



## Tenant Services Management Board

You are requested to attend a meeting of the Tenant Services Management Board to be held in The Long Room, Somerset County Cricket Club, Taunton on 23 April 2012 at 16:00.

---

### **Agenda**

- 1 Introduction - Dustyn Etherington, Chairman
- 2 Apologies.
- 3 Public Question Time.
- 4 Tenant Services Management Board 2011/2012 - Dustyn Etherington, Chairman
- 5 The year ahead for the Tenant Services Management Board and Housing Services. Report of the Community Services Manager  
Reporting Officer: James Barrah
- 6 Review of the Terms of Reference of the Tenant Services Management Board.  
Report of the Tenant Empowerment Manager  
Reporting Officer: Martin Price
- 7 Review of the Code of Conduct of the Tenant Services Management Board.  
Report of the Tenant Empowerment Manager  
Reporting Officer: Martin Price

Tonya Meers  
Legal and Democratic Services Manager

27 September 2012

Members of the public are welcome to attend the meeting and listen to the discussions.

There is time set aside at the beginning of most meetings to allow the public to ask questions.

Speaking under “Public Question Time” is limited to 4 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chairman will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate.

If a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chairman will normally permit this to occur when that item is reached and before the Councillors or Tenant Services Management Board Members begin to debate the item.

This is more usual at meetings of the Council’s Planning Committee and details of the “rules” which apply at these meetings can be found in the leaflet “Having Your Say on Planning Applications”. A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room.

Full Council, Executive, Committees and Task and Finish Review agendas, reports and minutes are available on our website: [www.tauntondeane.gov.uk](http://www.tauntondeane.gov.uk)



Lift access to the John Meikle Room and the other Committee Rooms on the first floor of The Deane House, is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available off the landing directly outside the Committee Rooms.



An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter.

**For further information about the meeting, please contact the Corporate Support Unit on 01823 356414 or email [r.bryant@tauntondeane.gov.uk](mailto:r.bryant@tauntondeane.gov.uk)**

If you would like an agenda, a report or the minutes of a meeting translated into another language or into Braille, large print, audio tape or CD, please telephone us on 01823 356356 or e-mail us at: [enquiries@tauntondeane.gov.uk](mailto:enquiries@tauntondeane.gov.uk)

**Tenant Services Management Board Members:-**

Mr D Etherington	(Chairman)
Mr M Edwards	(Vice-Chairman)
Councillor R Bowrah, BEM	
Councillor S Brooks	
Mrs J Bunn	
Mrs E Drage	
Mr D Galpin	
Mrs J Hegarty	
Mr K Hellier	
Mrs P Marshall	
Mrs T Urquhart	

**Minutes of the Annual General Meeting of the Tenant Services Management Board held on Monday 23 April 2012 at 4pm in The Long Room, Somerset County Cricket Club, Taunton.**

**Present:** Mr Etherington (Chairman)  
Councillor Brooks, Mrs Bunn, Mrs Drage, Mr Galpin,  
Mrs Hegarty, Mr Hellier, Mrs Marshall and Mrs Urquhart

**Officers:** James Barrah (Community Services Manager), Stephen Boland (Housing Services Lead), Steven Clarke (Tenant Services Development Officer), Paul Hadley (Housing Manager-Lettings), Rosie Reed (Tenant Services Development Officer), Martin Price (Tenant Empowerment Manager), Wendy Sharland (Administrative Officer) and Phil Webb (Housing Manager - Property Services)

(The meeting commenced at 4pm).

**1. Introduction**

The Chairman welcomed all Board members and tenants to the meeting, which was the second Annual General Meeting.

**2. Apologies**

Councillor Bowrah and Mark Edwards.

**3. Public Question Time**

A member of the public asked if the new Board was to be voted for by the tenants of Taunton Deane. The Chairman explained that tenants would receive a letter by the end of that week, with ballot papers enclosed.

**4. Tenant Services Management Board 2011/2012**

The Chairman welcomed those present to the second Annual General Meeting and reflected on some of the Board's work over the past year.

**5. The year ahead for the Tenant Services Management Board**

The Community Services Manager, James Barrah, outlined the new issues facing the Board for the coming year. These included the following:

- The Housing Revenue Account Business Plan. This was a 30 year plan and the Board would have a crucial role in steering key decisions;
- Policy and Development - changes were being considered with the Right to Buy scheme, rents and tenancies, with the possible introduction of fixed term tenancies. A report would be brought to the next meeting with further information;

- Asset Management - this year's Capital Programme would include some large contracts such as heating installations, which the Board would need to be involved with to determine the type of energy used, depending on areas. Asset Management data would be cleansed and the detailed Asset Management Plan was to be refreshed;
- Staff changes - some changes had taken place and some were underway. A new structure chart was being produced and an update would follow on its completion;
- Regeneration - more clarity was expected on the Halcon Regeneration Project and smaller schemes, such as work to non-traditional properties;
- Social Housing Development Fund - there would be a modest new build programme, requiring protocols to gauge how this would work, where to prioritise sites and to monitor success;
- Supported Housing - re-focussing on the viability of the service was on-going, due to the cuts by Supporting People;
- Energy Efficiency - there was to be some additional Government funding and new initiatives which needed exploring, to see what they could provide for tenants;
- Welfare Reform - it was important to understand the changes and how they would impact on tenants and to understand the financial impact they would have on the Housing Revenue Account;
- Disabled Facilities Grants and Aids and Adaptations – Taunton Deane was to carry out a needs analysis over the next 12 months as Sedgemoor and West Somerset DC's had done. The aim was also to ensure that properties which had been converted for the disabled were used effectively at the point of re-let;
- Performance - the Council would continue to benchmark its performance with others to check it was providing good value;
- Leasehold Service - this was now dealt with by the Income Team and a group would be set up, with the aim to engage with leaseholders and to progress a service improvement plan;
- Resident Involvement and Satisfaction - the aim was to continue focusing on this as a key priority; and
- Regulations – Taunton Deane had a self-regulatory role. Therefore, its duty as a landlord was to work with residents to establish whether the Council was performing adequately as a Landlord. Further measures would be set up to monitor this, such as scrutiny groups, suggestion cards, further mystery shopping and an increase in useful information to the Board.

Mr Barrah thanked the Board for their work throughout the year and the Tenant Services Officers for their work at the Tenants' Open Day.

## **6. Review of the Terms of Reference and the Code of Conduct of the Tenant Services Management Board**

The Tenant Empowerment Manager requested that the Terms of Reference and the Code of Conduct were both considered together. The following slight amendments were agreed:

- Board members should be elected every two years;

- The posts of Chairperson and Vice-Chairperson would be subject to elections at an Annual General Meeting (AGM) or the following board meeting, if an election had subsequently been held. Should any post(s) fall vacant before an AGM, an election would be held at an ordinary board meeting;
- An AGM would be held in April each year, or within 15 months of the previous AGM to:-
  1. Receive reports from the outgoing Chairperson on the board's activities during the year;
  2. Elect a Chairperson and a Vice-Chairperson if an election had not been held in that year;
  3. Elect representatives to any Sub-Committees or working groups; and
  4. Consider and vote on any resolutions put forward by tenants.

Councillor Brooks asked when the two Councillors were to be re-elected to the Board. The Tenant Empowerment Manager reported that Democratic Services felt it was best to carry out the re-election after Annual Council.

The Board members were thanked for their time and commitment. Mrs Marshall, who had decided not to stand for re-election, was presented with flowers and thanked for her contribution as a Member of the Board.

(The meeting ended at 5.05pm).