



## Housing Management User Panel

### Board Room, Tarka Housing

### Minutes of the meeting held on Monday, 10 May 2010 at 10 am

Present: Paul Raeburn (Chair), Kirsty Mather (Tarka Housing)  
Tony Walker, John Sanders, Mick Bentley, Cathy Martin,  
Eileen Brown, Peter Thompkins, Eleanor Rogers (Residents)

Apologies: Carrie-Ann Persson

Absent: Pauline Davies

Minute Taker: Janet Glover

Item		Action By and Date
1.	<p><b>Welcome and Introductions</b></p> <p>Paul Raeburn welcomed everyone to the meeting. Paul Raeburn informed the Panel that Clare Lemmy is no longer employed by Tarka Housing and that two temporary staff will be joining us. Paul Raeburn introduced Laura Wyatt, one of the temporary staff who has started today, and will be observing the meeting.</p>	
2.	<p><b>Apologies and Absentees</b></p> <p>Apologies were received from Carrie-Ann Persson. Pauline Davies was absent.</p> <p>Paul Raeburn informed the Panel that Taryn Hutchings will no longer be on this User Panel.</p>	
3.	<p><b>Minutes of the last meeting (accuracy)</b></p> <p>The minutes of the last meeting were presented and the following amendment was noted.</p> <p>Page 4, Item 12. The first item regarding starter tenancy conversion letters was raised by John Sanders, not Mick Bentley.</p>	

Item		Action By and Date
4.	<p><b>Matters Arising from the last meeting</b></p> <p>Managing Empty Properties - Paul Raeburn informed the Panel that the procedure for dealing with the utility companies on empty properties is to be included with the fuel poverty work, with a timescale of six weeks. John Sanders requested that tenants are asked who their utility suppliers are when the void inspection is undertaken.</p> <p>Paul Raeburn advised that the computer is now installed in reception, although to date it has not been used greatly. The computer has been set up at an angle so the issue of privacy should not be an issue. However, Mick Bentley felt that privacy was an issue and would not feel comfortable using it himself. He suggested that the situation be monitored and if privacy issues are raised, that panels are erected. This was agreed by all. John Sanders raised the point that the computer should be in the Tenant Resource Room, but that the room is not used for that purpose. It was requested that the use of this room be taken to the Tenant Panel.</p> <p>There is currently no best quartile figure for former tenant arrears.</p> <p>It was confirmed that the issue of “confidentiality” had not been raised at the Tenant Panel. Paul Raeburn to raise this issue again with Nigel Barnard and ensure that it is put on the agenda for the next Tenant Panel. Mick Bentley stressed that this issue was important and required clarification.</p> <p>Kirsty Mather informed the Panel that the current tenant arrears at date of transfer were £112,510, which equates to 2.02%. Peter Thompkins asked how many tenants this involved and Kirsty Mather advised that it was approximately 460. A general discussion took place on arrears and Paul Raeburn suggested that a presentation is made to the Panel after the income services review has been implemented. The Panel agreed that a presentation be made in August.</p> <p>Kirsty Mather informed the Panel that the Devon Home Choice Co-Ordinator has sent out detailed information for family make-up when advertising properties.</p> <p>Paul Raeburn advised that he had not spoken to Joshua Jackson regarding surface water drainage at Chubb/Churchill, but will do this upon his return from leave prior to the Asset Management User Panel meeting on Wednesday.</p> <p>John Sanders requested an update on the major works properties for the next meeting.</p>	<p>Paul Raeburn</p> <p>Nigel Barnard 2 June 2010</p> <p>Nigel Barnard 2 June 2010</p> <p>Paul Raeburn August 2010</p> <p>Paul Raeburn 12 May 2010</p> <p>Kirsty Mather 14 June 2010</p>

