



Tarka Tenants Panel
Chubb Churchill Communal Room
Minutes of the meeting held on Wednesday 2 March 2011 at 10am

Present: Julia Bowden – arrived 10:10am (Chair), Tony Walker (Vice Chair),
 Chris Paterson – arrived 10:10am (Secretary), Eleanor Rogers, Cathy Martin,
 Reg Strong, Hazel Strong, Eileen Brown, Sue Mills, Mick Bentley, Peter Thompkins,
 John Sherritt, Cheryl Russell-Cargill – arrived 10:10am, Sue Jones – arrived 10:40am,
 Pauline Davies – arrived 11:00am (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><u>Welcome and Introductions</u></p> <p>Tony Walker opened the meeting. Eileen Brown informed the Panel that Sue Dunford is no longer a member of the Tenant Panel. Paul Raeburn said that a card and thanks has been sent to her for all of her hard work.</p>	
2.	<p><u>Declarations of Interest</u></p> <p>None.</p>	
3.	<p><u>Apologies and Absentees</u></p> <p>Apologies were received from Flo Martin, Margaret Brown and Katherine Russell. The Panel were informed that Sue Jones would be joining the meeting later.</p>	
4.	<p><u>Minutes of the Last Meeting and Completed Actions</u></p> <p>Cathy Martin informed the Panel that the last meeting was held at Ethelwyne Brown Close Two, not Chubb Churchill Communal Room.</p> <p><u>Page 3 – Chairs Discretionary Items</u></p> <p>Peter Thompkins referred to the last paragraph and said that it should read 'Julia Bowden said that they had, as far as she knows'.</p>	

Item		Action By And Date
	<p>At the Agenda Setting Meeting on Tuesday, 15 March 2011, the Chair explained she had the documents, so she knew everyone had signed them. So she felt there was no need to change the minutes.</p> <p><u>Page 4 – Vary the Location and Times of the Meetings</u></p> <p>Mick Bentley felt that the word ‘accommodation’ in the last paragraph should be changed to ‘venue’. This was agreed.</p> <p>Paul Raeburn went through and updated the Actions Sheet. It was confirmed that a Grounds Maintenance meeting has been set up for Tuesday 15 March 2011 at 2pm in Ethelwynne Brown Close Phase 2.</p> <p>Peter Thompkins felt that the meeting is unnecessary as all the work has already been completed. Mick Bentley said that there has not been enough resident involvement with this. Paul Raeburn and Alister Gillies agreed. Julia Bowden said that she would put in a complaint about this issue at the next Chairs meeting.</p> <p>Paul Raeburn informed the Panel that action two relates to altering the heating controls at Chubb Churchill Communal Room. He will clarify this at the next Tenant Panel meeting.</p> <p>Julia Bowden explained that the issue regarding how much Staff should be getting involved with meetings is still ongoing with the Tenant Panel Development Group (TPDG).</p> <p>Julia Bowden informed the Panel that there are no dates on the Resident Auditors reports and that this will be amended for future reports.</p>	<p>Julia Bowden</p> <p>Paul Raeburn</p> <p>Julia Bowden</p>
5.	<p><u>Budget Highlights Presentation Review</u></p> <p>Paul Raeburn updated the Panel and said that the 10% cuts have now been retracted.</p> <p>Cathy Martin asked if Tarka had bought properties in Torrington. Paul Raeburn replied that yes we have. Tarka can buy properties, but cannot develop any at this time. Peter Thompkins asked if Tarka can alter properties; for example converting a four bedroom house into two, two bedroom properties. Paul Raeburn said that he was not sure and would report back at the next meeting.</p> <p>A discussion took place on how much the new offices will affect the budgets. Paul Raeburn said that the budgets have not been affected and are being finalised with the Board.</p>	<p>Paul Raeburn</p>

