

## THREE OAKS HOMES TENANTS' FEDERATION

### MINUTES OF COMMITTEE MEETING HELD AT THE BLABY PARISH COUNCIL OFFICES, WESTERN DRIVE, BLABY ON 12<sup>TH</sup> APRIL 2010, AT 10.00 am

#### Present:

Lesley Woodward	Acting Chair
Suzi Randall	Vice Chair
Jim Humphreys	Treasurer
Jean Humphreys	
Reuben Reynolds	
Tony Mann	
Jackie Clark	
Keith Posnett	
Shirley Heggie	
Mary Hood	
Colin Norman	Observer
Sue Lees	Head of Housing Three Oaks Homes

**1. Apologies for absence** – Apologies had been received from Joan Deacon and Mary Thompson.

**2. Declaration of Interest** – Tony Mann, Jim Humphreys and Colin Norman declared an interest as Board Members of Three Oaks Homes and, as such, would refrain from discussing or voting on any matters which may conflict with this.

**3. Approval of Previous Minutes** – The Minutes of the Committee Meeting held on the 1<sup>st</sup> March, 2010 were approved.

#### **4. Matters arising from previous Minutes**

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**Voids** - Concern was raised regarding cessation of monitoring ready to let properties with prospective tenants. The Chair assured the meeting that the form currently used will be revised and voids will be monitored on a monthly basis.

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**Board Member Election** – All Board Member Elections have been cancelled for the time being. The National Housing Federation's recommendation is that for subsidiaries the size of TOH Board size should be 9 members. The other subsidiaries of EMHG and the Group Board all have 9 members. TOH need to get the size down to 12 this year and 9 next year. Joanne Tilley from EMHG will keep the Federation informed on this.

When Board members are elected in the future they will be interviewed by the Chair of the Board, the Managing Director of TOH with two Federation Members in attendance.

**Handyvan Service** – It was reported that the take up of this service had not been as good as expected and perhaps a better leaflet would improve the situation. Sue would check the current situation with the leaflet.

**Christmas Closure of TOH** – It was confirmed that housing support officers will be on call 24 hours a day.

**TOH Business Plan** - had gone to the Board and had been accepted.

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**Secretary's Report** –The East Midlands Tenant Participation Forum ((EMTPF) to be held on 26<sup>th</sup> April at the Peepul Centre Leicester. Lesley, Jim, Joan, Suzi are attending and Reuben asked to be included. Suzi to check availability.

**Tenant Representative Reports** - Lesley reported that she and other Committee members had attended the first meeting of the EMHG Customer Council. (Minutes had already been circulated). Lesley asked if anyone wished to become a member. Board Members are excluded. Jane Churcher had already expressed a desire to be part of the Council. Mary Thompson would possibly be interested and also Reuben Reynolds. The next meeting will be held at the end of May (exact date to be confirmed later) and those attending to report back to this meeting.

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**Any Special Business** – Reuben will be attending the Strategic Review of Housing Related Support Service for Older People on the 21<sup>st</sup> April and will report back to this meeting.

**Any Other Business Wheldons** – (3) Sue Lees (Head of Housing) was asked to comment regarding problems some tenants had experienced with appointment dates. Sue will report back to the Federation when further enquiries have been made and with a solution to the problem.

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**Rent Statements and Service Charges.** Radford House, in particular, experienced problems with Service Charges and had set up its own protest group. Rent statements were unclear and confusing especially as arrears letters are issued too soon. There is also a problem with cheque/cash payments to the Blaby District Council Offices going astray.

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**Joint Tenancy Policy** - This has now gone to the Board. It was noted that the Federation Committee were not happy regarding the six months occupancy and would prefer one year instead.

**5. Treasurer's Report** - The accounts currently stand at; High Interest account £400.92. Cheque account £599.12 and petty cash at £44.14. A bill from the Blaby District Council is expected shortly. Sue Lees said that next year TOH would not receive any increase in their Tenant Participation budget and the Federation budget would be £7,000.

Tony questioned whether mileage expenses would increase in line with fuel increases. It was agreed that 42p per mile irrespective of actual mileage was adequate.

**6. Secretary's Report** - It was reported that a client in Glenfield had a query regarding parking. Unfortunately nothing will be done this year and they have been informed accordingly. A query was received from a tenant regarding investment programme which was dealt with by Peter Allen, TOH Asset Manager.

New Training dates from Instep:

Thursday 13<sup>th</sup> May – covering tenant involvement regarding day to day repairs. Help to clarify law and guidance for repairs and maintenance. (Contact Suzi)

Writing and Publicity Skills. Essential communication skills, writing reports, Thursday 20<sup>th</sup> May. (Contact Suzi for further details).

## **7. Tenant representative reports -**

- Jackie and Joan attended Trafford Hall for a free course on Crime Prevention. A report has been produced and was circulated to the Committee.
- Gold Star Newsletter circulated to all attending from OGM presentation in March.
- Suzi reported on an inspection of a first floor flat and a bungalow at Enderby, due to be let. Both properties appeared to be suffering from damp.
- **Consultation Group Questionnaire** – *Your Home – are you satisfied?* Copies were passed to Committee Members with the request for comments to be returned to Lesley by 26<sup>th</sup> April, 2010.

## **8. Any Special Business**

Sue Lees issued a report on Best Value Review Customer Services. All members agreed that this was a very good report.

- Open Discussion time. Reuben suggested a sub-group be set up to look at specific issues. It was felt that there were insufficient members to set up another meeting but to have open discussion time.
- The question regarding TSA – If there were to be a change in Government at the next election? TSA wish to monitor everything. It is important to monitor, irrespective of whether TSA continues, although it is felt that TSA will still continue as it is a registered body. However, it was agreed the Federation should continue as always.
- Core Strategy regarding new Housing. 7000 new homes are to be built within this area. TOHTF are informed as is East Midlands Housing Group. Sue Lees reported that the Local Strategic Partnership was also involved.
- Grass Cutting enhanced service or not is dependent on tenant choice

## **9. Any Other Business**

- Customer Council Meeting on Group Asset Management Strategy had been attended by some members of the Federation. The next meeting will be on the

7<sup>th</sup> May. Copies of the Strategy were passed to Committee members for comments to Lesley by 5<sup>th</sup> May.

- Policies asking for feedback on safeguarding vulnerable adults and safeguarding vulnerable children had been delivered to Committee members since the last meeting with a request for comments. It appeared that there were a number of typing errors in this document and the document will be further proof-read by Lesley.
- The question of identity photographs of tenants retained on file to prevent sub-letting was, in principle not opposed, but members felt that the cost was unnecessary.

**10. Date, time and venue of the next Meeting** – The next Committee Meeting will be held on the 10<sup>th</sup> May 2010, in the Blaby Parish Council Offices, Western Drive, Blaby from 10.00am – 12.30pm. (Apologies for next month's meeting received from Tony Mann)

**11. Closure of meeting** – The meeting closed at 12.25pm