



**Tarka Tenants Panel**  
**Ethelwynne Brown Close Phase Two Communal Room**  
**Minutes of the meeting held on Wednesday 2 February 2011 at 10am**

Present: Julia Bowden (Chair), Tony Walker (Vice Chair), Chris Paterson (Secretary), Flo Martin, Eleanor Rogers, Cathy Martin, Reg Strong, Hazel Strong, Sue Jones, Pauline Davies, Mick Bentley, Peter Thompkins, Katherine Russell, Cheryl Russell-Cargill, John Sherritt – arrived at 10:50am (Residents), Paul Raeburn (Head of Customer and Community Services), Alister Gillies (Customer Involvement Manager)

Minute Taker: Beccy Shaw (Receptionist)

Item		Action By And Date
1.	<p><b><u>Welcome and Introductions</u></b></p> <p>Julia Bowden welcomed everyone to the meeting.</p>	
2.	<p><b><u>Declarations of Interest</u></b></p> <p>None.</p>	
3.	<p><b><u>Apologies and Absentees</u></b></p> <p>Apologies were received from Eileen Brown, Sue Dunford, Sue Mills, Thelma Thompson, Margaret Brown and Nigel Barnard.</p>	
4.	<p><b><u>Minutes of the Last Meeting and Completed Actions</u></b></p> <p><u>Page 4 – Managing Directors Verbal Report</u></p> <p>Eleanor Rogers referred to paragraph five and informed the Panel that she did not say ‘she would like to join the Grounds Maintenance Group’; she in fact said ‘she had already shown an interest in the Group but had not heard anything more about it’. It was agreed that the minutes would be changed.</p> <p>Peter Thompkins informed the Panel that the Grounds Maintenance Group have not had another meeting since the first one. Paul Raeburn said that he would find out why this is.</p> <p>Peter Thompkins referred to paragraph three and asked if</p>	Paul Raeburn

Item		Action By And Date
	<p>everything discussed will be coming in-house. Paul Raeburn replied that Gas Servicing, External Maintenance and Grounds Maintenance will all be coming in-house and will be going live in April 2011. Peter Thompkins was concerned why Contractors were looking at Chubb Road and Churchill Road if the works will be going in-house. Paul Raeburn said that he will look into what works are going on at Chubb / Churchill. Peter Thompkins will raise this issue at the Asset Management User Panel (AMUP) as well.</p> <p><u>Page 6 – Any Other Business</u></p> <p>Peter Thompkins referred to the second paragraph within item 8 and felt that Nigel Barnard should not be making comments without asking the Chair if he can do so. Julia Bowden said that Nigel Barnard does ask if he can contribute to the meeting before he does so, but agreed to raise the issue with the Tenant Panel Development Group.</p> <p><u>Page 7 – Any Other Business</u></p> <p>Katherine Russell asked what the date is for the Equality and Diversity (E &amp; D) meeting. Alister Gillies replied that it is likely to be Monday 28 February 2011, however he is still waiting for the Trainer to confirm.</p> <p>There were no questions regarding the ‘Actions Sheet’.</p>	<p>Paul Raeburn Peter Thompkins</p> <p>Julia Bowden</p>
5.	<p><b><u>Managing Directors Verbal Report</u></b></p> <p>Paul Raeburn gave a presentation on Budget Highlights.</p> <p>Paul Raeburn will make sure that the notes from the presentation are sent out with the Tenant Panel papers for the next meeting. Julia Bowden asked if any questions can be brought to the next meeting to be discussed and an agenda item will be added for this.</p> <p>A short discussion arose regarding changes in the way that User Panels could be run. Julia Bowden said that any questions should be brought to the next meeting.</p>	<p>Paul Raeburn</p> <p>All</p>
6.	<p><b><u>Minutes of:</u></b></p> <p><b><u>Asset Management User Panel (AMUP)</u></b></p> <p>The minutes were noted.</p> <p><b><u>Housing Management User Panel (HMUP)</u></b></p> <p>The minutes were noted.</p>	



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	<p>Copies of the amended changes to the Constitution were handed out to the Panel members. Julia Bowden asked if anyone has any changes to it to please let her know before the following meeting.</p> <p>Julia Bowden explained that if anyone has any nominations for officers etc, could they please put it in writing at least a month before the next AGM meeting.</p> <p>Julia Bowden informed the Panel that Tarka have a one off Community Project fund of £25 000. Christine Scott has asked that if the Tenants Panel have any suggestions to please give them to either herself or Beccy Shaw before the next AMUP meeting.</p>	All
8.	<p><b><u>Customer Involvement Strategy</u></b></p> <p>Alister Gillies asked if anyone had any comments after reading the Customer Involvement Strategy (CIS).</p> <p>Cheryl Russell-Cargill said that she found it hard to understand and could not absorb it all. Julia Bowden thought that it was excellent. Mick Bentley agreed that overall it was excellent and it will be a good opportunity for both Tenants and Staff if they both buy in to it. Alister Gillies said that the strategy will be ineffective if both sides do not buy into it, and there will be a lot of work, commitment and dedication needed for this.</p> <p>Katherine Russell asked if there will be changes made to the Strategy. Alister Gillies said that the Local Offer will change and the Strategy is a living document that will be improved.</p>	
9.	<p><b><u>Vary the Location and Times of the Meetings</u></b></p> <p>Peter Thompkins informed the Panel that there are a few issues regarding parking at Chubb / Churchill Communal Room. He asked if people attending the meetings could please park on the road.</p> <p>Mick Bentley felt that changing the times of the meetings could help to recruit new members. Eleanor Rogers suggested sending out a survey to see people's views on attending evening meetings. Alister Gillies said that he is discussing holding evening and weekend meetings and recommendations will be coming to the Tenant Panel.</p> <p>Tony Walker felt that finding a suitable venue for disabled Residents needs to be addressed as well. Julia Bowden suggested that a small Group form to produce a survey that can be sent out to Residents to see what their views are. Katherine Russell, Mick Bentley and Cathy Martin agreed to do this and bring the survey back to the Tenant Panel.</p>	

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10.	<p><b><u>Any Other Business</u></b></p> <p>Paul Raeburn informed the Panel that Nigel Barnard will not be attending the next meeting and sends his apologies. Paul Raeburn will be there in his place.</p>	
11.	<p><b><u>Ratify Agreed Actions</u></b></p> <p>All actions were agreed.</p>	
12.	<p><b><u>Items for the Next Agenda</u></b></p> <ul style="list-style-type: none"> <li>➤ Questions and Answers for the Budget Highlights Presentation</li> </ul>	
13.	<p><b><u>Date, Time and Venue of the Next Meeting</u></b></p> <p>Wednesday 2 March 2011, 10am at Chubb / Churchill Communal Room.</p>	
14.	<p><b><u>Feedback on How the Meeting Went</u></b></p> <ul style="list-style-type: none"> <li>➤ Very well</li> <li>➤ Structured</li> </ul>	