



Housing Management User Panel
Tarka Housing Board Room
Minutes of the meeting held on Friday 18 February 2011 at 10 am

Present: Paul Raeburn (Head of Customer and Community Services), Mick Bentley (Chair),
 Peter Thompkins, Cathy Martin, Reg Strong (Residents)

Minute Taker: Beccy Shaw (Receptionist)

Item		Action By And Date
1.	<p><u>Welcome and Introductions</u></p> <p>Mick Bentley welcomed everyone to the meeting and said that he would like Staff and Tenants to work well together. He explained that personal agendas should not be brought to the meeting. Paul Raeburn added that personal issues could be discussed with officers at the end of the meeting.</p>	
2.	<p><u>Apologies and Absentees</u></p> <p>Apologies were received from Katherine Russell, Hazel Strong, Dawn Reed, Alister Gillies and Jon Hadwen.</p>	
3.	<p><u>Minutes of the Last Meeting</u></p> <p><u>Page 3 – New Emerging Government Bills</u></p> <p>Mick Bentley said that the sentence ‘Mick Bentley felt that with the 10% cuts, both Tenants and Housing Associations will struggle’ does not make sense and asked if it could be reworded.</p>	Beccy Shaw
4.	<p><u>Completed Actions</u></p> <p>Paul Raeburn went through the list of actions explaining each answer.</p> <p>Cathy Martin referred to the Chubb / Churchill Communal Room and asked if the thermostat would be locked and who would have access to it. Paul Raeburn said that he would find out.</p> <p>Paul Raeburn informed the Panel that the redraft of the garage policy is not ready as Caroline Pittwood has been off sick. He will</p>	Paul Raeburn

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	<p>Paul Raeburn explained that the average re-let times have dropped. This is due to the Christmas break where no work could take place and also we have received more refusals than usual. Tarka need to be more specific with describing properties on Devon Home Choice as people are not realising that properties are in the middle of nowhere until they go out to visit.</p> <p>Mick Bentley said that the target of 17 is hard to retain and suggested changing it to 20. Paul Raeburn explained that we are setting ourselves a target we feel we can achieve. Mick Bentley felt that works should not be going on in a property after tenants have moved in. Paul Raeburn replied that Tenants agreed for works to be carried out so that they could move in quicker.</p> <p>Paul Raeburn explained why the average re-let time of garages has gone up. He said it is due to Tarka finally re-letting garages that have been empty for long periods of time.</p>	
7.	<p><u>Anti Social Behaviour Update</u></p> <p>Paul Raeburn informed the Panel that surveys will be going out to Residents that have been through an Anti Social Behaviour (ASB) case with Tarka and Westcountry, which will hopefully be completed and returned to us.</p>	
8.	<p><u>Resident Involvement Update</u></p> <p>Paul Raeburn informed the Panel that a draft of the Local Offer went to the Westward Group Senior Management Team (SMT) who thought it was really good. This was positive feedback for the Local Offer Steering Group (LOSG).</p> <p>There will be a full update of Resident Involvement from Alister Gilles next month.</p>	
9.	<p><u>Any Other Business</u></p> <p>Peter Thompkins informed the Panel that the parking at Chubb Churchill Sheltered Scheme is very limited when meetings take place. People attending the meetings are parking in the spaces as opposed to the road and making it difficult for Residents to get in and out.</p> <p>Cathy Martin explained that this has been raised with Andrew McMurray and he said he would look into it to see what can be done. Paul Raeburn said that he would ask Staff to park on the road in future and speak with Andrew McMurray to see what he is doing about it.</p>	Paul Raeburn

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	<p>Mick Bentley asked who the Tarka Board Members are that are on the Westward Group Board. Paul Raeburn answered that they are Sue Jones and David Howell.</p> <p>Paul Raeburn asked the HMUP if they would consider having some training. Mick Bentley felt that there are concerns with the AMUP and the HMUP saying different things. Paul Raeburn thought it would be a good idea to have an overview of how Tarka works. He will speak with Josh Jackson and prepare an overview presentation of how Tarka works.</p>	Paul Raeburn
14.	<p><u>Date, Time and Venues for Next Meeting</u></p> <p>Friday 18 March 2011, 10 am in the Tarka Housing Board Room.</p>	
15.	<p><u>Feedback on How the Meeting Went</u></p> <ul style="list-style-type: none"> ➤ Good ➤ Good chairing ➤ Structured 	