



**Housing Management User Panel**

**Board Room, Tarka Housing**

**Minutes of the meeting held on  
Monday, 13 September 2010 at 10am**

Present: Paul Raeburn (Chair), Jon Hadwen (Tarka Housing)  
John Sanders, Mick Bentley, Peter Thompkins, Cathy Martin,  
Tony Walker, Pauline Davies, Eddie Merrick, Katherine Russell  
(Residents)

Apologies: Eileen Brown, Carrie-Ann Persson, Jan Atkin, Eleanor Rogers

Absent:

Minute Taker: Janet Glover

Item		Action By and Date
1.	<p><b>Welcome and Introductions</b> Paul Raeburn welcomed everyone to the meeting and as there were new members to the Panel all present introduced themselves.</p>	
2.	<p><b>Apologies and Absentees</b> Apologies were received from Eileen Brown, Carrie-Ann Persson and Jan Atkin. Eleanor Rogers was absent.</p>	
3.	<p><b>Minutes of the last meeting (accuracy)</b> The minutes of the last meeting were presented and the following amendments were noted:</p> <p>Page 6 Performance Report - second paragraph should read '<i>John Sanders stated that the percentage <b>figure on Performance Indicator 10 is incorrect.</b></i>'</p> <p>Page 6 Performance Report - third paragraph should read '<i>John Sanders felt that the target on 'average re-let times' should be <b>17 days</b>.</i>'</p> <p>Page 7 Any Other Business - second paragraph should read '<i>Paul Raeburn advised the Panel that he will distribute copies of the <b>Terms of Reference</b> at the end of this meeting for them to look at in time for next month's meeting.</i>'</p>	
4.	<p><b>Matters Arising from the Last Meeting</b></p>	



Item		Action By and Date
	<p>issue of communal land with Joshua Jackson.</p> <p><u>Page 5 - Adaptations Policy</u></p> <p>Following a discussion on this issue, it was agreed that Paul Raeburn will invite Joshua Jackson and/or Chris Willmott to the next meeting to discuss this matter as an agenda item.</p> <p><u>Page 5 - Permission Letters</u></p> <p>Paul Raeburn informed the Panel that the permission letters will be put as an agenda item for the next meeting.</p> <p><u>Page 6 - Paragraph 2</u></p> <p>John Sanders informed the Panel that at the recent Asset Management User Panel they were advised that Tarka Works would be undertaking the grounds maintenance works. Paul Raeburn was not aware that this was the case, but stated that this was an option that was considered in the recent Tarka Works Review.</p> <p><u>Page 6 - Paragraph 4</u></p> <p>Paul Raeburn informed the Panel that Fuel Poverty will be brought to the November meeting.</p> <p><u>Page 6 - Performance Report</u></p> <p>John Sanders queried if vacant garages were being advertised. Paul Raeburn confirmed that they were and that from the end of July there had been 11 voids, but 29 garages had been let. John Sanders suggested that it would be more cost effective and beneficial to have a small lineage advertisement in local newspapers on an ongoing weekly basis.</p> <p><u>Page 7 - Service Charges</u></p> <p>Paul Raeburn informed the Panel that he would speak to John Sanders at the end of the meeting to discuss the issue he raised regarding the service charge for Sandford Gardens. John Sanders also pointed out that the Panel has not seen the review of service charges. Mick Bentley felt that the issue of Sandford Gardens should be discussed at the meeting and not in private. All present agreed and a short break was taken to collate the paperwork.</p> <p>Following discussion of this particular service charge case, it was agreed to put service charges as an agenda item for the next meeting to go through the process and use this case as an example.</p> <p>Paul Raeburn confirmed that all service charge accounts will be checked during September.</p>	<p>Paul Raeburn 15.10.2010</p> <p>Paul Raeburn 15.10.2010</p> <p>Paul Raeburn 15.10.2010</p> <p>Paul Raeburn 19.11.2010</p> <p>Paul Raeburn 15.10.2010</p>

