

Minutes of the meeting of the Tenant Services Management Board held on Tuesday 22 May 2012 at 6pm in the John Meikle Room, The Deane House, Belvedere Road, Taunton.

Present: Councillor Bowrah, Councillor Brooks, Mrs Bunn, Mrs Drage, Mr Etherington, Mr Gaplin, Mr Gould, Mrs Hegarty, Mr Hellier and Mr Middleton

Officers: Stephen Boland (Housing Services Lead), Martin Price (Tenant Empowerment Manager), Phil Webb (Housing Property Services Manager), Norah Day (Housing Estate Manager), Wendy Sharland (Administrative Officer) and Emma Hill (Corporate Support Officer)

Others: Councillor Mrs Smith, Martin Aldred (Halcon North Tenants and Residents Assoc), Mark Gunda and Vickie Furrow (ALHCO representatives)

(The meeting commenced at 6.05pm)

1. Apologies

Clare Hooper and Mark Edwards

2. Minutes

The minutes of the meeting held on 20 February and the Annual General Meeting of the Tenant Services Management Board held on Monday 23 April 2012 were taken as read and signed.

3. Public Question Time

Questions and a statement were received in writing from Mr Martin Aldred, as Chairman of the Halcon North Tenants and Residents Association.

Mr Aldred asked the Board if it was going to be helping Taunton Deane Borough Council with the wording of the questionnaire to be sent to tenants within the area of the Halcon North Regeneration Project or could the wording be discussed at the next meeting of the Board?

The Board decided to create a sub-committee to discuss the wording of the questionnaire at a separate meeting. The sub-committee would consist of Mr Gaplin, Mr Middleton, Mrs Drage and Mr Etherington. The Housing Services Lead reported that he would contact all members of the sub-committee to arrange a meeting date.

Mr Aldred also asked whether all the tenants of Taunton Deane had received property survey letters or was it just tenants of Halcon North within the regeneration area?

The Housing Services Lead informed the Board that the project plan was taking shape and it was hoped to engage with the Halcon North Tenants to progress this plan. It was also noted that a report might be available for the next meeting of the Board.

The Housing Property Manager informed the Board that a stock condition survey was being carried out in the project zone, which would provide more accurate data of the condition of existing stock and would enable Taunton Deane to plan necessary works.

The survey would be for both external and internal works, refreshing knowledge and information about the properties and blending it with old information.

4. **Declaration of Interests**

The following members declared personal interests as a Council house tenants :-

- Mrs Bunn
- Mrs Drage
- Mr Etherington
- Mr Galpin
- Mr Gould
- Mrs Hegarty
- Mr Hellier
- Mr Middleton
- Cllr Brooks

Councillor Brooks declared a personal interest as a family member was living in the Halcon North area.

5. **ALHCO – Heating Repairs and Maintenance**

Representatives from ALHCO gave a verbal update following the company's first few weeks as the new heating repairs and maintenance contractor for Taunton Deane. ALHCO had become the new contractor after a six month procurement process. Representatives gave a brief update and summary of the services that ALHCO were providing to tenants for Taunton Deane.

Taunton Deane had set ALHCO strong KPI's (Key Performance Indicators), which ALHCO were monitoring carefully through a variety of mediums including customer satisfaction surveys.

ALHCO would have a 24 hour emergency telephone number (08455240248) available as well as a dedicated local office based at the Deane DLO depot (01823 356571).

ALHCO were also replacing existing Carbon Monoxide detectors for tenants as well as starting to install new detectors starting with vulnerable tenants.

Resolved that representatives from ALHCO be invited to return at the end of the first quarter with an update of the figures and progress report.

6. **Role of the Tenant Services Management Board**

The Tenant Empowerment Manager gave a PowerPoint presentation on the role and responsibilities of the board.

The Role of Board Members included:-

- Representing the tenants of Taunton Deane Borough Council to raise the standards of Housing Service:
- Working with officers of the Council to agree acceptable and realistic standards of service in the Borough; and

- Scrutinising how well the Housing Service was doing.

Responsibilities of a Board Member were set out as follows:-

- To act in the best interests of all Taunton Deane Borough Council tenants;
- Members were elected to represent the tenants of Taunton Deane as a whole, not individual tenants or groups of tenants;
- To contribute fully to meetings by preparing for meetings in advance, reading all relevant papers and attending training sessions and other events;
- To participate in decision making and abide by the decisions made by the Board, even it was not the individual's personal point of view;
- To work as part of team;
- Willingness to ask questions in order to fully understand the topic before making a decision;
- The ability to look at the bigger picture, the service as a whole, when making a decision;
- The confidence to express views as part of a group discussion; and
- To respect the confidentiality of information.

This presentation also included a summary and examples of the work the Board had completed, explained the availability of training for Board members and stated that Board meetings would be held on a monthly basis.

7. Terms of Reference and Code of Conduct of the Tenant Services Management Board

The Tenant Empowerment Manager informed members of the Board that there were no changes to the Code of Conduct but there had been some changes to the Terms of Reference details of which were reported. All members were asked to read through the terms and sign one copy, then return it to the Tenant Empowerment Manager.

8. Election of Chair of the Tenant Services Management Board

Mrs E Drage nominated Mr D Etherington for Chair, which was seconded by Mrs J Hegarty.

Resolved that Mr D Etherington be appointed Chair of the Tenant Services Management Board.

9. Election of Vice Chair of the Tenant Services Management Board

Mrs J Hegarty nominated Mr M Edwards for Vice-Chairperson, which was seconded by Mrs E Drage.

Resolved that; (1) Mr M Edwards be appointed Vice-Chair of the Tenant Services Management Board.

(2) In the absence of Mr M Edwards, Mrs J Hegarty acting Vice-Chair.

10. Tenants' and Leaseholders' Open Day Feedback

The Tenant Empowerment Manager reported back from the Tenants' and Leaseholders' Open Day' held on 23 April 2012 at the Somerset County Cricket Ground. Reported that 123 tenants/leaseholders had attended the Open Day and that they had received 38 responses to the questionnaires.

At the Open Day event there were 20 stalls available to Tenants and Leaseholders from a wide variety of sources. During the event a questionnaire was circulated seeking the views of tenants and leaseholders. The results of this questionnaire were presented to the Board.

Councillor Brooks congratulated officers on the success of this year Tenants' and Leaseholders' Open Day.

Resolved that a larger DLO stall be provided at the next Tenants' and Leaseholders' Open Day to enable staff to be present to deal with the volume of enquiries from Tenants and Leaseholders.

11. Production of Housing Revenue Account Business Plan 2012 – 2042

The Tenant Empowerment Manager reported on the production of Housing Revenue Account Business Plan 2012 – 2042. It was reported that a 'Tenants Friendly Version' of the Business Plan would be issued in the July version of the newsletter going out to all Tenants and Leaseholders.

The Tenant Empowerment Manager also reported that a joint event between Taunton Deane Borough Council, the Tenants Service Management Board and the Tenants' Forum would be arranged to further discuss the Business Plan.

12. Tenant Participation Advisory Service (TPAS) Annual Conference

The Tenant Empowerment Manager informed the Board of the date for the next TPAS conference held between 16 and 18 July 2012 at the Hilton Metropole in Birmingham. There have been three places booked for the TPAS conference.

Councillor Bowrah said that last years conference was professional and well run with eight representatives in attendance. Councillor Bowrah also mentioned that it was a good opportunity to make contact with a wide variety of people from different backgrounds.

Resolved that Councillor Bowrah, Mr Gould and Mr Edwards be nominated to attend the TPAS conference

(The meeting ended at 7.42pm)