



**Tarka Tenants Panel**  
**Chubb Churchill Communal Room**  
**Minutes of the meeting held on Wednesday 5 January 2011 at 10am**

Present: Julia Bowden (Chair), Tony Walker (Vice Chair), Chris Paterson (Secretary), Cheryl Russell-Cargill, Eileen Brown, Eleanor Rogers, Sue Dunford, Sue Jones, Reginald Strong, Margaret Brown, Katherine Russell, Cathy Martin, Mick Bentley, Peter Thompkins (Residents), Nigel Barnard (Managing Director), Alister Gillies (Resident 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 and wished everyone a happy new year.</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 John Sherritt, Flo Martin, Sue Mills, Thelma Thompson and Pauline Davies.</p>	
4.	<p><b><u>Minutes of the Last Meeting and Completed Actions</u></b></p> <p><u>Page 1 – Welcome and Introductions</u></p> <p>It was agreed that the second paragraph should read ‘Julia Bowden informed the Panel that she received an email from John Sanders saying that he was resigning from the Tenant Panel as he is moving to a new organisation’.</p> <p><u>Page 3 – Minutes of the Last Meeting (Chairs Discretionary Items)</u></p> <p>Margaret Brown wanted to thank Tarka for a lovely Christmas meal.</p> <p><u>Page 3 – Minutes of the Last Meeting (Boilers)</u></p>	

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	<p>Eleanor Rogers informed the Panel that on the boiler manuals there is nothing to tell you what to do if your boiler switches off and if you phone the Out of Hours line they just say that they are busy. She does not feel that the service is good enough. Nigel Barnard explained that currently there are a lot of burst pipes that are keeping the repairs team very busy. Tarka cannot just give out advice unless someone is an engineer.</p> <p>Eleanor Rogers said that the Out of Hours team just told her to wait. Nigel Barnard informed the Panel that Call 24 deal with Tarka's Out of Hour calls and all phone conversations are recorded. He explained that when you phone Call 24 you should go through to a call room where you are asked to give all your details and you should be told that someone will come out to you. Nigel Barnard said that he would get a voice recording and see how the conversations are handled.</p> <p>Margaret Brown informed the Panel that she has been told by elderly relatives who have contacted Call 24 that no one will be out to them until Tuesday 4 January 2011. These relatives had no heating and Margaret Brown felt that if Call 24 is too busy, they should still supply heaters. Nigel Barnard agreed that they should be supplying heaters and he will look into this. Carillons call centre is in Plymouth which he feels is too far away and Tarka are going to stop using them.</p> <p>Mick Bentley stated that this same problem happened last year and we need to see why it has reoccurred again this year. Nigel Barnard said that it is not the same problem. The volume of the issue is however and the process for coping. We need the same day service for heating failures.</p> <p><u>Page 7 – Chairs Discretionary Items</u></p> <p>Julia Bowden informed the Panel that she would like to double-check the contact list for the Tenant Panel with Beccy Shaw but it will be going out soon.</p> <p><u>Page 8 - Any Other Business</u></p> <p>It was agreed that the last sentence in the first paragraph should be changed to read 'Alister Gillies informed the Panel that this Group will report back to the User Panel members with recommendations'.</p> <p>Julia Bowden said that all actions have been completed. Mick Bentley asked if there was any other information to report back regarding the Development and Projects (DAP) Group. Alister Gillies explained that he is still recruiting at present. Nigel Barnard</p>	<p>Nigel Barnard</p> <p>Nigel Barnard</p>



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	<p>Alister Gillies informed the Panel that he is doing more work on the Customer Involvement Strategy and that he would be sending copies to all Tenant Panel members for the next Panel meeting.</p> <p>Peter Thompkins said that he attended the Grounds Maintenance meeting in December 2010 and he felt that four attendees was not a fair representation of Tarka's Tenants. The topics discussed were the renting and buying of machinery and Peter Thompkins noticed when speaking with Paul Wingard that Tarka had a grass cutter. Nigel Barnard explained that Tarka do not have a grass cutter. We have a wood chipper which helps the Caretakers save time on certain jobs.</p> <p>Nigel Barnard informed the Panel that the Board also discussed bringing Grounds Maintenance, Gas Servicing and External Decorating in-house. This will involve a team of roughly 16 – 26 members. This will create savings of roughly £75 000 - £100 000 as we would not be paying VAT. There has been a surplus of £75 000 but we do not want that. We want to balance Tarka Works and will be stopping giving work to Apollo.</p> <p>Chris Paterson asked if the chips from the wood chipper would be sold. Nigel Barnard replied that it has not been discussed yet.</p> <p>Mick Bentley referred back to Peter Thompkins previous comment and wanted to know why only four attendees if felt by Tarka to be a fair representation. Nigel Barnard replied that there are nine or more volunteers on the Group now. Julia Bowden said that this issue was resolved at the last meeting and Nigel Barnard said that if anyone else would like to join the Group then they can. Eleanor Rogers said that she had already shown an interest in the Group but had not heard anything more about it. Nigel Barnard said that he would pass this information on to Emma Govier.</p>	Nigel Barnard
6.	<p><b><u>Minutes of:</u></b></p> <p><b><u>Asset Management User Panel (AMUP)</u></b></p> <p><u>Page 3 – Confirmation of Agreed Actions</u></p> <p>Sue Dunford referred to the second to last paragraph in item four and asked why Katherine Russell was told to phone Ben Ashfold when Chris Willmott could have discussed the issue with her. Katherine Russell explained that at the time she did not have all of the relevant information and so could not pass on all of the details.</p> <p><b><u>Housing Management User Panel (HMUP)</u></b></p>	

