

**Tenants' and Leaseholders' Panel Meeting**  
**29th October 2008**

- Present:** Nick Westlake (NW)  
Chick Lavender (CL)  
Henry Bone (HBo)  
Derek Sullivan (DS)  
Michael Marsh (MM)  
Margaret Firth (MF)  
Muriel Rawsthorne (MR)  
Tim Rawsthorne (TR)  
Herbie Barlow (HBa)  
Ron Godfrey (RGo)  
Bill Potts (BP)  
Shelagh Pile (SP)  
Bob Begbie (BB)  
Marcella Begbie (MB)
- Officers:** Linda Wells (LW) – Housing and Community Services Director  
Ruth Edminson (RE) – Interim Resident Involvement Officer  
Emma Martin (EM) – Resident Involvement Assistant  
George McMorrان (GM) Part – Resources Director
- Observers:** Marjo Anderson (MA)  
Sue Cleaver (SC)  
Bob Wade (BW) – Board Member  
Tom Wheaton (TW) – Board Member
- Apologies:** Mark Hickson  
Robert Gristwood  
Trevor Pearson  
Maurice Grant  
Phil Jones  
Sheila Lambourne  
Barbara McMinnies  
George McMinnies
- Non Attendee:** David Weston

CL, HBa and MF did attend the meeting but were not present for the first half due to a major delay with the taxi. Due to this they did not get to vote on the shareholder policy. A letter of complaint has been sent to JJM taxis following this matter.

MM & MF had correspondence with LW regarding some issues.

BFLA meeting 12/11/08 - NW & MF to attend.

Trevor Pearson written letter to NW resigning as representative for Owlsmoor/Sandhurst due to work commitments.

NW said that minutes of Tenants and Leaseholder meetings would be on the website within 4/5 working days of meeting.

SP wanted to clarify where tenants would be able to pay by cash after Easthampstead House cash office has closed. LW confirmed the different ways rent could be paid.

GM was present to summarise the document and answer matters arising from last minutes.

GM explained that the rules had been made by the National Housing Federation. They are explicit and were not just guidelines – it was a constitutional document adopted when Bracknell Forest Homes was set up. If any changes were proposed to be made it is quite a significant process involving AGM and approval by the Housing Corporation. The board set up the Membership Policy and this can only be changed if it falls within the rules.

The policy has rules for termination of membership in certain circumstances, i.e. failure to attend two AGM's. This is so there are not a lot of dormant members, as a percentage of total shareholders need to be able to vote so you want as many active members as possible.

Tenants cannot be an Independent Board member. If a tenant becomes a Bracknell Forest Councillor then they cannot be a Council Board member but can remain or become a shareholder.

NW said what happened if a tenant who is on the Board stood as Councillor. GM said this would need to be looked at under Board Policy.

HBo expressed his frustration at not being able to be a shareholder because he was an employee, but a tenant who becomes a Councillor could.

The Panel were not satisfied with certain aspects of this policy still and wanted to lobby the board before it gets approved. DS questioned whether they should keep it as an item on the agenda but NW said they had discussed as much as they could and asked for a show of hands as to how many were content with the policy and how many wanted amendments to be made.

NW & DS agreed to take the issues to the next board meeting.

The minutes were agreed and signed.

LW discussed the NHF Housing Association code of delivery & accountability and copies of the summary were handed out.

LW gave the Bracknell Forest Homes update.

CL gave the treasurers report. CL said the account was sound and all cheques have now cleared but advised some claim forms coming in, are not the responsibility of the Tenant and Leaseholder Panel. They should be sent to Bracknell Forest Homes. Also that the forms must be personally signed and not computer signed & then printed off. There is an outstanding invoice from Birch Hill School. EM will follow this up.

Feedback was given from MM on behalf of the Bracknell Forest Leaseholders Association and from BB and MB on behalf of the Sheltered Schemes Residents Association.

The Panel discussed any other business.

The TPAS Landlords Accreditation Proposal was handed out to members of the Panel. The general feeling was that the concept is a good idea, but is far too expensive. CL gave the login details for the TSA website for Panel members to have a look at. Password: ORG04169

## Decisions taken

<b>Issue</b>	<b>Decision taken</b>	<b>Voting details</b>
Shareholder policy	Members of the Panel would like to see more amendments made.	No members were content with the policy, 10 votes were in favour of amendments to be made. (CL, HBa and MF could not vote due to delays)

## Actions

<b>Date of meeting</b>	<b>Issue</b>	<b>Action</b>	<b>Who responsible</b>	<b>Progress</b>
29/10/08	T.V. aerial problem at Rothwell House.	LW advised this was now fixed and RACE communications contract with Bracknell Forest Homes is being reviewed.	LW	LW to feedback to BB and MB of the outcome of the contract review.
29/10/08	Resident Inspectors to attend a meeting on the 12 <sup>th</sup> 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.	LW	Ongoing.
29/10/08	Windows at Dennis Pilcher House have still not been done.	LW will pass this onto surveyors.	LW	LW has passed to surveyors and contacted BB and MB.
29/10/08	Birch Hill School invoice still outstanding for CL.	EM will contact BH School and request another invoice.	EM	EM has contacted BH School who will resend the invoice from 17 <sup>th</sup> April 2008.
29/10/08	SP said Simon Hendy from BFC would like to attend a Panel meeting.	RE to invite Simon Hendy to next meeting.	RE	Ongoing

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.	NW to discuss with LW/RE	Ongoing
29/10/08	New referrals process.	NW explained to the Panel that they were going to introduce a new referrals process.	NW	Ongoing
29/10/08	HBo read out a letter of complaint from a resident regarding no heating in her property.	EM took a copy; LW apologised and will pass the letter onto Mike Jones to investigate. Copies of the letter have also been sent to Andrew McKay, Caroline Titley and the Bracknell News.	LW/ Mike Jones	LW will follow this up with Mike Jones.
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.	LW	LW to feedback to BB and MB of the outcome of the contract review.
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.	All Panel members	Ongoing.
29/10/08	As there were transport issues, a contact number should be given in case any difficulties arise in future.	It was agreed that RE's work mobile number should be put into the minutes, so all Panel members have a point of contact.	EM	RE's work mobile number – 07768 036535