

MINUTES

Tenants & Residents Consortium

6th August 2009, The Source Multi-Use Centre, Sleaford

Present:

Graham Carvell	Leicester (Chair)
Adam Khonat	Leicester (Vice-Chair)
Colin Stratton-Baldwin	Ollerton (Secretary)
Jenny Wilson	Northampton (Treasurer)
Angela Stratton-Baldwin	Ollerton
Pauline Dakin	Loughborough
Carole Graham	Loughborough
Dave Pearsall	Northampton
Noorjahan Khonat	Leicester
Hannah Wilson	Northampton
Bernard Wilkinson	Nottingham
Colin Shakh	Nottingham
Alan Murphy	Sleaford
Philip Morris	Sleaford
Joseph Griffiths	Sleaford
Mary Gash	Sleaford
Paul Moat	NCHA
Heather Cooke	NCHA
Lou Rudkin	NCHA
Debs Ramsden	NCHA

1. Welcome & Apologies

Apologies were received from David Dawkins (Lincolnshire), Jeff Colby (Sleaford) and Peter Cowley (NCHA). Graham welcomed everyone to the meeting and introductions were made.

2. Acceptance of Minutes

CAP Meeting Frequency - TRC Officers met with the Resident Involvement Officers on 9th July. It was agreed that Sharon Singleton would meet with David Richardson to discuss resources in order for the Leicester CAP to meet more frequently. Awaiting feedback.

The minutes of the meeting on 2nd July were accepted as a true and accurate record.

3. Matters Arising from the Last Meeting

- Resident Involvement Impact Assessment

Heather said this had been discussed at the meeting in June - Minutes to be checked.

- Tenant Conference

The goody bags have been sorted (an account with the supplier was finally opened), they have been changed slightly because a new catalogue came out. Debs confirmed with members that the table football tournament trophies are to be purchased by the TRC.

Heather advised that 48 replies have been received from the initial mail out to involved tenants.

Debs confirmed the following:

- Walkers don't have tables small enough for the TRC's requirements, but can hire them in at £6 each.
- Lunch will be in 2 sittings
- A bingo screen is available but a laptop is required
- Let Donna have information about what's going in the welcome packs as soon as possible

Nigel Nice and Mike Andrews have been invited. Paul agreed to raise this with the Executive Team. Peter is inviting housing staff.

Six service users are coming, 4 of whom have support workers. Heather advised that residents from Muskham View have been invited separately as they are involved in the Castle Station Tenants Association. It was agreed that 4 more service users can be invited.

Graham went through the draft program. Alan said that he enjoyed the speed networking last time, however it's not happening this time. The day is based around an idea from Peter.

Philip talked about opportunities for disabled people to access work and Debs said he would have the chance to talk about this in a small group at the conference if he wanted to.

Any comments let Debs, Heather or Graham know before the next meeting on 20th August.

Bernard talked about the terminology, eg "flow of the day", "mind map" and "cafe conversation". Colin explained that this terminology has been used in the brief to the TRC, the information at the conference will be simpler and clearer. The facilitators will do the work on the day. It was agreed that the TRC needs to ensure that all the information is in plain English.

4. Guest Speaker - Paul Moat

Paul Moat, Technical Services Director, talked about the Draft Corporate Strategy.

The Strategy has been drafted by the Executive Team on behalf of the Board. It's the main document that drives NCHA. It is updated each year - reviewed and pushed on each year to reflect what's happening nationally.

Directors and senior management give feedback on where they think NCHA should go in the next 5 years. The Board has an away day to discuss their ideas. The Strategy reflects the vision. Targets are:

- More Homes - 9,000 units by 2014 (increased from 7,800)
- Great Services - looking for 90% tenant satisfaction (General Needs), 98% service user satisfaction (HWCS), 3* and promising in Audit Commission Inspection
- Better Lives - for example meeting Decent Homes Plus, all new homes developed are zero carbon

Alan said that the Audit Commission raise the bar, so it will be difficult to get 3*. Paul said that NCHA has an action plan to address any weaknesses. The TRC are in the plan to be actively involved to help NCHA achieve 3* at the next inspection.

Colin S said that many groups were set up simply for inspection, eg the Disability Forum. Heather said that she thought the group is being re-established within Housing, Peter to be approached about this.

Issues at Navigation Wharf to be taken back by Paul.