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	<p>The minutes were not ready to be sent out for the Tenant Panel meeting due to the Christmas holidays and will be sent out with the next Tenant Panel papers.</p> <p><b><u>Supported Housing User Panel (SHUP)</u></b></p> <p><u>Page 5 – Any Other Business</u></p> <p>Mick Bentley informed the Panel that if a Tenant requires a carousel unit then they can have one put in at their own cost. This was explained at the Showcase. Sue Dunford explained that the Tenant concerned is very disabled. A Surveyor asked her what she needed and she said she would like lower units, pull out units and a carousel. This was discussed at the SHUP and it was agreed that a Surveyor will go out to see her.</p> <p>Mick Bentley felt that there is a problem with how the Surveyors deal with some issues. Sue Dunford said that the kitchen was not ready for conversion and Karen Witney gave this information. Julia Bowden suggested that Karen Witney should be informed that there is an extra cost for carousels. It was agreed that Nigel Barnard would let her know.</p> <p><b><u>Communications</u></b></p> <p>Julia Bowden informed the Panel that there has not been another meeting yet as it is due in January. Sue Dunford asked what date it was set for. It was said that the meeting will take place on Monday 24 January 2011.</p> <p>Mick Bentley asked why there are no minutes for the Communications meetings. Nigel Barnard said that all the work that they do is for the Tarka Times and so the Tarka Times is the outcome from the Group.</p> <p><b><u>Auditors</u></b></p> <p>There is no update as there has not been a meeting.</p> <p>There was a ten minute break.</p>	Nigel Barnard
7.	<p><b><u>Chairs Discretionary Items</u></b></p> <p>Julia Bowden informed the Panel that following a discussion with Peter Thompkins, an agreed statement has been made to amend the previous minutes. Beccy Shaw will change the minutes from December's meeting.</p> <p>Julia Bowden explained that the Code of Conduct and Constitution are nearly all signed. Mick Bentley asked where the</p>	Beccy Shaw

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	copies are. Julia Bowden replied that the Panel have a copy, the Secretary has a copy and she keeps an electronic (scanned) copy of them all.	
8.	<p><b><u>Any Other Business</u></b></p> <p>Alister Gillies informed the Panel that the Confidentiality Agreement had been revised to make it more robust and meaningful. He added that this was a document that all actively involved tenants had to sign. While Panel members could comment, the Agreement was not a negotiable item. Tarka, as a data controller, has certain responsibilities to ensure confidentiality and this document ensures that everyone's interests are safeguarded. Sue Dunford asked if Tenants sign it and hand it back in, are they allowed to have a copy. Nigel Barnard said yes.</p> <p>Katherine Russell informed the Panel that she would like a phone list of all of the Tenants. Nigel Barnard explained that as a Tenant Panel member you all agree to let people have your numbers anyway.</p> <p>Mick Bentley queried what happens if Staff ask Tenants for complainants' details. Nigel Barnard explained that it is a different situation, as the Tenant would be giving the information on behalf of people so would have their permission. Also, all Staff have signed the Confidentiality Agreement. Peter Thompkins asked if all User Panels have to sign it. Nigel Barnard replied that he thinks so, it would make sense to. Julia Bowden asked that all signed copies go to Alister Gillies and not to her.</p> <p>Alister Gillies informed the Panel on Wednesday 26 January 2011 there is a Resident Involvement workshop on benchmarking and Value for Money. He explained that he would like one Tenant to join and come along. Board members are excluded from attending. Cathy Martin said that it is the HMUP meeting on that day. Alister Gillies felt that people will just have to decide which is more important.</p> <p>The Panel were informed that the meeting will take place at Coventry from 1 – 3:30pm and will include a three hour drive each way. Mick Bentley said that he would be interested in attending. The Panel agreed he should go.</p> <p>Katherine Russell informed the Panel that Rupert Warren is coming to Chubb / Churchill Communal Room on Wednesday 19 January 2011 for the Devon Home Choice talk. Julia Bowden asked what Panel is it for. Mick Bentley explained that it was arranged at a HMUP meeting. It was asked if someone could double check the venue as people were unsure as to where it is</p>	

