



TENANT SERVICES MANAGEMENT BOARD

You are requested to attend a meeting of the Tenant Services Management Board to be held in The John Meikle Room - The Deane House, Belvedere Road, Taunton on 25 March 2019 at 6.00 pm.

Agenda

- 1 Apologies.
- 2 Minutes of the previous meeting of the Tenant Services Management Board. (Pages 5 - 6)
- 3 Public Question Time.
- 4 Declaration of Interests.

To receive and record any declarations of disclosable pecuniary interests or personal or prejudicial interests in respect of any matters included on the agenda for consideration at this meeting.
(The personal interests of Councillors and Clerks of Somerset County Council, Town or Parish Councils and other Local Authorities will automatically be recorded in the minutes.)
- 5 TPAS Conference - verbal update
- 6 Customer Landlord Strategy Update - verbal update

Bruce Lang
Assistant Chief Executive

15 March 2019

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.

Except at meetings of Full Council, where public participation will be restricted to Public Question Time only, 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 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



Lift access to the 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 Governance and Democracy Team on 01823 356356 or email democraticservices@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 email: enquiries@tauntondeane.gov.uk

Tenant Services Management Board Members:

Mr A Akhigbemen (Chairman)

Mr D Galpin (Vice-Chair)

Mrs J Bunn

Mrs D Flavell

Mrs J Hegarty

Mr K Hellier

Mr I Hussey

Councillor R Bowrah

Councillor H Prior-Sankey

Tenant Services Management Board - 25 February 2019

Present: Mr D Galpin, Mrs J Bunn, Mrs D Flavell, Mrs J Hegarty, Mr K Hellier and Mr I Hussey

Officers: James Hassett, Christine Fraser, Steven Clarke and Clare Rendell

Also Present: A Bolitho, P Hughes and L Redston

(The meeting commenced at 6.00 pm)

1. **Apologies.**

Apologies were received from Mr A Akhigbemen and Councillor B Bowrah.

2. **Minutes of the previous meeting of the Tenant Services Management Board.**

The minutes of the meeting of the Tenant Services Management Board held on 21 January 2019 were signed and taken as read.

3. **Public Question Time.**

No questions were received for Public Question Time.

4. **Declaration of Interests.**

Name	Minute No.	Description of Interest	Reason	Action Taken
Mrs J Bunn	All Items	TDBC Housing Tenant	Personal	Spoke and Voted
Mrs D Flavell	All Items	TDBC Housing Tenant	Personal	Spoke and Voted
Mr D Galpin	All Items	TDBC Housing Tenant	Personal	Spoke and Voted
Mrs J Hegarty	All Items	TDBC Housing Tenant	Personal	Spoke and Voted
Mr K Hellier	All Items	TDBC Housing Tenant	Personal	Spoke and Voted
Mr I Hussey	All Items	TDBC Housing Tenant	Personal	Spoke and Voted

5. **Introduction of James Hassett - Chief Executive.**

The Chief Executive introduced himself to the Board Members and gave a background of his personal and professional history.

He also gave information on his vision for the future of the new Somerset West and Taunton Council.

6. **Introduction of Christine Fraser - Head of Performance and Governance.**

The Head of Performance and Governance introduced herself to the Board Members and gave a background of her personal and professional history.

She also gave information on her vision for the future of the governance arrangements for the new Somerset West and Taunton Council.

7. **Discussion about the future of the Tenant Services Management Board.**

The Head of Performance and Governance gave the Board Members an update on the future of the Tenant Services Management Board (TSMB). Due to the New Council, officers needed to look at what groups the Council currently had and how they would work in the future model.

The Head of Performance and Governance suggested that the Board might not be required to meet on a monthly basis, but they could meet quarterly instead, with a couple of bigger events held during the year to allow for a wider tenant population to attend. She advised the Board that she had been in contact with the Chairs of all three Tenant Groups to discuss the options available for the future governance arrangements.

During the discussion, the following points were made:-

- Board Members queried whether there could be a separate scrutiny group?
Officers advised that could be a possibility.
- Board Members highlighted some of the recommendations made in the Housing Green Paper.
Officers confirmed that they were waiting to see what recommendations became legislation before any amendments were made.
- Board Members highlighted that Taunton Deane were one of the Councils that had a higher representation at the TPAS conference and that they did not want to lose that.
- Concern was raised about joining up the three Tenant Groups and the Board Members advised that the Tenant Forum and Sheltered Housing Group fed into the TSMB.
- Board Members highlighted that the elections had been postponed due to the Transformation Project.

Resolved that the Board would be kept informed of any changes to the Tenant Groups.

8. **Introduction to Locality Officers**

The Locality Manager introduced herself and two of her Locality Engagement Champions to the Board. They explained which areas of the district they covered and what their roles would involve and how they would work with the residents to assist them with any queries or requests they might have.

(The Meeting ended at 6.30 pm)