Item		Action By And Date
	Mick Bentley queried where the savings around Repairs go. Julia Bowden said that she would raise this at the next Chairs meeting.	Julia Bowden
6.	<p><u>Minutes of:</u></p> <p><u>Asset Management User Panel (AMUP)</u></p> <p>The minutes were noted.</p> <p><u>Housing Management User Panel (HMUP)</u></p> <p>The minutes were noted. Eleanor Rogers informed the Panel that she has apologised twice for not being able to attend the HMUP, but it has not been included in the minutes. Beccy Shaw was asked to remind Staff to let her know when someone apologises for not attending a meeting.</p> <p><u>Supported Housing User Panel (SHUP)</u></p> <p>The minutes were not ready to go out with the Tenant Panel papers and will go out with the papers for the following meeting.</p> <p>Cathy Martin informed the Panel that four new members attended the meeting as it was held at Dartington Fields Communal Room.</p> <p>Cathy Martin said that the SHUP meeting discussed the issue of Residents not being able to give Staff gifts. She felt that Tenants should have been informed before Christmas. Paul Raeburn explained that Lucy Rickson (Corporate Support Manager) is doing a policy that is based on 'probity and conduct' and this should include the issue around receiving gifts from Tenants. It was agreed that a section should be included regarding this in the Winter edition of the Tarka Times.</p> <p><u>Communications</u></p> <p>There were a few issues around details of articles in the Tarka Times. It was agreed that the Communications members will raise the matter at the next meeting.</p> <p><u>Auditors</u></p> <p>Julia Bowden informed the Panel that future Auditor reports will be coming to the Tenant Panel once they have been written. The Resident Auditor's Void review is going well and should be finished in June 2011.</p>	<p>Beccy Shaw</p> <p>Paul Raeburn</p> <p>Communications</p>

Item		Action By And Date
7.	<p><u>Chairs Discretionary Items</u></p> <p>Julia Bowden asked the Panel if they had any comments on the Annual Report for the Annual General Meeting (AGM). Everyone agreed that it was fine.</p> <p>Julia Bowden reported that the papers and the proxy votes for the AGM are due to go out a month before the meeting takes place. All applicants need to write a bit about themselves this year for the Candidate Profile, to take to the AGM to help people to vote.</p> <p>Alister Gillies informed the Panel that a Resident Involvement Manager from Sedgemoor has asked if Tarka's Tenants would be interested in shadowing their Tenant's Panel. It would be for Tuesday, 15 March 2011 and there would be a limit of 5 or 6 tenants. Mick Bentley, Peter Thompkins and Cathy Martin were interested.</p> <p>Alister Gillies explained to the Panel what would be considered as a conflict of interest. He said that there are two kinds, potential and actual. The choice to withdraw from a meeting is up to the individual to decide. Where a person is in actual conflict and fails to withdraw, action prescribed in the code of conduct can follow. Being in potential conflict is not a bar to attending meetings or taking part in working groups or reviews.</p> <p>A discussion took place on how items for the next agenda should be passed on. Mick Bentley asked why we have item 11 on the agenda if we have to write in to the Secretary with our ideas. Alister Gillies said that they can be suggested either way, the important point is that the process is transparent.</p> <p>Julia Bowden informed the Panel that the Constitution needs to clarify the procedure for the agenda. It needs transparency. At the last AGM it was decided that the Constitution should have no expert opinion, but this might need to be revised. Julia Bowden suggested that all agenda items should be written in to the Secretary. Everyone was in favour of this.</p>	
8.	<p><u>Local Offer and Performance Figures</u></p> <p>Paul Raeburn informed the Panel that they should have all received the final designed draft of the Local Offer. It is a requirement for the Tenant Services Authority (TSA) which needs to be completed and agreed by 1 April 2011. He asked if anyone had any comments.</p> <p>Alister Gillies suggested that instead of the current illustration, he would like to see a photo of the Local Offer Steering Group</p>	

Item		Action By And Date
	<p>Paul Raeburn will look into why Performance Indicators 6 and 8 have been reduced to 86% and will report back at the next meeting.</p> <p>The percentage of tenants that are very or fairly satisfied with the letting standard has gone up and so Tarka's target has increased to 95% for the next quarter.</p> <p>Sue Jones and Eleanor Rogers left the meeting at 12:10pm.</p>	Paul Raeburn
9.	<p><u>Any Other Business</u></p> <p>Cathy Martin informed the Panel that a while ago she received a letter asking if she would consider a meter to help detect water leaks. She asked if anything else was happening with this. Paul Raeburn said that he would ask Dean Siford and report back to the next meeting.</p> <p>Eileen Brown asked if everyone could take her mobile phone number off their contact lists.</p>	Paul Raeburn All
10.	<p><u>Ratify Agreed Actions</u></p> <p>All actions were agreed.</p>	
11.	<p><u>Items for the Next Agenda</u></p> <ul style="list-style-type: none"> ➤ 45 minute talk on TPDG recommendations 	
12.	<p><u>Date, Time and Venue of the Next Meeting</u></p> <p>Wednesday 6 April 2011, 10am at Ethelwynne Brown Close Phase Two Communal Room.</p>	
13.	<p><u>Feedback on How the Meeting Went</u></p> <ul style="list-style-type: none"> ➤ Went well ➤ Satisfactory ➤ Discussed a lot 	