Customer profiling is important so NCHA can tailor services to individuals. Currently there is a 32% response rate to the Customer Census, would like this to increase to 50%.

Bernard asked that if NCHA sells Maintenance services to other organisations, would their 100% service delivery KPI drop? Paul explained that this wouldn't happen as Maintenance have their planned program and resources are allocated to this.

Colin S asked why DMS didn't do the building works at Pelham Road and Clumber Court. Paul explained that the contract was given as a whole rather than broken down into individual jobs, which would have been more expensive.

Alan asked if it's an achievable goal to increase satisfaction by 10% over the next 5 years. Paul agreed that it's a tough target. However, it can only be measured every 2 years from the Status Survey results.

Alan said that void rent loss seems to be a problem with all housing associations. Paul said that the new Income and Estates Teams will be working hard on this issue.

Bernard said that reducing re-let time would impact on void rent loss. Paul explained that it takes time to turn a property around - keys come in to Maintenance, who have a 9-day turnaround, then go back to Housing for allocation. Ken Rigby is involved in the Re-let Group and feeds back to TS-CAP.

Alan asked if NCHA are on course to meet the targets by 2014. Paul said that NCHA is in a much stronger position than many other housing associations. NCHA identified problems with the property market 18 months ago and was pro-active sorting out finances, eg they secured funding from the Housing Corporation to transfer properties under shared ownership / outright sale to general needs.

5. New Items for Discussion & Items for Next Agenda

- TSA 2nd Conversation

Dates have been set for the 2nd phase of the consultation and are on the NCHA website. The Newark conversation is on 18th August, Sleaford on 27th August, Leicester on 27th August and Nottingham on 28th August.

- Moorgreen Tenants & Residents Association

Colin S reported that Moorgreen TRA, working with Heather, have secured an Awards for All Lottery grant for £4,999 for the internet cafe. The funding will pay for a sessional worker to provide training and support to tenants on the estate.

6. Policy Review

- Community Maintenance Budget Policy

The Group ran through the Policy. Graham said that if reps aren't available at a quarterly meeting, decisions would be delayed for 3 months till the next quarterly meeting. It was suggested that reps from NCHA could be accompanied by a tenant from the relevant scheme - it was suggested that this could be added to point 2.6. It was also suggested to remove from point 2.3 "together with a copy of the Community Maintenance Policy".

7. CAP Feedback

There was no CAP feedback.

8. Action Plan & Corporate Services Update

- Action Plan

Link article - the next Link comes out in October. A story about the plaques at Muskham View to be included. Bernard suggested putting in pictures of TRC members. Philip suggested a feature on new members.

Identify areas with no representation is ongoing.

There was some confusion over the Young Persons CAP information that's on the NCHA website - the TRC were not aware of this.

Conference gifts have been ordered, they need to be packed (90%).

Monitor representation is ongoing (20%).

Cultural awareness - on hold until December.

Monitor CAP frequency - the TRC would like a report about the Northampton CAP to monitor progress.

Monitor policy distribution - this is working well. A maximum of 2 policies will come to each meeting.

Working with young tenants - target date revised to November 2010.

Tenant control of TRC webpages - the TRC page has been updated and tidied up.

- Corporate Services Update

Link - Debs asked that TRC members encourage neighbours to complete the satisfaction questionnaire - the results will be in the January issue.

The seeds are going out with the January issue. It was asked if the TRC webpage details can go on the bottom of the packet. Also need to include the competition in Link (most unusual container).

The Ollerton Office is celebrating its 20th birthday on 3rd September.

9. Training & Representation Update

Graham said that Service Inspection Team members are doing a CIH course - Heather agreed to find out if this course is available to all tenants.

InSTEP are holding a "Tenant Involvement in Day-to-Day Repairs" course in Nottingham on 9th September. Please let Colin know as soon as possible if you're interested.

Feedback from the East Midlands Tenant Participation Forum Summer Event on the 30th July was that it wasn't very useful.

Heather

10. Any Other Business (Including Tenants' Issues)

- Tenants Friend

Bernard suggested that the TRC could consider offering a service whereby they support other tenants in their dealings with NCHA. Alan said that the person offering the support would have to be someone the tenant knows. To be investigated further.

Alan said that he won't be able to attend many future meetings, but would still like to receive information.

11. Date & Time of Next Meeting

Thursday 3rd September, 10:30am, Camberley Court, Bulwell, Nottingham.