



Tarka Tenants Panel
Ethelwynne Brown Close Phase Two Communal Room
Minutes of the meeting held on Wednesday 6 April 2011 at 10am

Present: Julia Bowden (Chair), Chris Paterson (Secretary), Thelma Thompson, Mick Bentley, Cheryl Russell-Cargill, Eleanor Rogers, Katherine Russell, Peter Thompkins, Margaret Brown, Cathy Martin John Sherritt, Sue Jones, Eileen Brown (Residents), Alister Gillies (Customer Involvement Manager), Paul Raeburn (Head of Customer and Community Services)

Minute Taker: Beccy Shaw (Receptionist)

Item		Action By And Date
1.	<p><u>Welcome and Introductions</u></p> <p>Julia Bowden welcomed everyone to the meeting.</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 Nigel Barnard, Tony Walker, Hazel Strong, Reg Strong, Shane Connolly, Sue Mills and Pauline Davies. Christine Scott was absent.</p>	
4.	<p><u>Minutes of the Last Meeting and Completed Actions</u></p> <p><u>Page 2 – Minutes of the Last Meeting and Completed Actions</u></p> <p>Eleanor Rogers received a letter to say that the next Grounds Maintenance meeting is Friday 15 April 2011. She never received one that said Tuesday 15 March 2011. Julia Bowden asked Eleanor Rogers to bring in her letter, so that Paul Raeburn can look into this for her.</p> <p><u>Page 3 – Minutes of Housing Management User Panel (HMUP)</u></p> <p>It was noted that Eleanor Rogers informed the Panel that she had apologised twice for not being able to attend the HMUP, not Eileen Brown. The names were changed.</p>	<p>Eleanor Rogers & Paul Raeburn</p>

Item		Action By And Date
	<p>Mick Bentley informed the Panel, that all papers need to be sent out to Panel members well in advance of the meeting. Paul Raeburn will try and make sure this happens.</p> <p>Julia Bowden went through the actions sheet, and explained that she will answer all of her actions on Monday 11 April 2011.</p> <p>Cathy Martin informed the Panel that her meter for water leaks was installed; however no one let her know that they were coming, and she nearly missed them. Sue Jones said that she already has one and finds that it goes off every time she uses her washing machine. Paul Raeburn will pass this information across to Chris Willmott.</p>	Paul Raeburn
5.	<p><u>Managing Directors Verbal Report</u></p> <p>Nigel Barnard was unable to attend the meeting, so Paul Raeburn gave a brief update.</p> <p>Paul Raeburn reported that a meeting took place with various other Housing Associations, regarding the Local Offer document. Everyone thought our document was good and found it very clear. This was very good feedback.</p>	
6.	<p><u>Minutes of:</u></p> <p><u>Asset Management User Panel (AMUP)</u></p> <p>The word 'not' was removed from the first paragraph of item 3.</p> <p><u>Housing Management User Panel (HMUP)</u></p> <p>The minutes were noted.</p> <p><u>Supported Housing User Panel (SHUP)</u></p> <p>Thelma Thompson informed the Panel that she sent in her apologies for the meeting. Cathy Martin explained that it was Kathy McKay that was asked to speak with Penny Gooding regarding the Choice Based Letting (CBL) system, not Cathy Martin.</p> <p><u>Communications</u></p> <p>No update was given.</p> <p><u>Auditors</u></p> <p>No update was given.</p>	

Item		Action By And Date
7.	<p><u>45 Minute Talk on TPDG Recommendations</u></p> <p>Alister Gillies gave a powerpoint presentation.</p> <p>Sue Jones suggested that it would be a good idea to give an update, possibly twice a year, to show what aims, objectives and achievements the Tenant Panel have. This could be an article in the Tarka Times.</p> <p>Mick Bentley informed the Panel that the AMUP needs training. Josh Jackson was asked to pass this information across following an AMUP meeting. Alister Gillies explained that all future training will go through him.</p> <p>Following a vote, it was agreed that a separate meeting will be held to go through the recommendations of the Tenant Panel Development Group (TPDG). A date will be set at the next Tenant Panel meeting.</p> <p>Sue Jones, Eleanor Rogers and Thelma Thompson left the meeting at 12.15pm.</p>	
8.	<p><u>Chairs Discretionary Items</u></p> <p>This item was carried over to the following meeting.</p>	
9.	<p><u>Local Offer and Performance Figures</u></p> <p>This item was carried over to the following meeting.</p>	
10.	<p><u>Any Other Business</u></p> <p>Cheryl Russell-Cargill informed the Panel that some Residents are concerned with the new benefit system. It has been said that Residents who have a spare room in their property will have to pay an extra 15% for it. Cheryl Russell-Cargill wanted to know if this is an immediate change. Paul Raeburn said that he would need to look into this and will report back at the next Tenant Panel meeting.</p>	Paul Raeburn
11.	<p><u>Ratify Agreed Actions</u></p> <p>All actions were agreed.</p>	
12.	<p><u>Items for the Next Agenda</u></p> <p>None.</p>	

Item		Action By And Date
13.	<p><u>Date, Time and Venue of the Next Meeting</u></p> <p>Wednesday 4 May 2011, 10am at Chubb Churchill Communal Room.</p> <p>The Annual General Meeting (AGM) is being held on Saturday 16 April 2011, 11am for an 11.30am start, at Ethelwynne Brown Close Phase Two.</p>	
14.	<p><u>Feedback on How the Meeting Went</u></p> <p>No feedback was given for the meeting.</p>	