



# *Tarka* Housing

## Tarka Tenant Panel Communication

Minutes of Meeting: Wednesday 2 September 2009

Venue: Ethelwynne Brown Close Phase 2

### Present:

Mary Rowe, Chairman, Chris Paterson, Secretary ,  
Eileen Brown, Treasurer, Eleanor Rogers, Arthur Webb,  
Sue Jones, Sue Dunford, Thelma Thompson,  
Peter Thompkins, Shane Connolly, Cathy Martin,  
Julia Bowden, Mick Bentley, John Sherritt, John Sanders,  
Paul Raeburn, Head of Housing Management, Tarka,  
Clare Lemmy, Community Involvement Manager, Tarka,  
Nigel Barnard, MD, & Josh Jackson, Tarka Housing,

### Apologies for Absence:

Sue Mills, John Sherritt, Muriel Hosegood, Cheryl Cargill,  
Cllr Margaret Brown,

### Minutes of the last meeting:

A number of amendments were made and these have been executed.

**Chairs Discretionary Items: Mary Rowe**

Arthur Webb raised the matter of letters regarding children causing a nuisance in front gardens. Nigel Barnard commented that as regards acceptable behaviour, Tarka can enter properties given due notice but behaviour should be looked at in the context of the Tenancy Agreements. As regards the Tenant Selection Process, there has only been one refusal with Torridge District Council in the past 18 months. Paul Raeburn will speak with Arthur Webb further on the subject of the acceptable behaviour of children.

John Sanders commented that the Housing Management User Group should scrutinise procedures further as regards tenants behaviour.

**Tarka Housing Update - Nigel Barnard**

There has been no Board meeting.

The Pynes Lane family are no longer tenants, following 124 call-outs for the police, they have been housed in a caravan for 28 days pending an investigation by TDC. If they have been made intentionally homeless then TDC is no longer responsible for them.

As far as Tarka's policy is concerned, there is no re-housing for ASBO persistent tenants.

The Tarka fun days throughout the summer have been a huge success, especially the multi-events at the Pollyfield Centre. Sue Jones commented that as regards future events, further publicity in the local media would help enormously especially as regards the Value for Money achievements.

**Consultant on KLOEs**

Ellis Blackmore has been appointed a consultant to look at the KLOEs (Key Lines Of Enquiry) at Tarka which will be run as a short notice inspection, looking across the board at ASBOs, the means of acquiring a 3 Star rating, talking to tenants as well as staff with a self-assessment across the board. His reports will go to the Tarka Board and the Tarka Tenant Panel.

**Verbal Reports:**

**Asset Management: Josh Jackson**

The User Panel will have full sight of the self-assessment of the KLOEs and Ellis Blackmore's report.

Sue Dunford commented that the strategy will have to be Group wide.

**Housing Management: Paul Raeburn**

There is to be tighter working on ASBOs and policies and procedures. Self-assessment is to be studied at the next meeting at the end of September 2009.

Eleanor Rogers queried Devon County Council's involvement regarding roads and kerbsides.

**Communications Group: Chris Paterson**

The "Tarka Times" is becoming much more successful and enjoying increasing popularity with the tenants. The next issue will contain a spread of the Fun day pictures at the Pollyfield Centre.

Mick Bentley commented that it might have been preferred to have the Fun Day on a Saturday rather than the Friday, however, it was proved to be more suitable to hold it on the Friday because of the diverse organisations involved in hosting the event.

**Complaints Group: Paul Raeburn**

There is no report at present, but a meeting is to be held in the next 2 - 3 weeks.

**Auditors Group: Julia Bowden**

There has been an intense consultation on Sheltered Housing and the caretaking services with the Westcountry Residents.

The Project on Tenancies for Westcountry Housing has been completed and has gone to the Westcountry Board.

New projects are under discussion including an Impact Assessment on the work of the Auditors.

**Scrutiny:**

**There is to be feedback to the working group and an update by the consultant Jenny Vernon at the Active Tenants Conference on 16 September 2009.**

**The Tenant Services Authority perceive that Scrutiny should have direct access to the Board and with full Tenant Panel involvement. But NO tenant Board members should sit on the group. It would however be beneficial to have Auditors Group members on board.**

**Scrutiny principles should be common to tenants, staff and Board.**

**The Scrutiny Working Group has to be properly resourced and led by Nigel Barnard, Tarka MD, and Clare Lemmy, Tarka Community Involvement Manager.**

**It was suggested that no tenant should sit on all the panels / User Groups, and there should be a limit on the Tenant Panel members sitting on the User Groups.**

**There is to be a discussion at the next Tenant Panel meeting of future issues of concern, with one issue at a time to be debated per meeting.**

**The following current policies need to be looked at thoroughly:**

**Environmental needs, Support, Health and Safety, Staff, Group monitoring and Equality & Diversity.**

**Sue Dunford commented that service charges need to be looked at as regards support needs.**

**Paul Raeburn said that there needs to be a briefing by Tarka staff prior to the discussion of issues.**

**Nigel Barnard commented that the Overlap of Support Services needed to be looked at and there should be a presentation on the profiling of the customer base by Tarka officers.**

**John Sanders remarked that any paperwork on these issues should go to the Tarka Tenant Panel before the meeting.**

**Josh Jackson said that copies of policies were available if required.**

**Tark Talk Team:**

The Pilot Day for the Talk Team would take place at Holsworthy on Monday 14 September 2009 with a briefing on Thursday 10 September 2009 at Marlborough Court at 11.00am.

**Training Programme:**

Friday 4 September 2009 @ 10.00am @ the Durrant House Hotel:  
Tenant Panel Training by Clare Lemmy

Wednesday 16 September 2009 @ 10.00am @ the Durrant House  
Hotel: Active Tenants Conference  
With Jenny Vernon & Nigel Barnard

New software is to be demonstrated and Tenant aspirations to be discussed in detail.

Mick Bentley suggested that a positive debate on Value for Money for the Food served at Training Sessions should take place.

**Next Panel Meeting:**

Friday 9 October 2009 @ 10.00am @ Ethelwynne Brown Close Phase 2  
(To Be Confirmed)

Mary Rowe closed the meeting at 12.30pm.

Chris Paterson / Secretary

Monday 21 September 2009