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	<p>Paul Raeburn informed the Panel that a page and a link has been created for Devon Home Choice on the Tarka website and this should be on by tomorrow (11 May 2010). John Sanders requested it be minuted that it is not good practice that it has taken five months to get this set up and Tarka should be more proactive with new initiatives.</p>	
5.	<p><b>The new Estate Inspections Process</b>  Emma Govier was invited into the meeting and distributed a booklet detailing the findings of the estate inspection process and the new Community Visits procedure. This was a tenant led project involving Mick Bentley and Eileen Brown. Final approval is awaited of the amendments to the Community Visits schedules, which will then be sent to every tenant with a covering letter. It is anticipated that the new Community Visits will commence at the end of May. John Sanders requested a review of the new process and it was agreed that this is brought to the Panel in September.</p>	13 Sept 2010
6.	<p><b>Fuel Poverty Strategy and Action Plan</b>  Paul Raeburn informed the Panel that there is a major consultation day on 18 June 2010, but this may need to be changed. Paul Raeburn attended the Advantage South West Poverty Group meeting last week. A web page and a range of leaflets need to be developed for fuel poverty. The draft Fuel Poverty Strategy and Action Plan needs to go the Board meeting on 23 November 2010.</p> <p>Paul Raeburn to contact Mick Bentley, Cathy Martin and Tony Walker following his meeting with Sarah Wigmore this week.</p>	Paul Raeburn To be confirmed
7.	<p><b>Leasehold Management</b>  A Tarka standard for leaseholders needs to be developed. However, this project will be moved back due to the Supported Services Review which has to be completed prior to the July Board meeting.</p>	
8.	<p><b>Service Charges</b>  A service charges review meeting has been arranged for 14 June 2010 and a report will be brought back to the Panel in July. It was confirmed that the classification of "estate" will be looked at in this review meeting.</p>	Kirsty Mather 12 July 2010
9.	<p><b>Complaints and Compliments Update</b>  Paul Raeburn informed the Panel that information on satisfaction with complaints is now being collated from January 2010.</p> <p>Cathy Martin raised an issue following a complaint made by a tenant who had rats. Paul Raeburn asked Cathy Martin to see him after the meeting.</p> <p>Paul Raeburn confirmed that minutes are sent to the Complaints Review Panel. These minutes need to come to the User Panel and Paul Raeburn to action this. The six monthly report will be</p>	Paul Raeburn

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	<p>brought to the October meeting.</p> <p>John Sanders queried an item on the Learning Lessons Report. The recommendation in the last sentence on Page 3, Item 4 (Lessons Learned) needs to be a timescale, not “as soon as possible”.</p>	Paul Raeburn
10.	<p><b>Resident Involvement Update</b></p> <p>Paul Raeburn informed the Panel that Laura Wyatt will be with us for a period of three months and that we will be employing another temporary person until recruitment is made for the post of Customer Involvement Manager.</p> <p>Paul Raeburn advised the Panel that the main focus for resident involvement will be:-</p> <p>Recruitment drive for new tenants to be involved  Summer Play Programme  Tenant Panel  Tarka Talk Team - there is a meeting on 13 May 2010  Youth Forum  Resident Auditors and Scrutiny Panel</p> <p>The Panel were concerned that the Youth Forum has not been developed and stressed that this needs to be fast tracked as this was part of the transfer agreement. Paul Raeburn will be speaking to Laura Wyatt about this.</p> <p>John Sanders informed the Panel that no formal presentation has taken place for the Scrutiny Panel. Paul Raeburn to arrange for Nigel Barnard to attend the Tenant Panel to update them.</p>	<p>Paul Raeburn</p> <p>Paul Raeburn tba</p>
11.	<p><b>Any Other Business</b></p> <p>Mick Bentley asked if there was a backup for IBS. Paul Raeburn confirmed that there was.</p> <p>Mick Bentley requested that Choice Based Lettings is put on the agenda to look at the Policy. Paul Raeburn to arrange for the policy to be sent out this week. Paul Raeburn suggested that the Devon Home Choice Co-Ordinator, Rupert Warren, is invited to give a presentation to the Panel. The Panel agreed to this, but as a separate meeting.</p> <p>John Sanders advised that the Resident Expenses Forms that were sent were incorrect and arrived late; they should be monthly forms. Paul Raeburn will obtain the correct form at the end of the meeting. John Sanders requested a review of the expenses as general costs have gone up. This will need to be taken to the Tenant Panel.</p>	<p>Paul Raeburn 14 May 2010</p> <p>Nigel Barnard tba</p>

Item		Action By and Date
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12.	<b>Date, Time and Venue of the Next Meeting</b> 14 June 2010 at 10 am in the Board Room	
14.	<b>Feedback on Meeting</b> Meeting as per normal.	