



Tarka Housing

Tarka Tenant Panel Communication

Minutes of Meeting: Wednesday 20 January 2010

Venue: Ethelwynne Brown Close Phase 2

Present:

Mary Rowe, Chair,
Chris Paterson, Secretary,
Eileen Brown, Treasurer

Michael Bentley
Julia Bowden
Margaret Brown
Cheryl Cargill
Sue Dunford
Penny Ireland
Cathy Martin
Sue Mills
Eleanor Rogers
Jenna Rosslee
John Sanders
John Sherritt,
Thelma Thompson
Tony Walker

Apologies for Absence:

Sue Jones
Arthur Webb

Minutes of the last meeting and Matters Arising:

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

Chairs Discretionary Matters: Paragraph 4:

Sue Dunford remarked that a Report to the Board by the Tenant Panel had never been put in place and that this fact should be rectified, as required by the Constitution.

Tarka Board Update: Paragraph 3:

Eleanor Rogers commented on maintenance waiting times - deleted

Older Persons User Panel:

A member raised the matter that she was NOT old. A suitable change in name of this panel was proposed and is to be discussed by this panel.

Auditors Panel: Amendments underlined:

A telephone survey was currently under way for Westcountry Housing Association.

It had been suggested that 1 out of 4 audits for the year would be used to study the "pick-up" on items discovered in the previous audits.

Chair's Discretionary Matters:

The Chair discussed changes and the rules, according to the Code of Conduct and the Constitution that were NOT being adhered to and felt that the meetings from her standpoint were "like a war zone". Members commented on the importance of working together, delivering scrutiny in a thorough manner and not allowing the panel to slip on its standards.

Code of Conduct & the Constitution:

There were queries as to whether the revised Code of Conduct and the Constitution would be completed and ready for discussion at the forthcoming Tarka Tenant Panel Annual General Meeting.

Panel members were reminded that they must agree to and sign up to the Tarka Tenant Panel Code of Conduct and the Constitution. A vote by the Tenant Panel confirmed the fact that the Code of Conduct only applied to the Tenant Panel, NOT to the other User Group Panels.

Some panel members admitted that they had breached the rules as laid down in these documents and some felt that cross conversations at panel meetings were causing a "loss of the plot".

Tarka Tenant Panel Annual General Meeting:

This will take place on Tuesday 23 March 2010 at the Conservative Club in Great Torrington at 7.00pm.

There is free parking in the TDC car park beside the club.

The Housemark Report presentation by Joss Jackson will be related during the proceedings.

Future Planning & Development of the Tarka Tenant Panel:

Members raised the following important issues to be drawn to the attention of the Tarka management:

Much improved and proper accurate minutes should be produced for ALL the User Panels - this has not been happening.

The Tenant Panel is not receiving the minutes of the User Panels early enough for study purposes prior to the next Tenant Panel meeting. They should be remitted to Panel members within 2 days of the User Panel meeting.

A suggestion was made that Tarka officers could leave the Tenant Panel meeting after they have each made their statements.

NO documents that are NOT on the Tenant Panel meeting agenda should be permitted.

The standard of the repairs back-up service company during the Christmas break was heavily criticised by several Panel members due to failures emanating from a "could not care less attitude" on the part of the service company and their total ignorance as to the identity of our heating service contractors - Carillion.

Details on this issue have been given to the Chair of the Asset Management Panel.

Issues to be discussed at Tenant Panel Meetings should be drawn to the attention of the Chair or Secretary as early as possible, prior to meetings.

Some members felt that there was too much of Tarka "telling us what to do".

Future Planning & Development of the Tarka Tenant Panel:
(continued)

There was considerable discussion over Tenant Panel Training opportunities and the fact that choice should be given to members on the subject of the dates of training programmes. It was felt that suitable dates for training items should be decided ONE year in advance with a look at suitable training items to be slotted into these dates every SIX months.

There were questions as to whether the Tenant Panel should demand its own budget - out of the Tarka Resident Involvement Budget.

There was considerable concern that (particularly over this past year), that meetings involving Tenant Panel members had not only been cancelled at short notice, but no adequate reasons had been given for these postponements other than for adverse weather conditions.

Next Tenant Panel meeting: Wednesday 3 February 2010 @
Ethelwynne Brown Close Phase 2

Issues To Be Incorporated in the Agenda for the next meeting:

1. A budget for the Tenant Panel.
2. The future of heating systems for the Tarka properties.
3. Garages.

Chair Mary Rowe closed the meeting at 12.45pm.

Chris Paterson / Secretary

Thursday 23 January 2010

