

**Minutes of the meeting of the Tenant Services Management Board held on Monday 17 March 2014 at 6pm in The John Meikle Room, Belvedere Road, Taunton.**

**Present:** Mr Dustyn Etherington (Chairman),  
Mrs J Hegarty (Vice-Chairman),  
Mrs J Bunn, Mr M Edwards, Mr D Galpin, Mr K Hellier, Mr R Middleton,  
Councillor Bowrah, Councillor Miss F Smith.

**Officers:** Steve Esau (Property Manager, Maintenance), Tom Gillham (Interim Assistant Director Property & Development), Sharon Harvey (Supported Housing Team Manager), Gary Kingman (Supported Housing Team manager), Martin Price (Tenant Empowerment Manager) Phil Webb (Housing Manager – Property Services), and Andrew Randell (Corporate Support Officer).

**Others:** Councillors Jean Adkins and Jane Warmington.

(The meeting commenced at 6.00pm)

**1. Apologies**

There were no official apologies

**2. Public Question Time**

Councillor Jean Adkins explained that as Taunton Deane Borough Council (TDBC) is now building properties it would be prudent to join an Affordable Housing Partnership. A brand would therefore be needed to highlight this part of TDBC's work. The proposed name for this is "Deane Housing Development" and a separate logo would be created.

All were happy in relation to the change; questions were asked relating to the cost implications, it was believed that it was just in house graphics that would be needed to make the change with minimum cost incurred.

It was questioned if building housing in West Somerset would have an effect on TDBC.

Tom Gillham was introduced and welcomed as the interim Assistant Director - Property and Development.

**3. Declarations of Interests**

Councillor Bowrah and Councillor Miss Smith declared personal interests as several members of their families were Taunton Deane Borough Council Housing Tenants. Mr Etherington, Mrs Hegarty, Mrs Bunn, Mr Edwards, Mr Galpin, Mr Hellier and Mr Middleton declared personal interests as Taunton Deane Borough Council Housing Tenants.

#### 4. ALCHO Performance Update Report

The Property Manager – Maintenance gave a verbal update on the ALHCO Performance Monitoring.

Below is a summary of the Quarter Three ALCHO Performance Update:

- At the end of Quarter, compliance stood at 99.93% with reported three properties overdue. It can be confirmed that all three were serviced early in Quarter 4.
- There were still some on going problems with ALCHO not consistently meeting the 10 month programme. The gas team was working closely with ALCHO to make improvements.
- Reactive Maintenance - the KPI figures were showing below the target in all areas. The Council were working with ALCHO to identify the reasons for repairs being overdue with actions on how they are going to improve performance, bringing them up to target.
- The void levels had been about normal in Quarter three.
- The council were still experiencing a high number of appliance failures both through gas checks on voids and the servicing programme.
- The financial information included the cost of servicing and maintenance together with rechargeable works; the latter being works outside of the contract and included works to voids.
- To date the amount of scrap monies stood at approx £8k, these monies were paid back into the Housing Revenue Account.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- The recovery of £8k worth of scrap materials was commended and discussed; *following questioning this was factored into previous installation contracts with different terms on scrap materials, with money off installations in the past but this had now been changed to scrap materials being the property of TDBC.*

**Resolved** that the Board noted the Officer's report.

#### 5. Tenant Services Management Board Elections 2014

The Tenant Empowerment Manager gave a verbal update concerning the up and coming Tenant Services Management Board Elections.

The Tenant Empowerment Manager detailed to the board that due to the European Elections in May the Tenant Services Management Board Election couldn't take place at the end of May.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- An information pack would be sent out to tenants for the election.
- Members of the board were happy for the word count of the candidate statement to be increased to 150 words. The political representation of the board was discussed, with currently the two largest political groups providing two representatives. *Increasing the numbers on the board was possible but not recommended with numbers in the terms of reference in the governance of the board stated the board needs to be made up of a maximum of 10 tenants and 2 councillors.*
- The timescales of the meeting were set out to the board and all members of the board were happy to have a May meeting with the new board to be in place after the election in June.

**Resolved** that the board noted the officer's verbal report and were in favour of holding the meeting in May and the election in June.

## 6. **Tenants' and Leaseholders' Open Day 2014 Update.**

The Tenant Empowerment Manager gave a verbal update concerning the Tenants' and Leaseholders' Open Day, to be held on 28 April 2014.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- The groups met in February and March with thanks extended to those of the TSMB who attended.
- Debbie Rundle was working closely with the Twitter account being used to promote open days. Publicity for the event would also be put up across the borough. Banners would also be displayed on Deane House and on the high street.
- Voluntary groups would have a stall for their information at the open day, with James Barrahan and Phil Webb attending as guest speakers.
- A bus had been arranged for a charge of £145 for the whole day so that people could attend the event.
- An invite had gone out to a local radio station for the whole day to interview residents, with the event also due to be publicised in the gazette.
- The possibility of creating a logo for the TSMB was discussed. As tenants were used to having the TDBC logo displayed on correspondence, all were happy for the logo being displayed on papers of documents relating to the Tenant Services Management Board.

**Resolved** that the board noted the officers update:-

## 7. **TPAS Annual Conference 2014**

The Tenant Empowerment Manager gave a verbal update concerning the next TPAS Annual Conference.

Below is a summary of the details for the next TPAS Annual Conference:

- The dates of the annual conference had been published.

- This had been arranged for 9<sup>th</sup> and 10<sup>th</sup> July at the Chestford Grange Hotel, Kenilworth, Warwick. The board would be kept updated when more information was available.
- It was suggested that places were to be booked in advance, but agreed that new members of the board would be allowed to attend after being elected if they wished.

**Resolved** that the board noted the officers update.

(The meeting ended at 7.05pm)