report will go to the Board to be agreed in December/January.	
4.5	SP pointed out that the consultation was the same time and date as the Harmans Water Estate Walkabout. RG suggested liaising with other partners, such as Age Concern and LINK to get more ideas. CL suggested the Panel come up with ideas too.	CL/ SV
4.6	JS said we must make sure that one generation does not demonise another.	
4.7	LW spoke of the Spotlight meeting which had taken place. There are minutes and letter for each member of the Panel and for the News Group. LW asked if everyone could fill in the questions on the back of the letter.	
4.8	There was a discussion about the process of how Spotlight is put together. CL said that he had not seen this document and neither has the News Group.	
4.9	It was agreed, in the meantime, to proceed with the December edition of Spotlight as normal.	
4.10	RG mentioned the Spotlight questionnaire and how the results should be taken into account when agreeing the Terms of Reference for the group.	
5.0	<u>Steph Verstraeten Policy Reviews:</u>	
5.1	SV went through each policy.	
5.2	Anti-Social Behaviour	
5.3	SP asked how long the policy will take to implement. SV said a policy is already in	

5.4	existence this is an update. Once the Board have approved a policy it can then be implemented. DS asked for timescales for responding to incidents of anti-social behaviour to be included.	SV	
5.5	SP and NW would like a copy of the current Anti Social Behaviour policy.		
5.6	RG asked how incidents will be publicised. LW said they will be chosen very carefully and names and details will not be published.		
5.7	NW said how he thought 12 pages for a policy was unnecessary.		
5.8	BB asked about having CCTV in sheltered schemes. LW said that a case would have to be made to have CCTV but if a particular incident keeps occurring, mobile CCTV could be installed.		
5.9	SP asked if gating off alleyways would be allowed as these are public highways. LW said a legal process would have to be followed.		
5.10	Domestic Abuse		
5.11	MR asked if “Murder” could be removed, as once this has occurred it is no longer Bracknell Forest Homes’ responsibility.		
5.12	It was suggested that more consistency is needed with either the term “customer” or “tenant”.		
5.13	NC asked what would happen if a leaseholder is a perpetrator. LW said we will need to add something into the policy about relationships with leaseholders.		
5.14	RG asked if Sign Language could be added as an alternative language.		
5.15	TR asked if Bracknell Forest Homes had worked with victims of domestic abuse. LW said to put this document together we have worked with customers and other external agencies.		
5.16	MS asked if a record of people is kept when they know details about a certain case. LW confirmed this.		
5.17	There were no comments on Hate Crimes .		
5.18	Complaints and Compliments – the proposed changes to the timescales within the policy were agreed.		
6.0	<u>The Constitution Review</u>		
6.1	BM said that point 5 in the Constitution is a bit vague and suggested yearly elections for Officers of the Panel rather than every two years.		
6.2	CL said the Constitution needs to be looked at as a whole document.		
6.3	RG suggested a special meeting to review the Constitution, BB seconded. A vote was cast, 11 For, 0 Against, 3 Abstain.		
7.0	<u>Feedback from Other Meetings</u>		
7.1	BB said the last SSRA meeting was very well attended; Lawrence Millar came to the meeting to discuss the Planning for the Future project. The members of the group were very interested in the topic and had a lot of feedback. The next meeting will be on the 20 th October at Broadway House.		

7.2	NC said the leaseholder meeting was not very well attended and it was suggested that alternative methods of involving leaseholders should be looked into to raise the BFLA profile. The Leaseholder handbook is on schedule and hopefully be delivered in January.	
7.3	IM had put together an update. The Training Needs Questionnaire and Compensation and Complaints policy were discussed. The Major Works and Shareholding Leaflets were drafted. SV gave a Voids and Major Works Update.	
7.4	CL attended a Strategic Housing Partnership meeting. A climate change presentation and local area agreement performance report were given. CL commented on how well Bracknell stood out.	
8.0	<u>Referrals and Any Other Business</u>	
8.1	NW explained that documents printed on green paper were for information only.	
8.2	RG asked about the timings for when an issue is raised and the Housing Officer for that area is not available or on an estate elsewhere. LW said the officers work as a team and if one Housing Officer is not available there will always be another Housing Officer who can assist.	
8.3	SP asked about land sales. LW said Bracknell Forest Homes will not be selling land at present, as 50% of the sale will go to Bracknell Forest Council. SP also asked about Major Works, LW will speak with SP after the meeting.	
8.4	CL suggested re-looking at the way taxis are booked. CL has already discussed ideas with EM and SV which have been requested with JJM Taxis.	EM

Actions Table

Date of meeting	Issue	Action	Progress	Lead
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.	Ongoing - 14/10/09 – MR will take the lead on this point from TR. MR will contact LW.	MR
17/06/09	Review the Compact	JF & SV to conduct review.	Ongoing – 14/10/09 Invites to a meeting (during the week beginning 9 th Nov) will be sent to start work to review the compact.	JF and SV
19/08/09	BB said the weekend working at the sheltered schemes is not always working as some residents require visits.	BB will take this to the next SSRA meeting and report back to the Panel.	Ongoing – 14/10/09	BB