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	<p>being held. Becca Shaw will confirm before the event.</p> <p>Margaret Brown informed the Panel that someone she knows wants to change a joint tenancy to a sole tenancy but nothing has been done yet. Nigel Barnard explained that if two people are living in a house and one dies, then the other person gains sole tenancy if they are named on the tenancy. If one leaves the house then the other person has to write in to gain the sole tenancy. Margaret Brown said that the other person left and this Resident went to their Solicitors and sent a copy of the Solicitors letter to Tarka. Nigel Barnard asked if Margaret Brown could pass over the details and he would look into this.</p> <p>Mick Bentley asked if the Equality and Diversity (E&amp;D) training had changed dates. Alister Gillies replied that there has not been a date change but it is likely that there could be more than one event. Mick Bentley asked if dates could be finalised quickly as diaries fill up. Alister Gillies said that he would see how far Claire Slough has got with the E&amp;D meeting and report back.</p> <p>Peter Thompkins asked what the penalties would be if someone broke the Confidentiality Agreement. Alister Gillies replied that it would depend on the seriousness of it. It would most probably result in that person excluding themselves from any activities that involve confidentiality. Mick Bentley asked who would make that decision. Alister Gillies said that it would be the Head of Customer and Community Services from Tarka and Westcountry, so Paul Raeburn (Tarka) and Sarah Wigmore (Westcountry). Mick Bentley asked if there would be any Tenant input. Nigel Barnard said no.</p> <p>Cheryl Russell-Cargill said that she felt it was a good meeting today and hopes that it carries on. She thanked everyone. Mick Bentley thanked the Staff for all the work they did in 2010.</p>	<p>Becca Shaw</p> <p>Alister Gillies</p> <p>Alister Gillies</p>
9.	<p><b><u>Completion of Agreed Actions</u></b></p> <p>Becca Shaw had made notes of actions discussed within the meeting.</p>	
10.	<p><b><u>Items for the Next Agenda</u></b></p> <p>Mick Bentley asked if Teign Housing could be added to the agenda as the Panel were supposed to be getting updates every month. Nigel Barnard apologised and said he would give the update now. Tarka had a joint proposition that we took to Teign Housing. They did not wish to proceed with this and the matter was closed.</p> <p>Alister Gillies asked if the Customer Involvement Strategy could</p>	

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	<p>be added as an agenda item for the next Panel meeting. This was agreed and AG said he would send copies out to all Panel members prior to the next meeting.</p> <p>Nigel Barnard suggested having a budget presentation for March's Tenant Panel meeting.</p> <p>Sue Jones asked if there could be an agenda item to possibly discuss varying the location of the meeting and transport discussions etc. Julia Bowden felt that this was a good idea.</p> <p>Nigel Barnard said that the Tenant Panel's Annual General Meeting (AGM) needs to be discussed for the next meeting. He suggested a presentation could be used this time and maybe changing the times of this meeting. Julia Bowden agreed that this needed to be done and felt it was best to agree a date for the AGM now. It was agreed that it would take place on Saturday 16 April 2011 at 11am.</p> <p>Alister Gillies suggested putting a Steering Group together for the AGM meeting. Julia Bowden, Sue Jones, Eleanor Rogers, Peter Thompkins, Mick Bentley, Katherine Russell and Chris Paterson all agreed to join. The date for this Steering Group was arranged for Monday 10 January 2011 at 10am at the Tarka Offices.</p> <p>Sue Jones informed the Panel that there will be a Devon Tenant Forum meeting on Thursday 31 March 2011 at Tiverton. It will be at 10am for a 10:30am start. The meeting should finish at 3:30pm and she asked for anyone who was interested so that she can arrange transport. The speaker is Ian McDougall and there will be a workshop in the afternoon.</p>	
11.	<p><b><u>Date, Time and Venue of the Next Meeting</u></b></p> <p>Wednesday 2 February 2011, 10am at Ethelwynne Brown Close Phase Two.</p>	
12.	<p><b><u>Feedback on How the Meeting Went</u></b></p> <ul style="list-style-type: none"> <li>➤ Very well</li> <li>➤ Productive</li> </ul>	