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	<p><u>Page 7 - Trailer at Chopes Close</u> Mick Bentley informed the Panel that there is a response to the issue he raised, but this has not been received by him yet.</p>	
5.	<p><b>Fuel Poverty</b> Paul Raeburn informed the Panel that the Fuel Poverty Consultation Event will be taking place at the Exeter Court Hotel in Kenford on 20 September 2010. The event is being run by Tony Merrick of Energy Action Devon and will consist of presentations and workshops. Pauline Davies advised the Panel that she would be unable to attend. Paul Raeburn requested that any Panel members who wished to attend should contact Beccy Shaw who is co-ordinating the event. Mick Bentley, Peter Thompkins, Cathy Martin, Eddie Merrick and his wife and Katherine Russell informed the Panel that they will be attending.</p>	
6.	<p><b>Terms of Reference</b> The Panel discussed the Terms of Reference. Agreed amendments to these will be made by Paul Raeburn and the revised document will be re-issued prior to the next meeting.</p> <p>Paul Raeburn posed the question of a Panel member taking on the role of Chair for this User Panel. This was received favourably by all present and it was agreed that Panel members may put themselves forward, or nominate another Panel member. A secret ballot will be carried out at the next Panel meeting, with the new Chair commencing their duties with effect from the November meeting.</p> <p>Paul Raeburn apprised the Panel of operational difficulties associated with holding this meeting on a Monday and requested that the Panel consider changing the day. After discussion, the Panel agreed to change the meetings already arranged for the remainder of this year as follows:-</p> <p>October meeting will be on <b>Friday, 15 October 2010</b> at 10 am November meeting will be on <b>Friday, 19 November 2010</b> at 10 am December meeting date will remain as Monday, 13 December 2010, but the time will change to <b>12.30 pm with lunch provided</b></p>	<p>Paul Raeburn 15.10.2010</p> <p>All 15.10.2010</p> <p>All</p>
7.	<p><b>Anti Social Behaviour Update</b> Jon Hadwen gave an overview of the anti social behaviour process. A breakdown of the React system and the cases that have been logged was handed out which was explained to the Panel. John Sanders requested that pie charts are presented as figures and items are looked into in more depth such as a case study.</p>	John Hadwen
8.	<p><b>Arrears Processing - Rent Statements</b> Paul Raeburn informed the Panel that this item will now be presented at the next meeting.</p>	Paul Raeburn 15.10.2010
9.	<p><b>Resident Involvement Update</b> Paul Raeburn informed the Panel that Alister Gillies has been appointed as Resident Involvement Manager.</p>	

Item		Action By and Date
	Mick Bentley queried the election of Auditors. Paul Raeburn will bring the Terms of Reference for Auditors to the next Panel meeting.	Paul Raeburn 15.10.2010
10.	<p><b>Any Other Business</b></p> <p>Mick Bentley asked if Westcountry have bought Jigsaw. Paul Raeburn explained that Jigsaw is part of Community Projects North Devon which has recently joined the Group.</p> <p>Peter Thompkins handed Paul Raeburn paperwork and photographs of grounds maintenance work.</p> <p>Peter Thompkins requested an explanation of the recent letter that he had received from Alister Gillies as he felt that it was personal to him. Paul Raeburn stated that the letter was sent to all Code of Conduct and Constitution Steering members and he would request Nigel Barnard to discuss this at the next Tenant Panel meeting.</p>	Paul Raeburn/ Nigel Barnard 06.10.2010
11.	<p><b>Date, Time and Venue of the Next Meeting</b></p> <p><b>Friday, 15 October 2010 at 10 am in the Board Room.</b></p>	
13.	<p><b>Feedback on Meeting</b></p> <ul style="list-style-type: none"> <li>• Eddie Merrick said it was brilliant and he had learnt a lot</li> <li>• Katherine Russell said it was very good</li> <li>• John Sanders said that two months between meetings was too long</li> </ul>	