



Tarka

Housing



Tarka Tenant Panel Communication

Minutes of Meeting: Wednesday 5 August 2009

Venue: Ethelwynne Brown Close Phase 2

Present:

**Mary Rowe, Chairman, Chris Paterson, Secretary ,
Sue Mills, Sue Jones, Muriel Hosegood, Sue Dunford,
Eileen Brown, Treasurer, Eleanor Rogers, Arthur Webb,
Cathy Martin, Tony Walker,
Shane Connolly, Julia Bowden, Cheryl Cargill,
Mick Bentley, John Sherritt, John Sanders,
Nigel Barnard, MD, & Josh Jackson, Tarka Housing,**

Apologies for Absence:

**Thelma Thompson, Peter Thompkins, Shane Connolly,
Cllr Margaret Brown,
Paul Raeburn, Head of Housing Management, Tarka,**

Minutes of the last meeting:

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

Tarka Housing Update - Nigel Barnard

The property at Pynes Lane, occupied by the family evicted following an ASBO should have been vacated by 4.00pm on 4 August 2009 but it was not. Matters are in hand to rectify this situation.

Chairs Discretionary Items: Mary Rowe

Treasurer Eileen Brown now has the correct expense forms for those panel members requiring them.

Mary Rowe is to arrange a meeting to review the current Tenant Compact and the Tenant Panel Constitution and she will be assisted by panel members Mick Bentley, Eleanor Rogers and Julie Bowden.

John Sanders did not receive the paperwork regarding the Board re-election endorsements.

There appears to be an ongoing problem with UN-franked Tarka mail.

Tarka Board Feedback: (AGM) Nigel Barnard

**The annual accounts and the auditors were approved.
Tenant Panel Board members were re-elected with dissent.
Key policies including Equality and Diversity strategy were approved.
An extensive maintenance and repairs policy was approved.
TDC MD John Van Der Larschott reported favourably on the Council's view of Tarka's success although there were some "sour grapes" from a handful of councillors.
The Tenant Services Authority (TSA) agreed that Tarka was delivering on every promise it had made in the Offer Document.
There were however, matters occurring over performance targets over which Tarka had no control.
Notices were to be placed by estate inspection officers on all untaxed vehicles and vehicles parked in a dangerous state.
The Board approved all matters of policy and strategy.**

Verbal Reports on User Groups:

Asset Management: Josh Jackson

New bathroom light fittings including energy-saving bulbs have been approved.

There are to be new job roles for Tarka surveyors including new ways of working and the delegation of projects to effect improvements and avoid confusion over a trial period of 12 months.

Eleanor Rogers noted that service engineers were still arriving at properties unannounced and that the questionnaire sent to tenants with this regard should include the question: "Was an appointment made and kept".

Communications Group: Nigel Barnard & Chris Paterson

New issues of the Tarka Times and Calendar for the next 12 months were to be sent to tenants later this month.

Auditors: Julia Bowden

Tenancy agreements were currently being reviewed and an impact assessment on the work of the auditors was in progress.

Tenant Services Authority (TSA) - Draft Standards Framework

This Document issued to all panel members contained the key issues for tenants and the New Standards Framework for Housing Associations:

There would still be the Decent Homes Standard - plus in Tarka's case, the Tarka Standard.

Customer Service Standards are detailed along with those for Neighbourhood and Estate Management.

Clarification of Standards for services including grounds maintenance.

Robust policy on ASBOs

Tenant Empowerment and Involvement

Complaints Procedures

New software including that covering workflow systems.

Tenant Services Authority (TSA) - Draft Standards Framework
(continued):

The TSA is to bid for a pilot programme on scrutiny involving Tarka Housing, Westcountry Housing, West Devon Homes and Teign Housing.

Rents are to follow existing National Standards, increased by inflation figures in the autumn - this could possibly create problems regarding Tarka Housing's business plan.

Group Consultation: Nigel Barnard - A report of the Tenant Panel proposals would accompany the minutes.

Training Programme:

In addition to the Talk Team Training to take place on the 26th and 27th August at the Durrant House Hotel, there will be an Active Tenants Conference, also at the Durrant House Hotel, on Wednesday 16th September 2009 at which priorities for the coming year would be discussed.

Other Items:

Mick Bentley criticised the time for issues set by the Chair.

Cheryl Cargill said that last minute items could be put on the agenda for the next meeting. She also requested that Lynsey Shaw send the minutes to her new address in Torrington.

John Sanders criticised the TSA discussion document, stating that it was not accurate on the agenda.

Nigel Barnard, Julia Bowden and Cheryl Cargill are to work on the formation of the Scrutiny Groups: A tenant panel working group comprising Mary Rowe, Mick Bentley and Julia Bowden will meet to formulate and organise for this purpose.

Next Tenant Panel Meeting: Wednesday 2 September 2009 @
Ethelwynne Brown Close Phase 2

Mary Rowe closed the meeting at 12.50pm

Chris Paterson / Secretary

Thursday 20 August 2009